AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

II. NAME OF CATEGORY-'OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE DELIVERY'

1. **Coverage – Geographical and Demographic** :-
(i) Comprehensiveness of reach of delivery centers

> Available on web, therefore anytime and accessible from anywhere
>
> In case of non availability of internet one can visit UTC Counter and UTC Authorized Agents for booking/cancellation/enquiry in Uttarakhand and other states also.

(ii) Number of delivery centers

> Available on web, therefore anytime and accessible from anywhere
>
> For non internet users the number of delivery centers which includes UTC Counters and Authorized Agents are: 85

(iii) Geographical
(a) National level – Number of State covered

All

(b) State/UT level- Number of District covered

All

(c) District level- Number of Blocks covered

All

Pleas give specific details:-

> As this is web based system so one can use this service from any part of the world. The only requirement is a computer with Internet connectivity.

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(iv) Demographic spread (percentage of population covered)

> As this is web based system so one can use this service from any part of the world. The only requirement is a computer with Internet connectivity.

2. Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project):

The stakeholder wise situation before this initiative is given as below

<u>For Travelers</u>
It is a matter of Time and Comfort. In the earlier manual system of ticket booking, it was time consuming, in convenient for the customers to go to bus stations for enquiry of buses and booking/cancellation of tickets. The customers have to fall in long line for query/booking/cancellation. It weekends or peak season time the situation becomes even more worsen. Furthermore there are customers who are not satisfied with the allocated seats because the actual layout of bus was not available on display. For booking through travel agents the customers have to pay extra amount of money

<u>For UTC</u>
In earlier system, no direct interaction was possible between UTC and Its customers. For example in case of route change or cancellation of a service there was no way to inform the travelers.

Manual process was involved in all the operations related to fleet management. Finding out details regarding any information was very difficult and time consuming.

Due to competition on the route with other state transport corporation buses, UTC was facing loss even on some popular routes like Dehradun to New Delhi and Dehradun to Katra. Furthermore in case of inter-state services the earning was solely depend on the reported tickets given by conductor in bus only and it was impossible for UTC to curb the corruption (if any) .

<u>UTC Authorized Agents</u>

In manual system of booking, especially for tourist the authorized agent used to play the role of middle man for ease and convenience in booking the seats. As nothing was transparent so faith on these authorized agents was very low.

Earlier the manual process was involved in keeping the records of payments made by agents to UTC, Bookings/Cancellation and the commission amount earned.

Challenges & Bottleneck faced before deployment
<u>In UTC:</u> Lack of Awareness, poor IT Penetration and resistance of Uttarakhand Transport Corporation Employees involved in booking process

<u>Travelers & Agents:</u> Skepticism due to poor reputation of UTC about reliability, trust worthiness of the system and poor redressal system for customer's issues/ grievances.

<u>NIC Uttarakhand:</u> It was a first project of this kind.

3. Scope of Service/ Activities Covered (Extent of e-enablement in terms of number of services, extent to which steps in each service have been ICT-enabled #)
      3.1   Extent of e-enablement in terms of number of services : Stake holder wise services which have been made ICT enabled are as follows
               For Travellers/Agents:-
1. Advance Booking of Tickets– *Travellers & Agents*
2. Cancellation of Tickets– *Travellers & Agents*
3. Instant Availability Report– *Travellers & Agents*
4. Online Payment– *Travellers*
5. Booking/Cancellation History– *Travellers & Agents*
6. Mobile App for Ticket Information-*Travellers*
7. Profile Management– *Travellers & Agents*

8. 24x7 Helpline- *Travellers & Agents*

For Management
1. Time Scheduling
2. Route Creation & Fare Management
3. Occupancy Management
4. Fleet Management
5. Revenue Management
6. Overall Profit Monitoring of a particular route.

3.2   Extent to which steps in each service have been ICT-enabled

All processes involved in fleet management, the process of Booking and Cancellation by all stake holders, Time table and instant seats availability, Deposit by Agents etc are ICT enabled   .

