

**JOINT ACCOUNTS, COMMERCIAL AND STORES PROCEDURAL OFFICE
ORDER OF 1/2017 FOR OPERATION COMPILATION OF ACCOUNTS AND
STOCK MANAGEMENT OF UNRESERVED TICKETING SYSTEM (UTS) FOR
SOUTH CENTRAL RAILWAY (REVISED w.e.f. 7/2019)**

Note

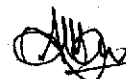
- A. Instructions of the JOINT PROCEDURE ORDER shall be read in conjunction with related rules of coaching tariffs and military tariffs. The instructions contained in the commercial manuals and the extant circular instructions in force.
- B. If during the working of this system, the operator or supervisors come across any lacuna in the working of the machine, or the possibility of any manipulation, they should bring such issues in writing immediately to the notice of their superiors for remedial action. Those failing to discharge this said obligation will be liable for disciplinary action.
- C. Any changes in the rules / tariff / database notified should be adhered to manually till the changes are incorporated in the system.
- D. Transactions not available in the system, but permissible as per extant instructions shall be carried out manually observing all precautions.

The software for the Unreserved Ticketing System (UTS) has been developed by CRIS for Indian Railways for issue of various types of tickets and is functioning at most of the stations of this Railway. The staff concerned shall strictly comply with the guidelines and instructions issued from time to time.

A. GENERAL INSTRUCTIONS:

1. All the staff associated with operation/use, management, Accounts, Inspection & supervision of UTS shall be conversant with the functional features and the various procedures available in the system. Proper training of operators and supervisors for correct and safe handling of the machines must be ensured. Following books and print outs should be readily available at each location for reference of operators/supervisors and inspecting or checking staff.
a) User Manual, b) Joint Procedure Order for UTS, c) Print out of the data base.
d) Fare table and Distance Table, e) Concession Data validation table, f) Season Ticket Concession Data table, g) Hot key details. These records should be maintained at all UTS stations.
2. The UTS terminals and any other machines or equipments connected with the system should be kept in secure state under the joint signature of the CBSR / BSR in-charge of the location and the field engineer of the firm entrusted with the maintenance of these machines. Only authorized engineers having proper identity cards should be permitted to handle the equipments associated with the system.
3. Under no circumstances should the UTS terminals and any other equipment associated with the system, which is allotted to a location be used temporarily or permanently moved out to another location without prior permission of the competent authority. The equipment sent for repairs to PRS/SC should be recorded in the **Failure Register** along with the signatures of the staff deputed to carry such equipments. The vendor and the station representative should, after repairs of the equipments, counter sign in the failure register.
4. The intactness of the terminals should be handed over from shift to shift under proper signature in the DTC book used for pasting the DTC summaries.
5. Each operator, supervisor shall maintain the confidentiality of their password and frequently (at least once in a month) change the same to prevent

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unauthorized access to the system. They will be fully responsible for any transaction or operation under their ID.

6. The supervisor will also be solely responsible for any operation involving supervisory privileges that have been exercised through his supervisory ID and password.
7. Initially at the time of taking charge of UTS and subsequently from time to time the CBSR shall ensure that the following will be printed on every ticket:
 - i) Station From and Station To including via, ii) Class of accommodation, iii) UTS No., iv) Date of journey, v) Distance and Fare, vi) Date and time of issue and machine no./counter No., vii) Cash/voucher, viii) Ticket type, ix) **Eleven** digit pre printed no. and **FOUR** digit machine printed No. x) **Five** digit random No., xi) Travel authority and concessional code, if any, xii) Progressive total of transaction made.

B. DUTIES OF THE SUPERVISOR:

1. The supervisor shall maintain a register showing the names of operators and shift supervisors on roll along with their respective ID's. The register should be updated as and when the changes are affected in the format shown below:

Sl.No.	Access level	Name	Operator/ Supervisor ID	Date & Time of adding/ deleting of ID to list.

2. The supervisor will maintain a list of all hardware equipments, their serial numbers and date of installation and make the necessary entries in the T&P registers.
3. The supervisor will keep the correct accountal of the ticket rolls issued / details of the rolls used and un-used (i.e. blank rolls) by the operators at the counters in the format mentioned below:

Ticket Roll Register

Sl. No.	Ticket roll No.		Date	Counter No.	User ID	User signature
	Commencing	Closing				

4. The supervisor should check daily continuity statement in respect of the rolls issued and used on the machines.
5. If any UTS terminal and printer is not in use for a prolonged period it should be kept in safe custody of the supervisor. The unused roll should be removed from the machine and consumed at another counter duly passing necessary remarks in the stock book.
6. The supervisor will bring to the notice of the concerned data base administrators regarding the changes required in the database in case of new requirements, if any.
7. The supervisor will use supervisory functions like special cancellation, mismatch of tickets during roll changes etc. through supervisory intervention.
8. The supervisor will ensure the proper upkeep and cleanliness of the UTS location.

