

Railways Ticketing System

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BACKGROUND

The country transportation, play an important role to improve the socio-economic growth. In addition to socio-economic development transportation play a vital role for country internal peace and national integration, nation defense and growth of civilization. Transport sector is also a source of revenue for the government. One of the old and inherited mean of transportation is railway sector.

In 1847 Henry Edward Commissioner of Sindh give the idea of railway. In 1861 the first public railway was established covering distance of 105 miles from Karachi to Kotri. At the time of Independence 8122 kilometer of railway routes were given to Pakistan. Pakistan railway is playing very important role since from the day of independence. Along with the cheapest mode of transportation for the passenger it is a huge source of employment. It providing directly employment to almost 750000 person & indirect employment is ten time higher than this. In the time of any disaster railway is considered the most preferred mode of transportation.

Over the last few years Pakistan railway is facing huge loss. This loss is because of some operational issue, Mismanagement of timing of train, political issues, technical issues, and may be some managerial issues. These all are contributing to the downfall of railway.

IMPORTANCE OF TICKETING SYSTEM

Railway ticket is certain type of identity card that give passenger right to travel. So, to generate revenue from railway an efficient ticketing system is required. An effective means of transport with efficient ticketing system is acknowledged as economic aspect of production. So, to improve the revenue generation railway ticketing should be improved first. In railway there are different classes and facilities of every class are varied. Railway Ticket price depend on the mode of class you are preferring. In Pakistan there are almost seven classes but not all train have all these classes available.

TICKETING SYSTEM IN PAKISTAN

1) Manual System

On the spot ticket is to buy ticket on the station. As in the past the only way to buy ticket is on the spot. To buy ticket on the station is really a complex procedure. It is really a time-consuming process.

2) Pakistan Railway E- Tickets

The E-tickets is buying electronic tickets online through the authorized app. This system is launched in 2009 but then it side line for almost seven year because of some managerial issues and then in the 2016 this system start publicly. Electronic ticketing is not new in Pakistan. Countless new E-commerce businesses has emerged in Pakistan from the last few years. E- ticketing is used by thousands of people over the country. As by E-ticketing thousands of people buy ticket by debit/credit cards bank online transfer, or by other online transaction such as Mobi cash, Omni, Easypaisa. By this digital system passenger can book there ticket more comfortably and with no time. The chance of corruption and charging extra money in the form of premium from passenger in this case will be approximately zero.



WHY PEOPLE DO NOT USE E-TICKETING?

Although this E-ticketing system is established after the huge gap of seven year but still this system is not fully electronic. In E-ticketing system even after booking your ticket online you have to take the printout of your ticket. Even if this electronic ticketing system has not load of all the railways but still this system is not fully efficient.

George (2002) According to his report even if this E-ticketing system is more convenient than the usual manual system people do not use this system but mostly people prefer to buy ticket on the spot. About 57% people do not use this system because they do not use internet, they think that their information is not safe at internet. About 8% internet user left the internet because of safety concern. Along with the safety issue the other issue which discourage people to use internet is trust factor. About 86% people think that if their information is available on internet different companies can use their information such as their credit card information will outflow etc.

TICKETLESS TRAVEL

According to railway act of 1980 there are some rules and regulations prescribe for the passenger to make railway travel efficient. According to this act ticket booked for any person can't be transferred to any other person without the identity. Passenger is not allowed to bring any harmful or any offensive goods with him. Passenger who is traveling without any identity, without authorized ticket or having the carriage of higher class other than for which he/she have ticket will be fined and may be removed from the railway by any railway authority.

As ticket less travel is quite frequent in Pakistan and this unethical activity along with creating huge loss also generate some funds. According to the sources it is said that this unethical activity is mostly occur because of support of railway administrative. To increase the monetary benefit from the railway Pakistan railway has to improve administrative to reduce this leak.

Year	Case Detected	Realized Amount
2015-2016	90511	24304589
2016-2017	66601	26794740
2017-2018	42216	22431665

Source: Pakistan Railway year book 2017-2018