# GOVERNMENT OF INDIA
## MINISTRY OF RAILWAYS
### (RAILWAY BOARD)

No. 2015/C&IS/Project/COMPS/1             New Delhi, Dated: 21.07.2023

The General Manager,
Northern Railway,
New Delhi.

**Sub:**    Sanction of Revised Estimate of the work of "Complaint Management System (COMS)".

**Ref:**    CRIS's letter No. CRIS/HQ/PRJT/84/2023-WA (Computer No. 706) dated 11.07.2023.

The Revised Estimate costing Rs.162.59 Crore for the subject work vide letter under reference, has been pruned down to Rs.76.47 Crore as per break-up of cost enclosed as 'Annexure'.

Accordingly, Sanction of the Ministry of Railways is hereby communicated for the Revised Estimate of the work of **"Complaint Management System (COMS)"** at the cost of Rs. 76.47 Crore (Rupees Seventy Six Crore and Forty Seven Lakh only).

This work may be carried out in an open, competitive, transparent, fair and cost effective manner after drawing up 'right-sized', 'vendor and technology neutral' technical specifications and other tender conditions.

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

**(Bharat Bhushan Harit)**
**Joint Director/ME(C&IS)**

No. 2015/C&IS/Project/COMPS/1             New Delhi, Dated:21.07.2023

Copy to :

1. Principal Financial Adviser, Northern Railway, New Delhi.
2. Principal Director of Audit, Northern Railway, New Delhi.
3. The Dy. Comptroller and Auditor General of India (Railways), Room No. – 224, Rail Bhawan, New Delhi.

**For Member Finance**

Copy to :

1. The Chief Administrative Officer (PIS)/Northern Railway, IRCA Building, New Delhi.
2. Executive Director/PG, Railway Board.
3. The Managing Director, CRIS, Chanakyapuri, New Delhi.
4. F(X)-II and Budget Branches of Railway Board.

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### Break-up of cost of the work of Complaint Management System (COMS)"

| S.N. | Items | Cost (Rs.) |
|---|---|---|
| 1 | Hardware Cost | 4,80,20,000 |
| 2 | Application Software Cost | 7,06,42,463 |
| 3 | Application Development Charges | 3,50,00,000 |
| 4 | Network Infrastructure Cost | 3,00,00,000 |
| 5 | Procurement and Project | 40,52,991 |
| 6 | Manpower for managing Network | 4,32,84,827 |
| 7 | SMS Charges for Sending SMSes | 20,00,000 |
| 8 | CRIS Coordination and Manpower Charges | 75,00,000 |
| 9 | Rental Basis Cost | 1,02,660 |
| 10 | IRCTC Helpline/Audio Video Survey /Public Outreach | 50,00,00,000 |
| 11 | Standard Cost | 2,40,60,294 |
| | **Total Cost** | 76,46,63,235 |
| | **Rounded Off** | **Rs. 76.47 Crore** |

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