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9. The supervisor will ensure the maintenance of the following registers as prescribed in the format as in **Annexure A**.
 - a) **Charge handing over and taking over register of the operators.** This should also be utilized as the DTC book for pasting of the DTC and day end summaries generated from the UTS, b) Equipment Failure Register, c) **Log in, Log out & Private cash register to be maintained.** d) Non-Issue Tickets Register. e) Cancellation Register. f) Special Cancellation Register.
10. The supervisor will be responsible for the safe custody of all ticket tubes and UTS's available at the station. He will ensure that the UTS's are in sealed condition.
11. In case of the total or partial failure of UTS and there is no chance of their rectification in near future the supervisor will commence manual system of disbursement of tickets after taking the following steps:
 - a. Making necessary remarks in the **Failure Register.**
 - b. Control message to Sr.DCM/DCM of the division and the console at PRS/SC.
12. The supervisor will conduct a monthly review of BPTs and **prepare statement of frequent BPT destinations which will be sent to Traffic Accounts office for vetting the distance and in turn these vetted distances will be forwarded to CCM/PMs office for updating the routes in the station dump by UTS/Data Base.**
13. The supervisor will be responsible for initiating procurement of all stores viz., ticket rolls, computer stationery, cartridges, printers, ribbons etc.
14. The supervisor will ensure submission of daily, monthly cash and voucher statement along with **Online Coaching Balance Sheet. Balance sheet should be sent to TAO by 4th of every month.**
15. The hard copies of the accounting reports have to be printed up to the period as under. **These reports will also remain on-line for 45 days only.**
 - a. Daily accounting reports
 - b. Periodic accounting reports
 - c. Monthly accounting reports

C. DUTIES OF THE OPERATOR:

1. During the changeover of the shift, the operator will pass an undertaking regarding the correct taking over of the UTS terminals, Key boards and printers in the **Operator charge taking/handing over register.**
2. The operator will check that the opening ticket number that physically available in the machine/printer is tallying with the number that is prompted by the UTS.
3. The operator will enter the imprest and personal cash available with him in the UTS.
4. The operator will check that all characters are legible and correct. The MPT number is printed on the ticket before the same is issued to the passenger.
5. The Operator should manually deface with a cross all Non-issued tickets, Special cancelled and the cancelled tickets.
6. It is the sole responsibility of the operator for the distances entered while issuing the BPTs.
7. The operator should ensure that no BPT is issued to a destination which is already available in the database.

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8. The operator should permit all cancellations across the counter after cross verification of the details available in the system.
9. At the end of the shift the operator should ensure that the amount displayed on the UTS screen and printed on the DTC generated through the terminal should be same. In case of discrepancies the shift in-charge should be informed and the hard copies should be generated from the system, in the presence of the supervisor.

In case of any system failure and DTC not being generated from the system, the cash of the shift should be deposited by the operator as per the **ALPHA CODE** available on the last ticket stationery available on the printer. Necessary remarks should be passed on the **FAILURE REGISTER** and the problem should be reported to **Console and Commercial-Control**.

D. DUTIES AT THE BEGINNING OF THE SHIFT-SUPERVISOR & OPERATORS:

1. Only authorized users as mentioned in the user register are permitted to work on the machines.
2. The quality of the material used in the ticket printer should be checked so as to ensure that the figures and words are clear and legible.
3. The shift supervisor and operator should ensure that the Machine Printed Ticket (MPT) number printed on the stationery available on the machine is tallying with the PRE-PRINTED (PPT) number available on the stationery. If there is any mismatch during operation of shift, the following procedure as should be followed.
 - a. If the ticket is accounted for in the system but not printed on the ticket stationery, the supervisor should be called, the ticket should be non-issued and shift terminated in presence of the supervisor. Cash summary, transaction summary of the shift and continuity statement should be tallied with each other.
 - b. When the Pre-Printed number in the stationery is discontinuous, the shift should be terminated in the presence of the supervisor who will take necessary measures by issuing all concerned message and the roll must be removed from the UTS and preserved for the further enquiry.

The reasons for mismatch should be recorded in the failure register, ticket stock register and DTC.

E. DUTIES OF THE SHIFT SUPERVISORS AT THE END OF THE SHIFT:

1. At the end of the day, he should tally the daily cash remittances and vouchers with DTCs and the shift wise summaries of cash and vouchers generated by the booking operators and ensure its correct remittance to Cash office/Bank daily. He will also take suitable action in case of any discrepancy.
2. He should ensure that the details of the cash and vouchers as shown on the terminal, tallies with the summary generated from the UTS.
3. Should ensure that each operator hands over the Cash, RTC, Concessions, and Vouchers, non-issued, special cancellation, normal cancellation and unused tickets correctly after tallying the same with the DTC / Shift summary.
4. Should ensure that all non-issued, cancelled, special cancelled and unused tickets are also sent to the Traffic Accounts Office along with the relevant statements.
5. The fully or partially cancelled tickets should be accompanied with the original journey tickets.

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6. In case the DTC is not generated from the system, the net cash of the day should be arrived at after incorporating the cash collected for the shift for which the hard copy has been generated.
7. In case of link failure and non - generation of hard copy, cash should be collected as per the **ALFA CODE** available on the next ticket stationery available in the system. This fact should also be recorded in the *failure* register. In the system the cash is coded through alphabets i.e., 'A' to 'T' which denotes the value in terms of Rupees from 0 to 9, i.e., A=0, B=1, C=2, D=3 respectively. For example if "DBCD.AA" is printed on the next blank ticket, the shift operator should have the cash of Rs. 3123.00 with him up to that ticket.

