



CRIS

CREATING E TRUST WITH CITIZENS

INDIAN RAILWAYS

**A PREMIUM CITIZEN
SERVICE NETWORK
PROVIDER**



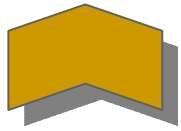
CRIS - INTERNAL SERVICE PROVIDER COMPANY FOR IT SOLUTIONS ON IR



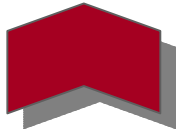
- ◆ DESIGN, DEVELOPMENT AND IMPLEMENTATION OF COMPUTER BASED INFORMATION SYSTEMS AND ASSOCIATED COMMUNICATION NETWORKS AND PRODUCTS AND OTHER SYSTEMS
- ◆ TECHNICAL SUPPORT AND SERVICES TO DEVELOP, SET UP, OPERATE AND MAINTAIN ANY COMPUTERISED SYSTEM AND THE UNDERLYING INFRASTRUCTURE



PUBLIC SERVICE AND CITIZEN



Every E-governance exercise is to transform public services into IT enabled services



Exercise is to integrate the business processes across the organisation with use of IT to facilitate it to respond with flexibility and speed to

- **Public Needs,**
- **Business opportunities and**
- **External factors**

USING INFORMATION TECHNOLOGY FOR GREATER SERVICE



- * A large complex Infrastructure System such as the Indian Railways can benefit greatly from the intelligent use of IT
- * E-GOVERNANCE OBJECTIVE
 - * **Improved and optimised service**
 - * Passenger revenue enhancement
 - * Freight revenue enhancement

STRATEGIES OF IR



- Applications should transcend boundaries of railway organisation and go into the domain of the user of the service.
- Integration with communication systems and other technologies.-use of internet, mobile phones, hand held terminals, universal product code readers etc
- Manage continuous improvement in technology.

TRANSPORTATION SERVICES OF IR



- Indian railways meet nearly 22% of the total passenger transportation needs and nearly 60% of long distance travel needs of the people of the country
- Every day nearly 15 million passengers travel on our trains
- Passenger business accounts for 31% of the revenue of IR
- Indian Railways meet approximately 45% of the national freight transportation needs
- Freight Transport accounts for nearly 70% of IR's revenue.
- IR carries 600 million tonnes of freight traffic, across its network

SERVICE IN PASSENGER TRANSPORTATION



- Indian Railways offer unmatched service to the nation in two major segments of Passenger Traffic
- Low Cost Long Distance travel
 - This segment accounts for
 - 5% of the passenger carried
 - 34% of the PKM
 - 53% of the passenger revenue
- Mass Volume transportation segment
 - This sector accounts for
 - 95% of the passenger carried
 - 66% of the PKM
 - 47% of the passenger revenue

IR's Citizen Service Networks



- Passenger Reservation System (PRS)
- Freight Operations Information System (FOIS)
- Unreserved Ticketing System (UTS)
- Web Enabled Claims Processing System
- E-Reservation
- E-Payment of Freight Charges



CRIS

Pre – Travel Facilities - Computerisation of Passenger Reservation



Getting Reservation on trains was a problem for many of us for many years. By Computerising passenger Reservation Indian Railways removed the pain area,

Over the years this computer system has been evolving to provide more and more service to the passengers

In 1984-85, a Pilot Project was implemented at Delhi and that was later replicated at four other sites namely, Secunderabad, Chennai, Kolkata and Mumbai. The system set up at these regional centers took care of trains within their area of jurisdiction.

Further Milestones in implementation of PRS



- ✦ To enable passengers to reserve for any train in the country from anywhere in the country, a new networked reservation system called “CONCERT” (COUNTRY-WIDE NETWORK FOR ENHANCED RESERVATION AND TICKETING) was provided in the year 1999.
- ✦ Access to far-flung areas given by deploying terminals for reservation at remote locations.
- ✦ New interfaces like touch screens, Interactive Voice Response System etc provided information at the fingertips of the passenger.
- ✦ These measures provided a quantum upgrade in the level of services to passengers.

PASSENGER TRANSACTION LOADS HANDLED AT PRS CENTRES



PRS CENTER	TRAINS	TERMINALS	LOCATIONS	PEAK ACHIEVED	AVERAGE NO
Delhi	1,020	1,317	336	2.75 lakh	2.52 lakh
Mumbai	686	957	218	3.14 lakh	2.42 lakh
Calcutta	630	927	327	1.81 lakh	1.70 lakh
Chennai	370	618	177	1.65 lakh	1.46 lakh
Sec'bad	292	443	105	0.81 lakh	0.72 lakh
Total	2,998	4,262	1,163	10.16 lakh	8.82 lakh



Web Enabling- Current Initiatives

- Enquiry Services related to Reservations.

