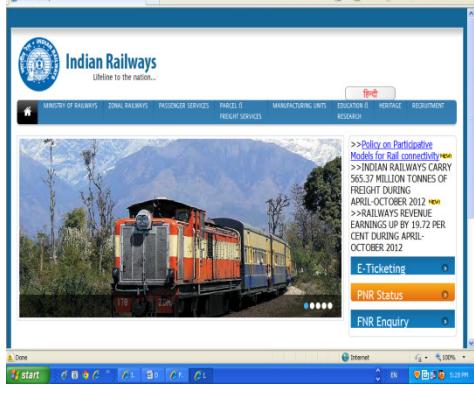
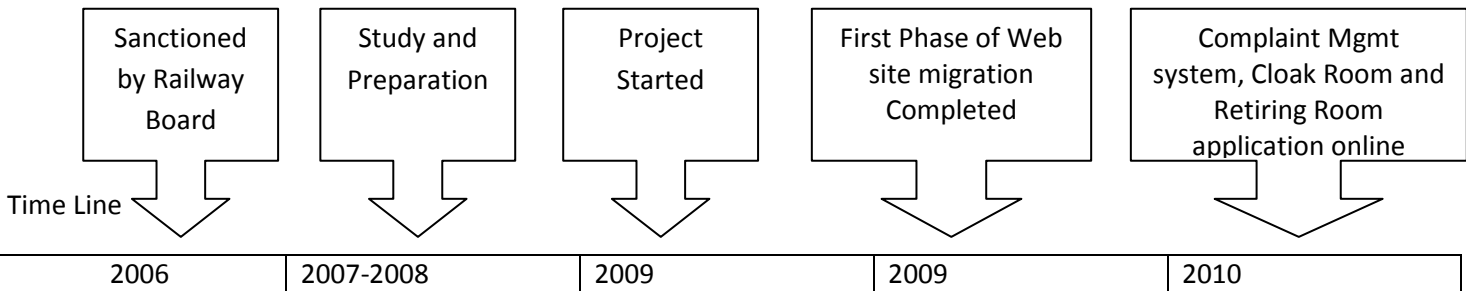


INDIAN RAILWAY WEB PORTAL

| | | |
|--|--|---|
|  | <p>Consists of the following online application.</p> <ul style="list-style-type: none"> • Web and SMS based Complaint Management System • Computerized booking of Retiring Room • Computerized booking of Cloak Room • All the zonal, Production Unit and Training institutes web sites are now centrally hosted and maintained. | <p>Complaint Management System deals with online complain regarding any grievances pertaining to railways for quick redressal of grievances.</p> <p>40 Locations of Retiring room is now computerized.</p> <p>2 Location of Cloak Room is computerized.</p> |
| <p>IR web portal provides the single point access to all the relevant information pertaining to Indian railways.</p> | <p>Running successfully since year 2010</p> | <p>37 Railway web sites are online under IR web Portal</p> |

IR WEB PORTAL APPLICATIONS

| | | | |
|--------------|-----------------------|---------------|--------------|
| Web Site | Complaint Mgmt.System | Retiring Room | Cloak Room |
| January 2010 | October 2010 | October 2010 | October 2010 |



Assistance

| SNo. | What? | Since | Pending with |
|------|--|-------|---------------|
| 1 | Lack of nominated centralized web-masters of Zonal Railways | 2010 | Railways |
| 2 | Peripheral equipments(Thin Clients,Printers,Networking Equipments) for Retiring Room and Cloak Room needs to be maintained by Railways | 2010 | Railways/CRIS |
| 3 | Content of web sites(Bilingual) are not updated by web masters | 2010 | Railways |

IR Portal is for the benefit of Indian Railways.

- **37** web sites have been migrated in IR Web Portal with standardized look-n-feel and technology
- Web and SMS Complaint Management System has given the Railways a avenue to receive Public grievances and address them quickly
- Retiring Room application has enabled Network booking along with transparency

- Rugged and secured Central Architecture.
- State of the art technology implemented.
- Well accepted by the users and web masters.