



Indian Railways facilitates transport of men on a massive scale on a daily basis. A sizable number travel in comfort of reserved accommodations while the other take shelter in general bogies.

Any ticket (reserved or unreserved) bought by a passenger is outcome of a complex process which is a result of continuous monitoring & undiluted maintenance 24x7. While the passengers are fast asleep traversing their journey, the UTS equipments and staff burn the mid-night oil to render quality service. All the wings of Railways i.e. Electrical Dept. provides power-supply and air-conditioning to Equipments, S&T provides the communication equipments and network connectivity and Commercial provides the Terminal equipments to printing the tickets form the right co-ordination mix to provide uninterrupted ticketing.

The Silver lining in the Ticketing arena was first spotted when the Computerized Passenger Reservation System (PRS) for reserved accommodations was introduced on Indian Railways in early 80s. The system gained its foothold over a period of time to unify and encase the whole country with a service like never before. The continuous R&D and the improvements incorporated thereupon have made the system more adorable both for the Passengers as well as the organization. This system is made in such a way that a passenger can buy a ticket for any corner of India, from any corner and to any corner of the country. This has brought the people of our country near to each other virtually reducing the distance and enabling inter-cities access more comfortable. The unreserved segment was brought in the net of computerization and state of art technology based Unreserved Ticketing System (UTS) was introduced in last decade. Early, it was a compound system where in network at major stations was IP address based whereas at lesser important stations, it was on the legacy based technology used in PRS. Intelligent & stand-alone equipment called thin-client has replaced dumb terminals on account of its inherent ability to work temporarily in the absence of link and therefore has its conspicuous advantages. Today UTS has spread its wings to 202 locations over Western Railway dispensing tickets round the clock.

Substantial amount was being spent on hired channels as rental charges to BSNL separately for PRS as well as UTS. It was realized that recurring rental amount to BSNL can be saved, provided

Railways owned OFC/MW network is strengthened and hired circuits are unified or surrendered. The legacy based PRS network was amalgamated with UTS network thereby optimizing expenditure on both one time and recurring overheads. The existing UTN (unified Ticketing Network) provides stable network with higher redundancy. With a view to extend the dispensing of unreserved tickets in Civil limits, the scheme of appointing JTBS in non-station area has been implemented. The dual motto is tickets reaching passengers rather than passengers reaching tickets; besides generating employment avenues to public in general. Similarly for reserved segment, Railway

Reservation Centres have been made functional at selected Post Offices and non-station areas for the reach of passengers'.

Western Railway has been aptly innovative exploring alternate modes of dispensing unreserved tickets through CVMs, ATVMs etc. This has been done with mere a religious motto to contain the time taken by passengers to procure a ticket and thereby reducing the queue length. ATVM is an extension of UTS counter on IP technology in the concourse area of the station with a marked difference that it has a

fabrication enclosure and passenger operated, therefore unmanned. For a small amount of investment, the CVMs offer tickets for travel on Mumbai Suburban route without having to queue up on ticket counters again and again.

All ticketing solutions for travel over railways under one roof were introduced in the form of UTS cum PRS counters especially for non suburban areas facilitating purchase of reserved and unreserved tickets from one window. All the above ticketing solutions inherently harnesses the services of varied Electronics Equipments collecting data from the user end, transporting it to the core server traversing the communication channels, backend processing at server and sending the processed data back to the relevant terminal. The above complex process is executed in fraction of time to contain the wait period between the request and issue of ticket for the passenger.

So the next instance you happen to plan a travel by train, kindly recollect the above and appreciate the effort of human resource at the backend who have made simplify the above solution for you The Esteemed passenger of Railways..... We care.

Help Railways to serve you better !!

 **Joginder Singh**, Dy. CSTE (UTS), Churchgate

Activities Rover Ranger Samagam at Vadodara

To Commemorate the Centenary of Girl Guiding, a mega event "ROVER/RANGER SAMAGAM" titled as "Aarambh" was organized on the theme of "World of Girls - Ultimate to Change" at Vadodara from 24th to 28th November 2010.

This mega event was attended by a total 385 participants from all over Western Railway including participants from Lota, Ajmer and Jaipur our former Divisions.

The Samagam was inaugurated by Shri A. K. Shrivastava, President & DRM-Vadodara District on 24th November 2010 at 16.00 hrs. by releasing clustered helium balloons into the air followed by a beautiful fireworks display engulfing the atmosphere in the spirit of enthusiasm. The opening ceremony was held in a colourful manner viz; General Salute, Guard of Honour, Parade and displays such as Fire fighting, First Aid, Lazim, etc. were also presented.

Keeping in view the priority given to Youth Programme in Vision 2013, as well as the interests of youth, various activities depicting Scouting Skills Intellectual level, hobbies and games were included in the Samagam.

A Valedictory function was organized on 27th November 2010. Shri Kishan Singh, Chief Commissioner, Central Exise &

Customs was the Chief Guest. He was welcomed by Shri A. K. Shrivastava, President & DRM by presenting a bouquet and scarf as per the tradition of Scouting. He inspected scouting skills shown by the participants of the Samagam. A grand campfire was organised. He was very impressed with the activities undertaken during the samagam. His feelings towards the movement were reflected in his benediction speech. Lastly he gave away the prizes and mementos to the participants of the Samagam.

Smt. S. Meenalochana, Jt. State Secretary witnessed the function and gave a vote of thanks to all the participants of Samagam for their energetic efforts for making the event a grand success.

On behalf of State Chief Commissioner & CPO, she declared on award of Rs. 10,000/- to the host district for excellent arrangements made for the participants of samagam. The event was a grand success due to the keen interest evinced by all the participants in all the activities conducted during the event.

Smt. Asha S. Bandhavkar, State Org. Commissioner (G) was the incharge of the event and organised it very successfully.