4.   **Stakeholder Consultation** (Give details about type of stakeholders consulted, number of stakeholders consulted, stages at which stakeholder input was sought, any user satisfaction study done etc. #)

4.1 Type of stakeholders consulted
- Uttarakhand Transport Corporation
- UTC Authorized Agents
- Travelers

4.2 Number of stakeholders consulted
50+, includes UTC Officers/Travelers/Existing Agents

4.3 Stages at which stakeholder input was sought
- During Study of the existing system : UTC/Agents/Travelers
- During Development Process : UTC, Payment Gateways
- Testing Before Launch : UTC & Agents
- After launch :
  As this was a first initiative of this kind so the system was initially launched with few services the feedback and problems of all stake holders were addressed by helpdesk. Which helps in improvement of service delivery, satisfied customer, increase in number of travelers and revenue for UTC

4.4 Details of user satisfaction study done
It was self explanatory when after the introduction of the system department observed considerable increase in number of travelers and resulting the increase of revenue.

Further various such calls were received at help desk which positively acknowledged the system.

5.   Strategy Adopted

(i) The details of base line study done,

- The booking/cancellation and concerned fleet management processes were thoroughly studied.
- For better understanding of system field visits were made and as travelers are the base of the system so discussion was also made with them at the time of field visits.
- All concerned stake holders were consulted
- Similar type of other projects running for private/govt. sector transport bodies were studied

(ii) Problems identified,

Stakeholder wise study was done and following problems were identified:-

Travelers

In the earlier manual system of ticket booking, it was time consuming, in convenient for the customers to go to bus stations for enquiry of buses and booking/cancellation of tickets. The customers have to fall in long line for query/booking/cancellation. It weekends or peak season time the situation becomes even more worsen. Furthermore there are customers who are not satisfied with the given seats because the actual layout of bus was not available on display. For booking through travel agents the customers have to pay extra amount of money

UTC

In earlier system, no direct interaction was possible between UTC and Its customers. For example in case of route change or cancellation of a service there was no way to inform the travelers. In new system on cancellation of a service or any other change, the travelers got automatically informed by SMS or the notice on the website.

Manual process was involved in all the operations related to fleet management. Finding out details regarding any information was very difficult and time consuming.

Due to competition on the route with other state transport corporation buses, UTC was facing loss even on some popular routes like Dehradun to New Delhi and Dehradun to Katra. Furthermore in case of inter-state services the earning was solely depend on the reported tickets given by conductor in bus only and it was impossible for UTC to curb the corruption (if any) .

UTC Authorized Agents

In manual system of booking, especially for tourist the authorized agent used to play the role of middle man for ease and convenience in booking the seats. As nothing was transparent so

faith on these authorized agents was very low.

Earlier the manual process was involved in keeping the records of payments made by agents to UTC, Bookings/Cancellation and the commission amount earned.

(iii) Roll out/implementation model :

- The system was rigorous tested by a team of officers/officials of UTC involved in booking/cancellation process.

- After successful testing, the necessary changes were imparted and training was given to all concerned officer/officials involved in booking/cancellation process.

- As before commencement of the project a helpline was planned to be setup to help the customers, so special training was imparted to help desk officials.

- The application was made live after getting security audit clearance.

- As it was first kind of project in Uttarakhand so, in <u>first phase</u> the project was started with a few number of Volvo bus services. To help the travelers a help line was setup so that the call of all travelers may be addressed directly which results in improvement and vide acceptance of the system.

- After success of first phase in second phase other type of bus services was included. The helpline is still working however number of calls related to online system has decreased almost to 1 or 2 in a week.

- As per the success of services covered in the online system, day by day new routes are being added by UTC.

(iii) Communication and dissemination strategy and approach used.):

- Hoarding in UTC buses and bus stations
- Advertisement in news papers
- The satisfied customers also helped UTC to popularize the system

6.   **Technology Platform used-**

   (i) Description,

- Front End ASP.net 3.5,Ajax & J Query
- Back End Oracle 11 G

   (ii) Interoperability

- As this a web based solution so system is ready for interoperability

   (iii) Security concerns

- Deployed over SSL
- To ensure the security of application, security audit was done 02 Times since its launch
- For better security, the application has been hosted National Data Center, Shastri Park, New Delhi

   (iv) Any issue with the technology used

   Not Applicable

(v) Service level Agreements (SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

