भारत सरकार Government of India
रेल मन्त्रालय Ministry of Railways
(रेलवे बोर्ड Railway Board)
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No: 2006/C&IS/UTS/ Policy/1 Pt.(AMC). New Delhi, Dt.23.07.07

The General Managers,
All Indian Railways.

Subject: **Policy circular for Maintenance of Unreserved Ticketing System (UTS).**

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1.0 Background

1.1 Unreserved tickets account for over 90% of the ticketing volume on the Indian Railways. The computerized Unreserved Ticketing System (UTS) project was initiated to provide a fast, flexible, and secure method of providing unreserved tickets to the travelling public, on the lines of the Passenger Reservation System (PRS).

1.2 The UTS is based on a central Zonal Database server connected to terminals at each station. Tickets can be procured from any counter for any destination in the same fashion as reserved tickets, subject to the originating stations falling within a defined station cluster.

1.3 The UTS has already been installed at over 850 stations on all Indian Railways and over 650 stations were sanctioned by 2006-07 where work is in progress. It has been observed that the revenue from sale of unreserved tickets has increased after installation of the UTS, and reconciliation of station earnings has become simpler on account of the central database.

1.4 To proliferate UTS at all stations upto 'E' category, works for 4724 stations have been included in Annual Budget 2007-08.

2.0 Maintenance issues regarding Unreserved Ticketing System

2.1 It has since been decided that the proposal for the maintenance of all UTS servers would be forwarded to Board by CRIS. This would include the (i) System Hardware, (ii) third party application (RDBMS) and (iii) application software. The sanction of the maintenance charges would be processed centrally on the

same lines as in case of PRS servers and would be circulated to zonal Railways.

2.2 Instruction regarding **data communication equipment** will be issued separately.

2.3 Following procedure should be adopted for the maintenance of **system peripherals including all Electrical Equipment:-**

2.3.1 **System peripherals procured by railways:** The responsibility of maintenance during and after the expiry of warranty period would vest with railways.

2.3.2 **System peripherals procured by Railways and maintained by CRIS:** Zonal railways should execute new agreement with the vendor after the expiry of maintenance agreement by CRIS.

2.3.3 **System peripherals procured by CRIS where post warranty AMC have been indicated in Purchase Order but the period of AMC is expiring:** AMC should be executed at zonal railway end at the quoted rates after necessary executing procedure.

2.3.4 **System peripherals procured by CRIS for the year 2006-07:** These are likely to include comprehensive on-site 3-year warranty and AMC rates for 4th and 5th year. Railways may like to enter into AMC charges thereon at the specified rates.

3.0 UTS maintenance shall be taken over by Railways w.e.f. 01.10.2007. Railways should prepare list of various equipments installed in the Railway with date of installation and warranty period etc. CRIS may provide necessary guidance and help.

4.0 The Channel hiring may be so worked out by CSTE & CCM jointly so that multiplicity of route and service provider is maintained to get higher uptime and availability. Wherever required, channels may be hired from Railtel, BSNL, other service providers based on competitiveness of rates, quality and reliability of service etc. All expenditure for this would be chargeable to revenue (Allocation G-270).

5.0 All IT equipment procured/ received from CRIS should be duly entered in the stock register along with all particulars to be maintained at the station and a central location at the zonal offices and reconciled with the CRIS so as to ensure that all material transferred by CRIS is on stock register.

6.0 Care should be taken for the operation of Embedded clients so that they are constantly in the network. All Embedded clients which get delinked from UTS data-centre for various reasons like network failures, logging out by the booking clerk, electricity failures, any other reason etc. should get reflected / highlighted in the zonal NMS. Similarly, all clients who rejoin the system stipulated above should be through positive intervention of the supervisors of the location. Railways should ensure that the data, both static and dynamic, should be synchronised, between the embedded client UTS Data Center once the link is restored with the main server. For this purpose CCM & FA&CAO of each Railway may issue a Joint Procedure Order (J.P.O.) which may be implemented by CRIS, under intimation to the Board. It may also be ensured that the zonal NMS centre is manned on a round the clock basis so that necessary assistance is available for this purpose as well as for coordinating with CRIS.

This issues with the concurrence of Finance Directorate of Ministry of Railways.

Please acknowledge receipt.

(Chhatrasal Singh)
Director (C&IS)

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2.0 Deputy Comptroller and Auditor General of India (Railways), 224. Rail Bhawan, New Delhi (with 80 spares).

for Financial Commissioner/Railways

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5.0 Executive Director/PM, Railway Board, New Delhi.
6.0 Executive Director/FX-II, Railway Board, New Delhi.
7.0 Executive Director/VT, Railway Board, New Delhi.
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