If the ALFA CODE is not visible the operator/Supervisor should contact CONSOLE/SC for the summary of DTC figures.

8. Should ensure that daily BPT statement of all shifts showing "From" "To", "Distance", "amount", "number of passengers", "number of the counter" is sent to Traffic Accounts Office on the next day. (Authority Rly.Bd No. 95/TG-I/10/30/SPTM dated 30/08/95 ED (PA) to all CCM/Indian Railway).

F. DUTIES OF THE DATA BASE ADMINSTRATORS:

1. Data Base Administrator will define terminals and users at the locations.
2. Data Base Administrator will attend addition, deletion or modification regarding privileges of operators, Supervisors.
3. Maintenance of the destination distances and fare table data base resident in UTS after checking from the Rates branch and vetting from Traffic Accounts. He /She should, also ensure their timely installation / up gradation of distance database in case of new requirement if any.

G. DUTIES OF CONSOLE OPERATORS:

1. To register Hardware and Software related failures in Failure Register over the Zone and ensure rectification of the same.
2. They should ensure the synchronization of Thin Clients at all locations in coordination with S & T, Electrical departments at Zonal and divisional level for proper accountal and timely generation of accounting reports.
3. They are also responsible for Extraction of Ticket dumps and DR related activities.

Migration of UTS_SC server

The UTS_SC server is shifted to Chennai with effect from 28.01.2011.

The UTS_SC server is named as UTSMAS2, which caters to the UTS ticketing needs of South Central Rly, Southern Railway and South Western Railway.

The backup of daily, periodic, monthly and yearly data is done by Console/Chennai at stipulated time.

Data Retention: As per the instructions of Railway Board letter (vide letter 2005/C&IS/UTS/Policy/ Vol. II dated 16.07.2012- copy enclosed).

1. The online data is kept in the online system for **45** days.
2. The daily, periodic reports are kept in the report database for **65** days.
3. The Monthly reports are retained online for the financial year.

H. STOCK MANAGEMENT PROCEDURE OF UTS TICKETS

1. Ticket roll and computer stationary:

The UTS tickets should be generated on the stationary printed for this purpose. CCSR of the station should ensure availability of sufficient ticket stock at their stations.

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2. Estimate of ticket roll:

- a. The estimate should be prepared with reference to ticket roll continuity statement. After the same has been checked and countersigned by the TIA, one copy of the same should be sent to Dy.CAO/T as per JPO.
- b. The revised estimate will be prepared and disposed off in the manner described above. The CCI at the time of his inspection should ask BSR/CBSR to prepare a revised estimate of the ticket roll for check by the TIA.

3. INDENT OF TICKET ROLL:

The indent for ticket roll should be made as per **Annexure -C**.

SECURITY OF TICKET ROLL:

- a. The UTS blank paper ticket roll with Pre-Printed machine numbers should be treated on par with money value books for the purpose of accounting, storage, issue and irregularities as per provisions in IRCM.
- b. The station on receipt of ticket rolls will carefully examine and count the same and compare with the entries in the supply advice sent. If any deficiency/damage being noticed in the rolls supplied, the CBSR will specify and record the irregularity thereon.
- c. The CBSR will disburse the ticket rolls to the respective UTS Counters as and when required through a disbursement register in which the machine operator / Booking clerk (BC) will sign as a token of receipt.
- d. Partially used ticket rolls should be used in the same counter only.
- e. If any machine is not in use, blank ticket roll (new/partially used) should be removed from the system and kept in safe custody.
- f. If defective rolls are received at the stations the same should be brought to the notice of the CMM/SC through the concerned Sr.DCM/DCM. The defective rolls will be destroyed in the same way as specified for destruction of obsolete tickets.
- g. In case of partial supply, the same should be intimated to the concerned Sr.DCM/DCM and Traffic Accounts Officer who will keep a record of such partial supply.
- h. In case of emergency, if ticket rolls are supplied from one station to another, the supplying station should hand over the ticket rolls to an authorized representative of the recipient stations against proper record. The recipient station in turn should confirm about the receipt of the ticket rolls to the dispatching station in writing immediate. Both the dispatching station and the recipient station should suitably intimate Traffic Accounts Office who will ensure that the ticket rolls are correctly accounted for at both ends.
- i. Any left behind tickets or unaccounted tickets which are physically available for verification but are unfit for sale / printing should be sent to Traffic Accounts Office along with a separate NI statement prepared manually along with the daily statement of **Unused Tickets**.
- j. In case of any ticket is not accounted or not produced/submitted by the station for verification necessary debit will be raised by Traffic Accounts Office in terms of Railway Board's letter no.2001/AC-II/45/2 dt.17.11.2005 (RBA No. 65/2005)
- k. When a ticket roll / tickets is found missing the CBSR will immediately notify the loss to **"All Concerned"** and make necessary entries in the stock book. Further a gazette notification will be issued according to the extant rules on the same lines as notified in commercial manual part - I. On receipt of the message/information from the Commercial authorities an error sheet

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will be raised by TAO in terms of the Railway Board's letter no. referred at (j) above. Immediately an enquiry should be conducted duly constituting a committee of Accounts and Commercial Officers within one month.