Not Applicable

7. **Citizen centricity and relevance** (Give details about impact on effort and time invested by user, Feedback Mechanism, Audit trails, Interactive Platform for service delivery, need gap fulfillment etc. #)

7.1 Details about impact on effort and time invested by user

In the earlier manual system of ticket booking, it was time consuming, in convenient for the customers to go to bus stations for enquiry of buses and booking/cancellation of tickets. The customers have to fall in long line for query/booking/cancellation. It weekends or peak season time the situation becomes even more worsen. Furthermore there are customers who are not satisfied with the given seats because the actual layout of bus was not available on display. For booking through travel agents the customers have to pay extra amount of money

After the implementation of this system the customers, especially frequent travelers and tourist, don't have to leave the confines of their comfort for bus service enquiry, to book or cancel a ticket, and to help them get a ticket when they need it the most without involvement of any middle layer.

In case of cancellation traveler has not to worry about settlement of the refund amount. As payment gateways are made part of the system so settlement is very fast. Now after one year if implementation, settlement complaints which were high in beginning have been reduced to almost 0

The delivery of information about the change in route /service time or cancellation of a service unavoidable reason was a difficult and impossible task. Using SMS/email, such information got instantly and automatically delivered to travelers.

7.2 Feedback Mechanism

One 24x7 dedicated helpline is available under direct control and monitoring of General Manager (Technical), UTC. The helpdesk can be approached by email and telephone , the details of which have been provided on the web portal

7.3 Audit trails

 e-Governess Success Model will work on Gartner four stage model with the help of Proper Project Conceptualization, Project Development / Management, Rollout of the Project (Implementation part) and Finally Project Maintenance which include periodic review and audit trail of the project on regular basis to ensure effective citizen centric application and efficient administration.

 The audit trail is an integrated part of this system. Which helped UTC

- To give better services to its customer.
- Analysis for better decision making
- Introduction of new services for better revenue making

7.4 Interactive Platform for service delivery

Citizens expect that they themselves should be able to interact with the system for all their needs. This system has provided the same to its customer, customers are free to choose as per their convenience, the suitable bus service, seat of his own

choice better payment gateway and a channel of interaction with service provider by using 24x7 helpdesk.

The system is designed in such a way that its stake holders got informed at every stage of service delivery

7.5 Need gap fulfillment

- As currently most of the services covered in the system are for long routes so inclusion of short route & popular routes is in process. One such route has been included which is Dehradun to Roorkee
- To increase revenue the department is in the process of finalizing tourist/pilgrimage packages in coordination with tourist & forest department of Govt of Uttarakhand Uttarakhand
- Peak traveler traffic demand and fulfillment

8 User convenience (Give specific details about the followings #)

   (i) Service delivery channels (Web, email, SMS etc.)

Web: As it's a web based system so all services and related information are available online.

Mobile App: In addition to internet mobile app has also been provided to travelers for ticket information. Development work of the mobile app for performing all booking and cancellation tasks is in process

SMS & Email:
- Travelers need not to carry the tickets as the SMS/Email delivered after successful bookings are accepted by UTC as a proof of booking

- The system keeps the customer informed right from registration to booking of seat till boarding of bus through email and SMS services opted by the customer during registration process.

- The cancellation of ticket by travelers, cancellation of service or change in route or timing by UTC is informed to all stake holders by SMS/email

(ii) Completeness of information provided to the users:

Communications received at helpdesk, helped in knowing the nature of information useful for travelers. Accordingly best efforts have been made to provide such useful information on the web-portal itself.

On web portal comprehensive user guide for all action has been provided. In addition to it the important details like the boarding station addresses, helpdesk information, cancellation policy, useful contact numbers and FAQs have also been provided.

