We are working on project Smart Rail, where we are specially focusing on digitalizing and improving the passenger services.

Now, before coming to what and how of our project let me explain you why did we choose to do it? Well Railway is a huge organization, one of the world’s biggest. Besides this it knows its responsibilities and has always been there in times of need. But it is still struggling to deliver its services at its full potential.

The reasons are obvious,

1. In this era of instant feedback from one touch applications its relying on traditional and outdated approach.
2. There exists a huge information gap, many a times passengers are not even aware that some services even exist. Also, passengers are not able to effectively convey their needs and expectations to the Railways.
3. Though a lot of services exists online, it lacks an integrated platform. You have to download and signup on bunch of different-different apps to access all those services.

Now, we want to solve this. We are focusing on four different things -

1. Digitalization of the Railway services
2. Bridging the information gap
3. Developing a virtual guide of the passengers that would accompany him from start till end
4. And we would also be laying a self-evolving community framework, we want to use the idea of public participation to help Railways grow.

So, first thing first –

How are we going to do it? Well, we have divided our approach in three phases –

1. Before you board your train
2. While you are on your train
3. After you get off your train

Now before you board your train

1. You plan your journey
2. Then you visit the Railway station
3. Then you board your train

Now when planning your journey –

1. You can always learn from the experience of others. Its no debate that Railway serving over 13,000 passengers daily is an ocean of un-explored potential. This potential in the form feedback and suggestions can always be used to plan our journey.
2. We could use your past preferences to help you decide you journey.
3. Predicting algorithms to help you analyze the seat confirmation probability, train timings and cancellations.
4. Besides, this Railway always have something special ALL THE TIME. It obviously had one for us. We had lost all hopes of finding confirmed seats in any train from Ambala, Chandigarh or Delhi. Then we found this AC Special Nizamuddin – Pune Express, not did we got confirmed tickets but that too in same coach. Railways makes it special arrangements for the passengers during festival and special occasions. We could make our plans accordingly.

Now once you have had planned your journey, you will have to visit the station to board your train. And we want to help you mark your digital presence.

1. A digital enquiry – The common questions that most of the people generally enquire
   1. Train to some particular destination or
   2. Which platform will your train arrive or
   3. WHEN will your train arrive

You could get these answers right on your app. Besides this you can always ask your specific queries and get it officially answered.

1. Digital announcements – Sometimes people face difficult in hearing the platform announcements in crowded stations, they have to rely on other if they miss one. Well we plan to update you with platform announcements right on your app in real time. Besides this you can also get a personal message and an automated call for your train.
2. Station mapping – Many a times passenger face difficulty in finding places at unknown or big stations. Like while we were coming we had to search for water-points and food joints in the intermediate stations where the stoppage time was less. Now, station mapping could help us find one in such situations. Passengers could locate toilets, elevators, ramps and other locations on the map.

Now when the time comes to board your train –

1. You can book coolie online to help you board.
2. View the coach sequence on your train and navigate to your seat accordingly.
3. Now a big problem arise for the passengers while boarding their train are the closed doors. The start banging the doors and windows and the situation becomes panicking. Now, here we could easily solve this by sending some quite of request to the train staff to open the doors before the train arrives at the station.
4. And also, you could send a distress call in emergency conditions. Suppose you have a many luggage on a crowded station and the halt time is less. Now, this type of situations invites mis-happenings which could be easily prevented using this distress call and mutual co-operation of the Railways.

Now while you are on your train we have