Hi all this is Srikanth representing group -8.

Today, I’m going to present a group project presentation on INDIAN RAILWAYS. Which provides railway services in INDIA.

Here is my team, who will be co-presenters for this session.

**Agenda:**

**Introduction:**

**History: Indian Railways** (IR) is a statutory body under the ownership of the Ministry of Railways, which by the Government of India operates India's national railway system.

The history of Indian Railways **dates back to over 160 years ago**.

This organization facilities transportation within the country, which makes commute and trade easier for the people.

Railways also make it possible to conduct many activities like business, sightseeing, and pilgrimage along with the transportation of goods over longer distances

**Picture:** Fairy Queen.

The locomotive shown in the picture is the first Indian locomotive which runs with the steam.

On 16th April 1853, the first passenger train ran between Bori Bunder (Bombay) and Thane, a distance of 34 km. it was a trail run. The train is still preserved for tourism in india.

**BACKGROUND:**

**Ownership:** The Indian railways are completely maintained by the Indian government and the ministry of railways will look after the organization.

**Organization hierarchy**: As it is under the government, this organization’s decisions will be under the local body who represents one of the political parties, which will be having a team to suggest and finalize organizational decisions.

The organization about 1.25 Million employees with various designations and roles.

**Network**: The rail network stretches about 42300 Miles, with widespread across the country

connecting all major cities to remote areas.

Indian railways have categorized themselves into various zones for the purpose of the operation and administration.

**Services:**

It provides various types of services like passenger( majorly within city), express(for connecting major cites) and Commercial(for goods and services)

Daily they run about 20000 trains a day and it provides commute to 10 billion customers annualy.

**Who:** who started this?

It was started by Lord Dalhousie during the British rule in India, while he is serving as a governor. Later it was acquired by Indian government after independence in 1947.

**When:** when it was proposed and when it was implemented

Having a railway services in India was proposed in 1838 but it was started in 1853 after required approvals. The government acquired the locomotive parts from England started locomotive building stations in 1851.

**Where**: Where it was started and expanded to where?

The services first started from Thane to Mumbai and later it was expanded to major cities throughout the country in succeeding years

**Why**: why it was expanded and why it was started(Trade and Transportation)

The reason behind this initiative to start new railway line for commercial trades between india and England. India is rich in minerals like Iron ore, calcium etcc. And it also helped to connect the cities with the country side for the travel.

**What**: What they have started with and what there are now?

Firstly they have started with manual steam engines and later stages, it has changed its operations from steam engines to semi automated electric engines with advancements in technology through signaling systems and detection systems.

**How:** Transformation of railways in india till now?

Indian railways have transformed a lot from what it was at the beginning, the government of india have coordinated different railways into a single system under the control of the government, which made Indian railways the largest railways under single management

**EVOLUTION:**

It started expansion of its services online through IRCTC application in 1999.

This led them to expanded its business into TTH portfolio.

1. This application Enabling users to:
2. Book tickets now or for future
3. Look for multiple train options with desired routes
4. They have started providing users with hotel booking, flight, food and so on.

Currently they are using: Oracle webLogic server, Oracle web tier to provide high performance, secure and scalable E-ticketing system

Although they are providing better services to the customers, we have identified the required transformations in technology aspect to meet the world standards in providing the customer experience and services.

Before going to the next part. I have a video that gives a complete picture of what Indian railways is.