I. FAILURES:

1. If there is any link failure during the shift, the shift supervisor and the operator should jointly record in the fault register of the machine and also the same should be intimated to the Console/ PRS/SC.
2. Sectional Commercial Inspector and TIA during their periodic inspection should check this failure register to ensure that the provisions are rigidly followed.

J. REFUNDS

1. NORMAL CANCELLATION/PARTIAL CANCELLATION:

Whenever a passenger presents a ticket for normal cancellation/partial cancellation, the details in the ticket should be verified and normal cancellation/partial cancellation should be done, duly following the prevailing Refund Rules. The refund should be given to the passenger after deducting the Clermage. The entire transaction should be done in the UTS system. The journey ticket should be collected from the passenger. The journey ticket and the cancelled ticket should be pinned together. Two lines should be drawn across the face of the journey ticket and the word "**NORMAL CANCELLATION/PARTIAL CANCELLATION**" (as the case may be) should be written in between these two lines. In case of partial cancellation, the next ticket after the cancelled ticket should be issued to the passenger. At the end of the shift/day, all the normal/partial cancellations should be entered in the Normal/partial cancellation Register. The acknowledgement of the Cashier/Supervisor to whom the cancelled tickets are handed over, should be taken in the Register.

2. SPECIAL CANCELLATION:

The circumstances in which special cancellation should be done is given in the UTS Main Menu Option No.3. Special cancellation should be done by using the Supervisory ID. The word "**SPECIAL CANCELLATION**" should be written across the face of the journey ticket. Full refund of fare can be given to the passenger. At the end of the shift/day, all the special cancellations should be entered in the special cancellation register and the reason for special cancellation should be written in the register.

3. NON-ISSUED TICKETS:

There will be some circumstances where the operator identifies a mistake in the ticket before it is issued to the passenger. Similarly, there will be errors in printing on the ticket due to printer problems. In such cases, the operator can Non Issue the wrong ticket by generating a Non-issued ticket on the very next ticket. **Which means, the wrongly printed ticket and the Non-issued ticket will have ticket numbers in sequence.**

- 3.1. It has come to the notice of the administration that some staff are committing frauds by misusing the provision of Non-issued tickets. Hence, it is hereby laid down that the ticket which is being non-issued must have atleast the **Alpha Code** and the **date** (which are printed automatically when the previous ticket is issued). A blank ticket, without even the Alpha Code/date should not be Non-issued. If such a ticket is non-issued, the CBSR/CI/TIA/ Traffic Accounts Office should raise an admitted debit equal to the amount of the ticket non-issued. For the sake of clarity the following illustration is given below:

Ticket No.66987868 is issued to destination "A". For some reason, the alpha code/date has not been printed on ticket No.66987869. In such

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case, ticket No.66987869 cannot be non-issued. First 66987868 should be properly examined and in case the alpha code/date that should be printed on 66987869 got printed on 66987868, then 66987868 should be non-issued first, by treating it as a defective ticket. Non-issuing the blank ticket No.66987869 will be treated as an irregular transaction and a debit equal to the fare of this ticket will be raised and recovered from the operator. In addition, DAR action as deemed fit shall also be taken.

- 3.2. In those cases of Non printing of Alpha Code and date due to printer problems, the responsible staff can appeal in writing within a period of ten (10) days from the date of receipt of error sheet to the Incharge of Booking Office/CBSR or Section CCI duly explaining the facts and circumstances in detail.

For this purpose, a team consisting of Incharge of Booking Office/CBSR, Section CCI and Sr.TIA have to conduct an enquiry, and if there are genuine reasons for the non-printing of alpha code, they will recommend for withdrawal of debit and send a proposal to Traffic Accounts office through Sr.DCM's office. If there are no genuine grounds based on facts and evidence, then the debit will be enforced and recovered.

4. CBSR and CI should check the cancelled and non-issued tickets as well as the entries in the registers at random at frequent intervals to ensure that the cancellation/non-issue of the tickets has been done for genuine reasons.
5. The cancelled/non-issued ticket along with original ticket and the statements should be submitted to Traffic Accounts office along with Daily Cash Remittance. Instances where the cancelled and its original journey tickets are not handed over will be viewed seriously and debit will be raised for the value of the ticket found missing.
6. Approval for mismatch due to defective ticket stationary is a supervisory function and operators are not permitted to do mismatch adjustments.
7. A Non-issue Register shall be maintained by all operators' window wise and shift wise indicating reason for making a ticket into a Non-issued ticket.
8. A cancellation register shall be maintained by station window wise and shift wise. The details of cancelled tickets should be recorded in this register. at the end of the shift, the acknowledgement from the Cashier/Supervisor to whom the cancelled/Non-issued tickets are handed over shall be taken in the registers.
9. A special cancellation register shall be maintained to record the particulars of tickets that have been special cancelled stating the reasons for such cancellation.

K. CHECKING OF COLLECTED TICKETS:

1. A system has been developed by which machine prints a random number on the bottom left side of the ticket. This random number is unique for a given pair of stations and a particular date. This can be used by inspecting official and ticket checking staff on trains as well as at the destination for detecting frauds, if any. The sectional CCI and TIA during their periodic inspection should collect tickets at random at destination station and conduct checks on the basis of this random numbers.
2. Station Manager/ Ticket checking staff at the destination station while collecting the tickets should also check the random machine no. on the collected tickets to verify their genuineness. In case any irregularity is detected the same should immediately be reported to Sr.DCM/DCM and Dy.CAO/T and the ticket issuing station.