(iii) Accessibility (Time Window),

24x7 round the clock

(iv) Distance required traveling to Access Points

As this is a web based solution so to access the system the prerequisite is a computer system with Internet Connectivity. The user can avail the service as and when required from anywhere in the world as per his comfort. In case internet is not available one can book at UTC Counters/Authorized agents in all stations in Uttarakhand and Major stations in other states

(v) Facility for online/offline download and online submission of forms,

All services/information/facilities/reports are online available for all the stake holders

(vi) Status tracking

- For travelers status of booking/cancellation is online available. The ticket status can also be checked using mobile app
- For UTC agents the status of the payment etc is online available

9. **Efficiency Enhancement** (Give specific details about the following #)
   (i) Volume of transactions processed
   Total Passengers Covered By Online Booking System 274032
   Total Services (Inter and Intrastate) 324

   (ii) Coping with transaction volume growth

   Opening of new access in form of Agents, Booking Counters and Internet users

   (iii) Time taken to process transactions,

   Instant Processing

   (iv) Accuracy of output,
   100%

   (v) Number of delays in service delivery
   Nil

10.   **Cost to User** (Give details about impact on Service charge paid, travel cost, indirect cost incurred by the user etc. #)

The online bus ticket booking system is a work flow based, web based system. 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.

To reduce the connectivity cost (in the Uttarakhand State) existing SWAN is proposed to be used and no separate network is being established. The approval for the same is in final stages.

11.   **Citizen Charter** (Give details about present of citizen charter describing standard/ information on services and its adherence for service delivery etc.)

Best efforts have been made to provide all related and useful information to citizen on the web-portal itself.

The information, provided on web portal, which is useful for a citizen, is as follows:

- Bus Time Table,
- Seat Availability Details
- User Guide for Booking and cancellations
- Cancellation Policy
- Details of boarding stations
- Contact number of related UTC officers/offices
- 24x7 helpdesk

12.   **Problem Resolution and Query Handling** (Give details about availability of help desk, query resolution mechanism, single window resolution, interactive interface etc. #)

Facilitation of end customer results in better customer satisfaction and improved revenue realization. Keeping in view with the launch of the application a 24x7 dedicated helpdesk reachable through email/telephone was established. The help desk is under direct

control and monitoring of General Manager (Technical) UTC. In success of this project this helpdesk has played a very important role

13. **Privacy & Security Policy** (Give details about security technique deployed, use of digital signatures, encryption etc. #)

Privacy
To use the system, the registration is a mandatory requirement. After registration login/password is provided to the users. As all transactions can only be performed with valid credentials

Security
- To ensure the security and 24x7 availability the application has been hosted at National Data Center, Shastri Park, New Delhi
- SSL Based Hosting
- Before hosting the, it was security audited by cert-in empanelled agency.
- Lot of new changes were made in the application due to increased number of services and UTC requirements, so the application was re-audited before making live

14. **Innovatio**n (Give details on extent to which the service is unique compared to other similar services, impact on number of steps required, identification and removal of bottlenecks/irrelevant steps etc.#)

Contrary to other system available which facilitate only Volvo luxury buses, UTC online provide services for all kind of buses. Resulting a traveler to plan and save time / money in case there are more than one buses are to be travelled. In the state of Uttarakhand otherwise people had to take night halts prior to this facility.

Booking and cancellation process has been made simple. To get information about bus services and availability of seats user can visit the web portal. For booking/cancellations one has to register on our portal with valid email id and mobile number. Once register the booking can be made in three simple steps i.e.
1. Finding a suitable service,
2. Selection of seats from the actual layout of bus and entry of passenger details and mobile number on which ticket has to be delivered.
3. Do the payment using the payment gateway of his own choice.

For cancellation the user has to initiate & confirm the cancellation(as per cancellation policy of UTC given on web portal). The payment settlement is fully automatic. The service has been provided in the system by using which user can directly query about payment from the concerned payment gateway. Thus no middlemen require.

Earlier it was very difficult to inform the travelers about change/cancellation of a service. Now on such event the use got informed by placing the notice on web portal and delivery of SMS/email to all travelers of the service changed/cancelled.

The system is designed in such a way that all administration/management tasks are 100% n computerized and the UTC itself capable of doing all the tasks thus no technical help is required. Such example is placing advertisement on web portal, for which a module has been provided using which a trained UTC officer/official can place the advertisement by just filling details in an entry form, similarly in the case of information delivery.

Furthermore special modules have been provided to UTC by using which special refund /group seats reservation and cancellation of a service can be done

15.   **e-Inclusion** (Give details about impact on number of trips required, availability of local language interface, online submission of forms, accessibility for disabled people, length and breadth of services made available online etc.)

