

**Government of India
Ministry of Railways
Railway Board**

No. 2016/C&IS/Project/PRS-M-Ph-2/120

New Delhi, Dated 17.08.2019

**Managing Director
CRIS, Chanakyapuri,
New Delhi.**

**CMD, IRCTC
B-148, 11th Floor, Statesman House
Barakhamba Road, New Delhi.**

**Sub: Implementation of New Age Ticketing Software by IRCTC – Hon'ble MR
Dashboard Item ID 3019**

Ref: Note of Transformation Directorate

A note has been received from Transformation Directorate of the Board regarding switching over to a comprehensive new age ticketing system, transferring the PRS work to IRCTC and a possible transfer of some manpower from CRIS to IRCTC. The salient details of the proposal are enclosed in the **Annexure**.

It is requested that comments of CRIS and IRCTC on the proposal may be furnished to the C&IS Directorate, latest by 19.08.2019. Kindly treat the matter as **MOST URGENT**.



**(J.S. Bindra)
ED/C&IS**

**Copy to: EDPM/RB for information and request to furnish comments of
Commercial Dte. on the proposal**

Salient details of the Transformation Dte. proposal reg. New Age Ticketing System

1. The existing Data Base Management System of PRS is Flat File System which, though stable and robust, is a legacy DBMS. This needs to be migrated to RDBMS to meet the challenges of New Age Ticketing software.
2. At present all commercial aspects and public interface regarding PRS is handled by IRCTC while CRIS is the backbone enabler. The present level of transaction on PRS per minute is of the order of 24000 which needs to be improved.
3. The purpose of new age ticketing system is to :
 - i. build an open standard based and intergerable system
 - ii. have an improved operator/user interface
 - iii. have an improved inventory and transaction rate
4. Following works are already sanctioned to meet these objectives:
 - a. Modernization of CONCERT – Phase – I – Rs. 36.64 cr.
 - b. PRS Modernization – Phase – 2 – Rs. 109.44 cr.
5. Since IRCTC has been handling the frontend and all commercial aspects of PRS, it may be prudent to entrust entire responsibility of PRS to them. IRCTC however, expressed their inability to manage the backend as it requires technical expertise and manpower that are currently engaged in management of existing PRS set up at CRIS and across the country.
6. CRIS vide their letter dated 31.07.2019 has given a detailed information of the PRS system. GM CRIS has brought out compelling reasons as to why PRS system should remain with CRIS. CRIS has concluded that the systems are closely intertwined and any kind of segregation with respect to agency managing any of these system will have adverse impact on essential public service.
7. These compelling reasons notwithstanding, the intention is not to switch over to New Age Ticketing System causing disruption to the existing system. Any switch over to new system has to be seamless after concurrent use of existing and new system and proving out of the new system for a considerable length of time.
8. Given the complexity and sensitivity of the issue, following are proposed:
 - a. GM/PRS/CRIS along with all the staff and officer connected or associated with PRS directly or indirectly, shall report to CMD/IRCTC with immediate effect and will draw out a plan for smooth transition of entire PRS system from CRIS to IRCTC within 90 days.
 - b. All concurrent and overlapping system will continue to function the way they are functioning at present and seamless data sharing among various applications shall continue in the same way as being done now.
 - c. IRCTC shall appoint a consultant specializing in designing and implementing an IT ecosystem of approximately the similar magnitude (in terms of concurrent users) to study the existing PRS and suggest plan to seamlessly change over to New Age Ticketing software under the administrative control of IRCTC. The consultant shall submit the report within 75 days from the date of getting letter of agreement from IRCTC.
 - d. ED (C&IS) shall be the nodal officer from Railway Board to ensure compliance of above directives within a reasonable period.
