

## Project Details: NAeG/14-15/00145

<b>Project id -</b>	NAeG/14-15/00145
<b>Name of The Project</b>	Online Bus Booking System
<b>Category of Award Applying for</b>	Outstanding performance in Citizen-Centric Service Delivery
<b>Date of Launch</b>	20-05-2013
<b>Summary/Objective of the project</b>	<p>Brief Summary : -Uttarakhand has a vast tourism potential. A remote tourist always needs to ensure travelling as per plan and save time in the overheads of inquiring and standing in long queues for securing tickets. Uttarakhand is mostly reachable through roads and UTC is a major stakeholder in carrying tourists and commuters from one place to another. The online bus booking system, designed and developed by NIC Uttarakhand State Unit, launched on 20 May 2014, was initially started with small number of Volvo bus services has grown now to 324 types of bus services for AC/Deluxe/Ordinary/Volvo buses, for travel within and outside the state within one year time of its start. Stake Holders:- 1.Uttarakhand Transport Corporation (G2G) 2.Travellers &amp; Tourists (G2C) 3.UTC Authorised Agents (G2B) Objectives of the project :- The objective was two-fold facilitation of customer and maximization of fleet utilization &amp; increment in revenue for UTC. As per the stake holders, the objectives are classified as follows:- For Travellers:- 1.Simple, smart, hassle free, transparent, convenient and secure online system, which facilitate to book the seats using either debit/credit card facility or net-banking. 2.A system which facilitates the customer right from booking of seat till boarding of bus through email and SMS services opted by the customer during registration process 3.Direct interface for customer with UTC without involvement of a middle man. For UTC Management :- 1.A System which makes things more effective, more efficient with travel analysis, more transparent with less paper system for overall management and monitoring of fleet operations which include adding a new bus service, route creation, layout creation, trip chart generation and assignment of bus etc. 2.Increment in number of passengers resulting in increase of revenue and therefore better profitability 3.Providing additional mode of revenue earnings For UTC Authorised Agents:- 1.Real-time Availability of Seats 2.Online verification of security amount deposited. 3.Automatic updation of balance in account 4.Direct delivery of Ticket to the customer 5.Instant availability of commission. Technology Used and Steps Taken for Ensuring security:- Developed in ASP. Net 3.5 with Ajax 3.5, JQuery 1.8.2 and Oracle 11 g as Database Security &amp; 24x7 Availability:- For 24x7 Availability Hosted at National Data Center Shastri Park, New Delhi Security :- SSL Based Hosting Security Audit Before Hosting Cost Effectiveness:- The software has been in-house developed by NIC, Uttarakhand State Unit Dehradun, so department has not to do any expense on software development To implement this project, the department has to only invest in hosting of the application and providing broadband connection to the counters and related offices. Salient Features:- 1.Simple, smart, hassle free, transparent, convenient and secure online system 2.Real time Availability of Services/Related Information for all Stake Holders 3.Booked by any mean (Online/UTC Counter/Agents), the tickets got directly delivered to travellers 4.Facilitation of end customer results in better customer satisfaction and improved revenue realization. 5.Online system with 24X7 helpdesk support is a key feature of this project. 6.Fast and ensured settlement of payments Benefits:- For Travellers/Agents: 1.Simpler, smarter, hassle free, transparent, convenient, secure and Instantaneous Advance Booking and Cancellation 2.Online Payment using net banking, credit/debit card 3.Paperless Ticketing. User can use SMS or Mobile App as proof of booking , so no need to carry printed ticket anymore 4.System facilitates and gets well informed its users from registration to boarding the buses, through email/SMS Impact:-1.Total User Registrations 65000 2.No of Service from 3 to 316 in 14 month time 3.Increase in earnings from Rs. 355.76 Crores to Rs. 400.12 Crores i.e. a profit of 44.36 Crores.</p> <p>Travelers including National &amp; international tourists and citizens of Uttarakhand Uttarakhand Transport Corporation Authorized Agents</p>
<b>Beneficiary of the project</b>	
<b>Details of Project Head</b>	
<b>Name</b>	B K Sant
<b>Designation</b>	Managing Director
<b>Gender</b>	Male
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**Details of team members, if any, other than Project Head:-**

Name(1st team member)	Satyender Kumar
Designation(1st team member)	SIO & Scientist-F
Name(2nd team member)	Deepak Jain
Designation(2nd team member)	General Manager UTC
Name(3rd team member)	N S Negi
Designation(3rd team member)	Scientist-C
Name(4th team member)	Arun Sharma
Designation(4th team member)	Scientist-C
Name(5th team member)	Mukesh Kumar
Designation(5th team member)	Dy General Manager
Name(6th team member)	
Designation(6th team member)	

**Supporting documents:-**[Award Specific Form](#)[Self Certification by the Project Head](#)