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L. DISPOSAL OF DEFECTIVE AND OBSOLETE TICKETS ROLLS:

1. The destruction of defective / obsolete blank tickets/ rolls is to be done **at the stations** as per the procedure followed for the disposal of printed card tickets associating the staff of TAO as detailed below.
2. **Destruction of Surplus, obsolete or damaged tickets:**
In **terms of Para 236 of IRCM Vol-I**, Printed tickets and money value books rendered surplus or obsolete as a result of general revision of fares or otherwise, or the tickets damaged by insects etc, and rendered unfit for use should after obtaining instructions from Divisional Commercial Manager, be sent to Traffic Accounts Office duly entered in a statement in Form Com./T.24 Rev, **under Recalled indent.**

Procedure to be followed:

1. Recalled Indent should be prepared in quadruplicate by Carbon process along with the following details:
 - a. Date of supply of the UTS ticket rolls and when the damage was noticed.
 - b. Whether any debit has been raised in the form of an error sheet towards missing tickets if any in the roll.
 - c. Whether any enquiry was conducted by the nominated officials.
 - d. If enquiry is completed the tickets should be kept in safe custody of the CBSR/BSR/SM/SS till they are sent for destruction.
 - e. Three copies of the recalled indent should be sent to the ticket indent section of Traffic Accounts Office and the fourth copy retained at the station for record.
2. The ticket indent section of Traffic Accounts Office (TAO) will return one copy as acknowledgment after verifying the same with TAO records.
3. One copy will be retained at TAO. The details of the recalled indent will be recorded in red ink against the respective entries in the supply advice Registers available at TAO, so that the stock of tickets actually on hand can be readily known.
4. The third copy will be handed over to the staff who would attend as the witness for the destruction of UTS tickets.
5. Sanction of the Sr.DCM/DCM for destruction of tickets has to be obtained and conveyed to Traffic Accounts Office.
6. A team of CCI/CI from Commercial, Sr.TIA/TIA from TAO and RPF should be nominated for the destruction of the UTS tickets at Divisional/CCI headquarters duly intimating the date.
7. After destruction, entries in red along with reasons should be made in the stock register.
8. A compliance report has to be sent to TAO after destruction.
9. The details of destroyed tickets must be conveyed to CCM.
10. **DEFECTIVE/OBSOLETE TICKET REGISTER:**
 - a. A separate register should be maintained at the stations, Stock Holder of the divisions and TAO to record the details of the defective/obsolete tickets that are to be destroyed.
 - b. Details of the defective/obsolete tickets to be destroyed should be transferred / recorded to this register.
 - c. An entry to this effect should be made in the stock register for cross verification.

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d. The defective / obsolete ticket register should be maintained in the following proforma:-

Sl. No.	Defective/obsolete ticket no's	Ticket stock register/page No.	Date of identification of the defect	Date of reporting of the defect	Date of enquiry	Sanction date obtained from	Date of destruction

11. TIA and CCI of the section during their inspection will check the acknowledged copy of the statement with the station stock books.

M. REPORTS/RETURNS:

1. A list of various reports / returns to be generated from the UTS is at **Annexure -B** of this JPO. The returns to be submitted to the Traffic Office daily or monthly are placed against their names.

N. REVISION OF FARE/DISTANCE:

1. Apart from initial input of distance and fare in the data base, regular periodic revision of distance and fare will be done centrally from IRCA on the basis of distance table and rate table / Rates advices issued from time to time after due vetting by TAO. A print out of fare table should be generated from UTS terminal and cross checked before actual issue to the passenger. In case of change of fare the same should be incorporated in the system.
2. Vetting of distance / fare should be got done from TAO.
3. Periodical/regular inspections are to be conducted by Commercial Officers / Inspectors of the division, TIA's and discrepancies found if any should be reported to the respective Sr.DCM, CCM/PM/SC and DY.CAO/T.

O. ASSURANCE REGISTER:

1. All staff entrusted with operation of the machines should read the JPO carefully and sign in an assurance register in confirmation that they have fully read and understood this JPO.

P. ROLE OF ACCOUNTS/CASH OFFICE & STATION STAFF

CVR Section: It is to be ensured by CVR section that all the cancelled/non-issued tickets (including UTS and PRS)/ Special Cancellation tickets together with statement, received in a sealed cover from station should be segregated division wise, section wise, date wise and sent to UTS/PRS section of TAO's office on a daily manner without any delay.

Q. TRAFFIC ACCOUNT:

In terms of procedure detailed as per revised Accounts Code (Vol-II) issued on 30.08.16 following will be done.

Para 2108, Check of cancelled and Non-issued tickets may be done as follows:

1. **Check of Cancelled tickets:** All cancelled tickets of PRS/UTS etc., should be dispatched by the Cash Office to the Traffic Accounts Office on a daily basis under clear acknowledgment of receipt in Traffic Accounts Office. The TA office will ensure 100% check of the cancelled tickets on one randomly selected date of each 10 day period (random date to be selected by an officer of TA office not below the level of Sr.Scale)
2. **Check of Non-issued tickets/Special Cancelled tickets and Refunds on Students Concession:**

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The Statements of Non-issued tickets/Modified, Special Cancelled tickets and Refund on Student Concessions should be prepared daily by the station separately for local and through traffic for all kinds of tickets issued by the station for the day and dispatched to Traffic Accounts office under clear acknowledgement of receipt in Traffic Accounts Office.