The system is only available in English language however the work on bilingual interface (As per Uttarakhand State Policy) is in progress.

This is a work flow based and web based system so a user having a computer with internet connectivity can perform all booking/cancellation etc. tasks without visiting any UTC counter or Agent

As the system is successfully working, so UTC has decided to include more & longer and short route bus services in the system. The system started with 03 number of Volvo Bu services has been reached to 324 all type of services for different.

16.   **Sustainability** (Give details about sustainability w.r.t. technology (technology use, user privacy, security of information shared-Digital Signature/Encryption etc. #), Organization (hiring trained staff, training etc. #), financial (Scope for revenue generation etc. #)

Technology:-

1. The state of art latest development tools have been used
2. Latest version of database Oracle 11G is used
3. Hosted at State of Art National Data Center with almost 0 downtime
4. As explained in earlier sections the privacy is maintained, even for changing password /profile information is in the hands of every type of user
5. SSL based hosting has been done for ensuring the safe financial transactions

Financial:-
    Finance is the major parameter of sustainability. The system is fully sustainable and can bear all its cost of expenses of current and future requirements. As mentioned in earlier

sections, UTC is earning a good extra revenue from reservation charges (Rs 20 /- per Ticket) and cancellation charges. In a year time the extra revenue earning is Rs 82 Lakhs (Approx). UTC has started the advertisement on its web portal which is going to be proved as god source of revue without any extra expenditure.

17. **Number of users and services** (Give details about frequency of services used in last 6 months, number of visitors, number of unique visitors, number of users etc. #)

No of Passengers: 1.6 Lakhs

No of new services: 150

No of registered users : 30,000

No of registered Agents: 10

No of Web Site Hits : 12Lakhs

18. **Result Achieved/ Value Delivered to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):**

   (i)   To organization
       The following figures till 19 August 2014, as given below are self-explaining the usefulness of this system for UTC:-

- Bus service increased from 3 to 324 and increasing day by day
- Increase in earnings from Rs. 355.76 Crores to Rs. 400.12 Crores i.e. a profit of 44.36 Crores.
- Extra earning as reservation charges Rs 50 Lakhs and as cancellation charges Rs 32.00 Lakhs.
- An example of success and increment in profit is Volvo Bus Service from Dehradun to Katra (J&K). The bus service was running in loss, since the launch of this project the revenue earning has been increased by Rs 21.03 Lakhs

   (ii)   To citizen
       During last 14 months the following figures are self explaining the usefulness of the system for citizen
- Total Registered Users 70000
- Total Passengers (who have made online bookings) 2.8 Lakh
- or 2 calls per fortnight at helpdesk
- Total Web site hits : 27 Lakhs

   (iii)   To Authorized Agents
       The faith of travelers, in Agents has increased considerably. Traveler making booking through an authorized agent have not pay any extra amount and ticket got automatically delivered to the mobile of traveler. The following figures are self

explanatory:-

- Total registered Authorized Agents: 20.
- Amount of Total Booking Made by Agents : Rs 3.38 Crores

19. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):

G2C-Travelers

- 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.
- 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.
- Direct interface for customer with UTC without involvement of a middle man

G2G-Uttarakhand Transport Corporation

- 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.
- Increment in number of passengers resulting in increase of revenue and therefore better profitability
- Providing additional mode of revenue earnings

G2B-Agents

- Real-time Availability of Seats
- Online verification of security amount deposited.
- Automatic updation of balance in account
- Direct delivery of Ticket to the customer
- Instant availability of commission.

20. **Adapt ability Analysis**
    (i) Measures to ensure adaptability and scalability
    For Adaptability
    As the major bottlenecks in UTC for implementation of this project were : Lack of Awareness, poor IT Penetration and resistance of Uttarakhand Transport Corporation Employees involved in booking process.

To ensure the adaptability, the employee involved in the booking process, were given special training on basic IT and use of online booking system.
In starting one who was against the introduction of this system in UTC are enjoying its usability and decreased work load.

Travelers were waiting eagerly for such a system. After introduction nothing special has to be done for adaptability. However 24X7 helpdesk was there to help them.
For scalability : Scalability is the ability of a system to handle a growing amount of work in a capable manner or its ability to be enlarged to accommodate that growth. The system is designed in a way that for overall management of fleet operations, all necessary services have been made online.

