

**GOVERNMENT OF INDIA (BHARAT SARKAR)  
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)  
RAILWAY BOARD**

No.2008/TG-I/10/P/UTS Thin Client

New Delhi date 5.12.2008

The Chief Commercial Managers,  
All Indian Zonal Railways.

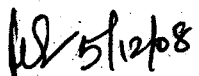
(Commercial Circular No.69.2008)

**Sub: Cancellation of tickets purchased through Thin Clients in UTS.**

In the present system, if a ticket is issued from a Thin Client and cancelled from a dumb terminal after the data has been transferred to the backend server, the ticket can again be cancelled from the Thin Client which has originally issued it. This fact is prone to misuse since the Thin client issuing the ticket does not check with the back end server. The matter has been examined and it has been decided that the following procedure may be adopted for cancellation of tickets issued by UTS:

- (i) For tickets issued from dumb terminals, cancellation can be done from any terminal subject to connectivity being available with back end server.
- (ii) For tickets issued from thin clients, if network connectivity is available, then cancellation may be permitted from any counter. However, if connectivity is not available then cancellation will be permissible only from the terminal which issued that ticket since transaction data would be stored on that terminal.

Under all options operator must be having physical custody of the ticket being cancelled and the said ticket should not be more than 24 hrs. old. Necessary instructions may be issued to all concerned.

  
(Dr. Monica Agnihotri)  
Director Passenger Marketing  
Railway Board