3. The statements (COM/T 18 Revised) mentioned in Para (1) and (2) above should be sent to TA office along with the original tickets daily. These statements should be checked with the original tickets accompanying them to see that each entry is supported with the tickets received.
4. It should be seen that the tickets themselves have been marked "Non-issued tickets" "Special cancelled ticket" and "Refund on Students Concession" and endorsed by the signature of the station master or the Booking Clerk with reasons for cancellation, that they do not show any indication of having been used and that they have been submitted by stations on the day of cancellation. Frequent submission by a station of Non-issued tickets for an adjacent or the same station should be viewed with suspicion and investigated by the Travelling Inspector of Station Accounts. It should be ensured that clerkage charges wherever due have been calculated, collected and shown in the refund statement.
5. In case of any missing/mismatched tickets necessary debits shall be raised by TA office against the station as under or as modified from time to time.

The daily statements of cancelled, non-issued, modified, special cancelled tickets and refund on the concession should be compared with the monthly summary of such tickets. Mismatches between the pre-printed numbers on the ticket stationery and system generated numbers should be carefully scrutinized to determine the reasons thereof. The Alpha numeric code total on Non-Issued Tickets should also be checked by TIAs during their station inspections to see if it corresponds with the total as it should be with reference to the order of ticket issued as per the system. Any difference would indicate a difference between the order of printing as per the system and as actually carried out on the stationery.

6. Any suspicious transaction noticed in the Non issued ticket transactions, the same may be brought to the notice of the higher authorities and detailed check of the Non-issued tickets with the statement of the suspicious transactions is to be carried out by the UTS section.
7. In charge/Controlling Office should carry out test check monthly on the checks done by staff of UTS section.
8. A consolidated report at the end of the month to be put up to Dy.FA & CAO/T giving details of items where incidence of high value NI has occurred.

9. Other checks to be done in detail:

- i After receipt of Non-Issue tickets/Cancelled and Special cancellation tickets at Traffic Accounts office the same should be acknowledged by CVR section staff at Traffic Accounts Office, South Central Railway.
- ii In CVR section of TAO's office dealers should be nominated division wise and section wise so that after receiving the Non-Issued tickets/Cancelled and Special Cancellation ticket bundles the same, are handed over to the nominated dealers of UTS/PRS Section.
- iii Each dealer should maintain a separate register for each section, allotting a separate page for each station to be maintained month-wise for each date so as to ensure date wise receipt of Non-Issue/cancelled/Special cancellation tickets.

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- iv After opening the bundle the dealer should note down the details of Non-Issue tickets/Cancelled/Special cancellation tickets received from cash office and physically tally the same with the statement received along with the said tickets to ensure that there is no missing of original tickets.
- v In case there is a missing ticket, debit should be raised for the same against the station.
- vi The Non-Issued tickets should be checked to see that the tickets have been marked non-issued and endorsed by the signature of the booking clerk/booking supervisor with the reason of cancellation and they do not show any indication of having been used.
- vii UTS/PRS ticket number as per statement is to be checked with the original journey/non-issued tickets and there should be no mismatch/blank tickets. Blank tickets made NI should be viewed seriously.
- viii A detailed check of the reasons for making Non-Issue and Special cancellation should be carried out.
- ix Details of high value non-issued tickets by any operator should be checked in details.
- x NI section will chase and submit monthly report on any system deficiency like:
 - a. Late submission of NI/Cancelled/Special Cancelled tickets to TA office.
 - b. Haphazard submission of tickets ignoring the practice indicated in the JPO.
 - c. Submission of unsegregated local, foreign, printed, BPT, UTS etc tickets.
- xi At the month end a monthly statement for every month should be tallied with the daily statement of Non-Issue/Cancelled/ Special Cancellation statement. Any discrepancy noticed should be immediately reported and brought to the notice of the higher authorities.

10. Special attention to be paid to the following aspects:

- a NI ticket of high value especially if the previous ticket is of low value as mentioned in the daily statement of Non-Issue/Special Cancellation tickets received along with the said tickets.
- b Large number of NI/Special Cancellation tickets should not be for the same destination station and adjacent station.
- c In case of frequent submission of huge number of Non-Issue tickets for a station, case should be brought to the notice of the higher authority and subsequently should be reported to Sr.DCM and AFA/SI for investigation by the Sr.TIAs
- d Incidence of frequent NI tickets for the same destination station should be brought to the notice of destination railway so that a check of collected tickets may be carried out.
- e The reason code should be checked with the ticket made Non-Issue /Special Cancellation to see whether the same is in order.
- f Incidence of reason code "14" i.e. 'any other reason' should also viewed with suspicious and appropriate reason for making NI should be stated by CBS/BS.

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- g NI for printing error (reason code-1) along with blank ticket should be viewed with suspicion
- h As per Railway Board's letter No.1009/TG-I/10/P/UTS Fraud dated 01.08.2017 in case of 5 or more instances of NI tickets of an operator in a shift the matter should be brought to the notice of the higher authority and reported to Sr. DCM certificate to this effect should be given in the returns of the station by the CBS. This is to be verified by the Sr.TIA also in his regular inspection of the stations.