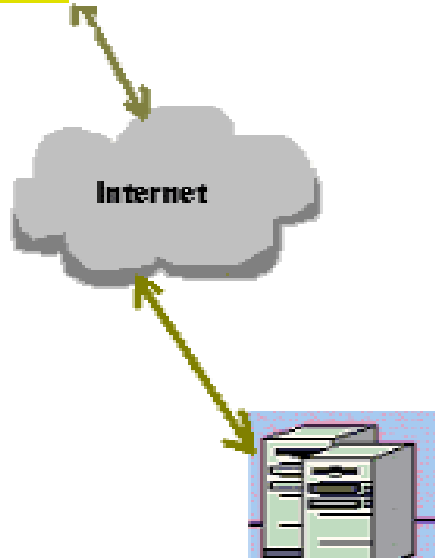
www.indianrail.gov.in

- Train running position on Web.

www.trainenquiry.com

- Internet Gateway/Data Centre at CRIS, New Delhi.
- Also utilized for CRM & Claims applications.
- PRS enquiry services furnished through SMS also.

WEB ENABLING OF CONCERT APPLICATION



- Indian Railway's web-site, www.indianrail.gov.in offers PRS enquiries on the internet
 - Berth/Seat availability
 - Passenger Status
 - Trains between Important Stations
 - Fare
 - Train Schedule
- A maximum of 50 lacs hits per day have been recorded

E-RESERVATION

INDIAN RAILWAY
CATERING AND
TOURISM

[A Govt. of India
Enterprise]

Welcome to Online
Rail Ticket Booking

- ❖ The facility of rail reservation on the Internet.
- ❖ Rail journey in India can be booked on the Internet through the Website by any user after registering at the IRCTC site.
- ❖ Payment can be made by use of credit cards, debit cards and also through direct debits to the users who have their accounts in bank having Internet banking facility.
- ❖ Tickets get delivered to the users' home or office or any other address of their choice within 48/72 hours.
- ❖ From this current state of obtaining Rail reservation on the Internet, e- ticketing is only a step away.

Functionalities of UTS



- **Issue of Unreserved tickets for rail journey from pre-defined set of clusters to any booking station on Indian Railways.**
- **Cancellation of tickets across the counters.**
- **Tickets can be issued upto 3 days (a configurable parameter) in advance (as against only 1 day) now.**
- **Issuance of Identity Card for season tickets.**
- **Generation of Central Accounting Reports.**
- **Provision of enquiry on UTS number and fare.**

Real Time Information of Train arrival / departure



■ Disseminated through :

■ Display Boards

■ Interactive Voice Response System

■ Automatic Announcement System

■ Face to Face Enquiry counters

■ Internet (web site launched at www.trainenquiry.com)

Freight Operations Information System



Enables freight customers instant access to information regarding the current status of their consignments in transit, for just in time inventory

A system for management and control of freight movement that also assists managers to optimise asset utilisation.

Web Services - Future Directions



- Leverage on www.indianrail.gov.in as a Web Portal offering following services:
 - Reservation Enquiries
 - Train Running Position
 - Claims Submission
 - Public Grievances
 - Consignment Tracking
 - e-Payment of Freight

Mobile Services - Future Directions



- Mobile computing is coming to the aid of masses
- Reservation Status Alerts through SMS
- Train Running status Alerts through SMS
- Reservation after Charting in the Train
- Reservation & Freight related Enquiries through WAP
- Train Running position through WAP

Future Trends in IT in Railways



Leverage on the state-of-the-art technology to be more competitive and reduce cost

- **Killer Applications**

- **Ticketing Solutions (Centralised, Stand-alone, Mobile, Smart Card, Self Service, Internet etc.); value added services to customer**
- **On line and e-enabled Freight Management System**
- **Integrated revenue accountal system**
- **Train Charting and Control Systems**
- **RFID based Wagon/Parcel Tracking Systems**
- **Safety Systems (GPS, TPI, Embedded Systems)**

A Service-Oriented IT Vision For IR



- **E-enabled Freight Management System**
- **Customer care centers**
- **Intelligent Stations Infrastructure**
- **Self service kiosks at Stations**
- **Smart and Stored Value Cards for MST / Passes**
- **RFID based Smart card & Biometric technology for passenger screening**
- **Re-vamped Revenue Management**

- **Operations & Scheduling**
- **Staff Management**
- **Yield Management**
- **WAP Gateway**
- **WAP Applications and WML Pages**
- **SMS Gateway**
- **Payment Gateway**
- **ERP for IR**
- **An IR PORTAL**