Inclusion of new bus service to meet the demands of travelers is very simple. To include a new service, after making necessary logistic arrangements, UTC has to follow the following 02 number of simple steps :-
1. Create a service for old route or create a new route and service
2. Enter the distance, fare , time and frequency details and make the service available for booking

(ii) Such Measures to ensure reliability

- Regular audit trail for improvement in service delivery
- Periodic review of all service routes.
- 24X7 dedicated helpdesk
- Quick response and solution to the customers

(iii) Restrictions, if any, in replication and or scalability

No restriction is there in the system however UTC has to ensure the quality & availability of right type of bus at right time and place

(iv) Risk Analysis

As this is an online system so down time can not be afforded. However best efforts have been made to ensure 24X7 round the clock availability , in case of a downtime a DR site will be required. The DR site preparation is in process.
All processes right from booking to settlement of payments has been made online so chances of risk are very low

21.   Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benefit, change in legal system, rules and regulations

For Travelers

In the earlier manual system of ticket booking, it was time consuming, in convenient for the customers to go to bus stations for enquiry of buses and booking/cancellation of tickets. The customers have to fall in long line for query/booking/cancellation. In weekends or peak season time the situation become even more worsen. Furthermore there are customers who are not satisfied with the given seats because the actual layout of bus was not available on display. For booking through travel agents the customers have to pay extra amount of money

After the implementation of this system the Customers, especially frequent travelers and tourist, don't have to leave the confines of their comfort to book a ticket, and to help them get a ticket when they need it the most without involvement of any middle layer.

One legal change has been there after introduction of this system, is no need to carry printed ticket, SMS is acceptable as a ticket.

For UTC

In earlier system, no direct interaction was possible between UTC and Its customers. For example in case of route change or cancellation of a service there was no way to inform the travelers. In new system on cancellation of a service or any other change, the travelers got automatically informed by SMS or the notice on the website.

Manual process was involved in all the operations related to fleet management. Finding out details regarding any information was very difficult and time consuming. Now as everything is online and instantly available.

Due to competition on the route with other state transport corporation buses, UTC was facing loss even on some popular routes like Dehradun to New Delhi and Dehradun to Katra. Furthermore in case of inter-state services the earning was solely depend on the reported tickets given by conductor in bus only and it was impossible for UTC to curb the corruption (if any) .
Now as online system is in place and travelers can book the seats online, thus there is an increase in number of passengers resulting in increase of revenue and therefore better profitability

UTC Authorized Agents

In manual system of booking, especially for tourist the authorized agent used to play the role of middle man for ease and convenience in booking the seats. As nothing was transparent so faith on these authorized agents was very low.
Now the ticked booked by Agents, got directly confirmed and delivered to the customer on email or by SMS so no possibility overcharging. The charges are same as in case of online booking and agent gets commission from UTC. As a result faith on agents has been increased.

Earlier the manual process was involved in keeping the records of payments made by agents to UTC, Bookings/Cancellation and the commission amount earned. Now in new system the deposit is online verified by UTC. All the figures related to booking/cancellation amount and commission earned is available online.

22. Other distinctive features/ accomplishments of the project:

1. Online Availability of All type of Services: Online Booking for all type of Buses Volvo, Deluxe, AC and Ordinary for more than 320 services, covering the distant part of Uttarakhand, is available. Within State the remote areas covered by ordinary bus service from New Delhi for the place like Ghansali in Rudraprayag district is online available for booking and have 605 online occupancy

2. Well Informed Traveler: System keeps the customer informed right from booking of seat till departure of bus through email and SMS services opted by the customer during registration process. At the time of trip chart preparation all the travelers got informed about the bus details ready for boarding, thus one need not to search a bus on station

3. Dedicated 24X7 helpdesk: As a part of project a dedicated 24X7 helpdesk for addressing the problems/queries of the travelers

4. Fast Refund Settlement: As payment gateways have been provided an interface in the system. Using which the daily booking /cancellation scrolls are available for them which helps in fast payment settlement for UTC and travelers.

5. Low investment and better revenue generation.