11. ROLE OF Sr. TIAs (SURPRISE INSPECTION)

1. Immediately after arrival at the station they will count entire cash and vouchers at one window only and tally the same with the progressive total amount of cash & voucher as shown on the next ticket to be issued in an alpha code such as GIDB AA, GIFG AA, AA etc., This line contains coded Net Cash, Gross Cash and vouchers collected. The numerical digits i.e. 0,1,2,3 9 are replaced Alpha codes as A,B,C,D,I respectively as mentioned above.
2. 100 % percent checks on refund, Non-Issue & special Cancellation tickets (ROPD check) Military and police Warrants & other cash vouchers available with the CBS which are awaiting dispatched to the TA office along with CR notes should be done. These checks should be done with reference to connected shift summary reports of all the windows and the detailed report served by the server.
3. TIA Should carry out 100 % check of all cancelled tickets, Non-issued tickets/Special Cancelled tickets and Refunds on Students Concession during his inspection days and also inspect the dispatch register for verifying daily dispatch of cancelled tickets to Traffic Accounts Office.
4. Any unusual/Irregular activity for example availability of Blank Tickets with Booking Clerk mutilation of Non-Issue/Special Cancellation tickets, abnormally large number of Non-Issue by a Booking Clerk or station should be immediately reported to TA/HQ through Special Report.
5. In case there is a missing ticket, debit should be raised for the same against the station.
6. The Non-Issued Tickets should be checked to see that the tickets have been marked Non-Issued and endorsed by the signature of the booking clerk/booking supervisor with the reason of cancellation and they do not show any indication of having been used.
7. UTS/PRS number as per statement is to be checked with the original journey/ Non-Issued tickets and there should be no mismatch/blank tickets. Blank tickets made NI should be viewed seriously and brought to the notice of Sr.DCM/DCM with a copy to Traffic Accounts Office (SI).
8. A detailed check of the reasons for making NI and special cancellation should be carried out. Any blank tickets noticed should be seized and sent to Traffic Accounts with special report.
9. Non-Issue of high value tickets by any operator should be studied in detail. If Non-Issued ticket are found of high value, specially if the previous ticket is of low value, as mentioned in the daily statement of NI/Special Cancellation tickets, it should be viewed suspiciously and reported to Sr.DCM and to the SI section immediately.
10. NI/Special cancellation tickets for the same station, adjacent station in large number should be viewed seriously and reported to Sr.DCM and to the SI section immediately.
11. The reason code should be checked with the ticket made NI/Special






Cancellation. Incidence of reason code '14' should be done with endorsement of CBS/BS and also be viewed with suspicion. NI with reason code 1 where the journey ticket is found blank should be viewed with suspicion and reported to Sr.DCM and SI section.

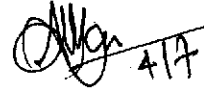
12. As per Railway Board's letter No.1009/TG-I/10/UTS Fraud dt.01.08.17 in case of 5 or more instances of NI tickets of an operator in a shift, the matter should be brought to the notice of the higher authority and reported to Sr.DCM and SI section.
13. The monthly statement of NI/Cancellation/Special Cancellation is to be checked during periodical inspection. Day wise NI/Cancellation/Special Cancellation should be verified and if it is found that in a particular day huge number of NI has been made, it should be viewed suspiciously and reported .

R. MODIFICATION OF J.P.O:

Any modification or addition /alteration to this JPO can be incorporated after due approval of CCM/C&PS and FA&CAO(T).



(K.R. Abhishekananda Rao)
Dy. Chief Accounts Officer (T)/SC,
For Principal Financial Adviser.



(A. Malleswara Rao)
Dy. Chief Commercial Manager/PRS,
For Principal Chief Commercial Manager

REGISTER FORMATS

1. CHARGE HANDING OVER AND TAKING OVER REGISTER OF THE OPERATORS

I, Shri/ Smt _____ on duty from _____ hrs and have handed over charge to Shri/Smt _____ on duty from _____ hrs with all official equipment and records intact as under:

Ticket Rolls	BPT's	EFT's	Terminal	Key Board	Printer

Signature of the operator
Handing over charge

Signature of the operator
taking over charge

Staff on duty from _____ hrs.

- | | |
|----------------------|---------------------|
| 1. Counter No. _____ | 1. Shri /Smt. _____ |
| 2. Counter No. _____ | 2. Shri /Smt. _____ |
| 3. Counter No. _____ | 3. Shri /Smt. _____ |

Signature of the Shift Supervisor



2. EQUIPMENT FAILURE REGISTER

3. FAILURE (OTHER THAN EQUIPMENT) REGISTER

TYPE OF FAILURE	DATE AND TIME OF FAILURE	ACTION TAKEN	INFORMED CONSOLE AT _____ HRS.	DATE AND TIME OF RECTIFICATION

4. NON-ISSUE TICKET REGISTER

DATE	COUNTER NO.	SHIFT NO.	NON-ISSUE TICKET NO.	FRESH TICKET NO.	OPERATOR ID	REASONS FOR NON-ISSUE	SIGN OF OPERATOR

5. EQUIPMENT FAILURE REGISTER

DATE	Faulty equipment	Equipm ent Sl no.	Date & time of failure	Informed console at _____ hrs.	Informed vendor at _____ hrs.	Name of person to whom informed	Date & time of rectification	Remarks	Sign of Vendor

