

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड) (RAILWAY BOARD)

सं. 2011/Tele/6(3)/7

नई दिल्ली, दिनांक: 09/11/2012
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The General Managers,
North Central Railway,
Allahabad.

The Managing Director,
RailTel Corporation of India Ltd,
Plot No-143, Sector-44,
(Opp:- Gold Souk Mall),
Gurgaon-122003.

The C.A.O.,
IRPMU,
IRCOT Building,
(Behind:- Shanker Market),
Connaught Place,
New Delhi-110001.

Sub: Transfer of Work of "Up-gradation of Railnet by providing centralized mailing system and security system at data centers and Railnet locations".

- Ref:**
- (i) CAO/IRPMU's letter no. IRPMU/S&T/Railnet-upgradation/09/70c/884 dated 11.07.01.
 - (ii) RailTel's letter no. RCIL/CNOC/Railnet upgradation/2011-12 dt. 31.05.2012.

The matter of transferring the subject work to RailTel has been considered in Board's office and Board (ML) has approved the transfer of the subject work appearing in Pink Book 2012-13, item no. 450 under North Central Railway to RailTel form IRPMU under plan head 33 at an abstract cost of ₹ 25 cr.

2. It is informed that Indian Railways is using a small e-mail system implemented using open source software & technologies in Railway Board that is currently hosting 96 domains and 19432 user accounts. Some of the features implemented are as under:-

- (a) Open VZ and KVM virtualization has been used to enhance the hardware utilization.
- (b) Anti-spam server has been implemented that tags the spams properly. It then allows the delivery of these mails to the users mailbox in a special 'Spam' folder. Thus the system never drops any mail if it is for a legitimate user.
- (c) The spam folder can be scanned at regular interval and any mails older than 60 (configurable) days can be deleted automatically by the system.
- (d) The architecture is distributed and scalable.
- (e) Web access to e-mail have been provided through both Railnet and Internet.
- (f) Facility has been provided for users to view the e-mails form multiple desktops simultaneously. This helps the e-mail account to be

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simultaneously configured on the desktop/laptop of the boss as well as secretary without any problem.

- (g) All the servers are based on open source Debian Linux and hence are free from virus menace. Further, iptables firewall has been implemented on all (virtual) servers to protect them.
- (h) Mail is administered by admin user. Per domain admin uses have been configured.

3. Board had constituted a committee of three officers for making recommendations for subject work in respect of scheme to be adopted, equipment required at various locations etc. This report was accepted in 2009. This report is enclosed and RailTel may refer to the same. In addition, the following short comings may also be addressed:-

- (a) the mail system has only about 4 TB of usable space in a mirrored fashion and additional storage systems need to be integrated. Currently about 1100 GB of data is being used.
- (b) There is no live disaster management system for the same. Thus, if there is any problem in the main site the whole e-mail system is down. The same needs to be implemented and integrated to the existing system.
- (c) There is no archiving solution with the current e-mail system. Thus, in case an officer decides to delete all his e-mails, there is no method to know what might have happened or communicated from the e-mail system. Simple backing up in this case will not suffice as backup keeps the current snapshot only and not the chain of e-mails. As this is a government mail system, and e-mails are now being increasingly used for the purpose of official communication, it is necessary that the e-mail system should properly preserve the chain of e-mails exchanged. The system should thus archive all the mails in such a manner that it does not clutter the users mail box, store the mails in an archive space and still allows the users to access the same for searches. User should not be allowed to delete mails from the archive.
- (d) There is no redundancy implemented as yet. For an enterprise e-mail system such as that for Indian Railways, there must be redundancy in the main as well as disaster recovery site.
- (e) The web user interface is a very simple one. Now a days, users demand better user interface that provides advance features.
- (f) No searchable directory of e-mail IDs exist with the web mail system. It will be an added functionality to be provided to the users to simplify mail usage.

4. RailTel may also note the following:

- (a) An e-mail system should not stop at only catering to e-mail requirements. It is suggested that this may be taken as an opportunity on Indian Railway to implement to the extent possible a document management system so as to curtail huge paper work that is happening on daily basis across Railway offices, divisions, zones and with Railway Board.
- (b) Daily paper transaction through large number of faxes, postal mails and physical movement through messengers needs to be eliminated to the maximum extent possible. Such paper transaction include routine letters,

communication, periodical reporting like monthly progress reports, MCDO/PCDOs, issue of sanction letters, collection of data on any particular issue in a prescribed format either on occasional basis or on regular basis etc. Most of such transaction can be in a paperless mode provided proper validation, management and archival systems are incorporated.

(c) It is envisaged that this system be officially declared central portal for all such transaction across departments all over Indian Railway. Once such a system is introduced, suitable instruction can be issued by respective directorate to the zonal railways for avoiding various 'identified' and 'notified' paper transaction

5. In the subject work, RailTel is advised to extend the existing e-mail infrastructure of Railways using open source technologies/software as far as possible incorporating the short coming listed above among others in line with the report of 2009.

6. RailTel may prepare a blue print incorporating all the aspects above with relevant technologies and cost implication in a detailed fashion for final approval of Board to execute the work.

7. The items & conditions for execution of work shall be as per Board's letter no. 2006/Tele/RCIL/4 dated 14.06.2007 and 2006/Tele/RCIL/4 dated 10.12.2007.

8. This issues with the concurrence of Finance Directorate of Ministry of Railways.

राकेश

(राकेश रंजन)

निदेशक/दूरसंचार

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DA: As above.

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नई दिल्ली, दिनांक: 16/11/2012

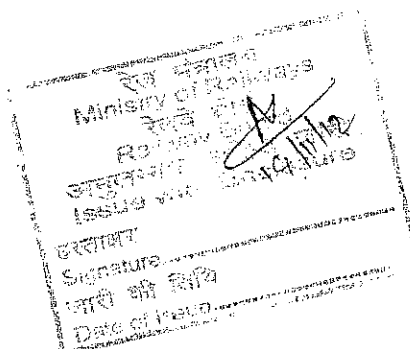
Copy to:

- (i) FA&CAOs, All Indian Railways.
- (ii) Dy. Comptroller and Auditor General of India (Railways), Room No. 224, Rail Bhawan, New Delhi.(46 spares).


For Financial Commissioner/Railways

Copy to:

- (i) F(X)II & Budget Branches, Railway Board.
- (ii) CSTE/All Indian Railways.
- (iii) MD/RailTel for information & necessary action



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हरमन कुमार
16-11-12