6. CANCELLATION REGISTER

DATE	COUNTER No.	SHIFT No.	CANCELLED TICKET No.	OPERATOR ID	SING OF OPERATOR	SIGN OF SUPERVISOR / CASHIER

7. SPECIAL CANCELLATION REGISTER:

DATE	COUNT ER NO.	JOURNEY TKT/SPL CANCELLED TICKET NO.	FRESH TICKE T NO.	SUPERVISOR ID	REASONS FOR CANCELLAT ION	SIGN OF OPERATOR	SIGN OF SUPERVISOR

K. R. M.

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LIST OF UTS REPORTS TO BE GENERATED FROM THE SYSTEM

DAILY REPORTS

- | | |
|---------------------------------|---------------------------------|
| 1. SEASON TICKETS | 2. ADVANCE SEASON TICKETS |
| 3. SUMMARY OF SEASON NI TICKETS | 4. CANCELLED TICKETS |
| 5. SUMMARY OF CANCELLED TICKETS | 6. SPL. CANCELLED TICKETS |
| 7. SUMMARY OF SPL CANC TICKETS | 8. NON ISSUE TICKETS |
| 9. TTE MONEY RECEIPTS | 10. TC MONEY RECEIPTS |
| 11. MISC RECEIPT TICKETS | 12. ADHOC CONCESSIONS |
| 13. CONCESSION WITH VOUCHER | 14. POLICE VOUCHERS |
| 15. MILITARY VOUCHERS | 16. CST |
| 17. RTC CONCESSIONS | 18. BLANK PAPER TICKET |
| 19. SAFETY SURCHARGE | 20. SUPERVISOR INTERVENTION |
| 21. STATION PAIR | 22. SUMM OF TRANS(CASH INFO) |
| 23. M-17 CONTINUITY | 24. TICKET INFORMATION |
| 25. M9 CLASSIFICATION | 26. SEASON CONCESSION PASSENGER |
| 27. SPL CANCEL SEASON TKT | 28. CONCESSION WITHOUT VOUCHER |
| 29. MELA CHARGES | 30. PRESS CONCESSIONS |
| 31. IZZAT REPORT | 32. GST REPORT |
| 33. STBA TICKET DETAILS | 34. POS TICKET DETAILS |
| 35. UPI TICKET DETAILS | 36. HALT TICKET DETAILS |
| 0. RETURN TO MAIN MENU | |

PERIODIC REPORTS

- | | |
|------------------------------|-----------------------------|
| 1. SEASON TICKETS | 2. SEASON TICKETS(DateWise) |
| 3. SEASON NI TICKETS | 4. CANCELLED TICKETS |
| 5. SPL CANCELLED TICKETS | 6. NON ISSUE TICKETS |
| 7. TTE MONEY RECEIPTS | 8. TC MONEY RECEIPTS |
| 9. MISC RECEIPT TICKETS | 10. ADHOC CONCESSIONS |
| 11. CONCESSION (CON PSGN) | 12. POLICE VOUCHERS |
| 13. MILITARY VOUCHERS | 14. CST VOUCHERS |
| 15. RTC CONCESSION | 16. BLANK PAPER TICKET |
| 17. SAFETY SURCHARGE | 18. STATION PAIR |
| 19. SUMM OF TRANS(CASH INFO) | 20. M17 CONTINUITY |
| 21. TICKET INFORMATION | 22. M9 CLASSIFICATION |
| 23. SUPERVISOR INTERVENTION | 24. SERVICE TAX |
| 25. SEASON CONC PSGN | 26. SPL CANCEL SEASON TKT |
| 27. POS TICKET DETAILS | 28. UPI TICKET DETAILS |
| 29. HALT TICKET DETAILS | 0. RETURN TO MAIN MENU |

MONTHLY REPORTS

- | | |
|------------------------------|-----------------------------|
| 1. SEASON TICKETS | 2. SEASON TICKETS(DateWise) |
| 3. SEASON NI TICKETS | 4. CANCELLED TICKETS |
| 5. SPL CANCELLED TICKETS | 6. NON ISSUE TICKETS |
| 7. TTE MONEY RECEIPTS | 8. TC MONEY RECEIPTS |
| 9. MISC RECEIPT TICKETS | 10. ADHOC CONCESSIONS |
| 11. CONCESSION (CON PSGN) | 12. POLICE VOUCHERS |
| 13. MILITARY VOUCHERS | 14. CST VOUCHERS |
| 15. RTC CONCESSION | 16. BLANK PAPER TICKET |
| 17. SAFETY SURCHARGE | 18. STATION PAIR |
| 19. SUMM OF TRANS(CASH INFO) | 20. M17 CONTINUITY |
| 21. TICKET INFORMATION | 22. M9 CLASSIFICATION |
| 23. SUPERVISOR INTERVENTION | 24. SERVICE TAX |
| 25. LOGIN AND LOGOUT REPORT | 26. STBA COMMISSION REPORT |
| 27. SEASON CONC PSGN | 28. SPL CANCEL SEASON TKT |
| 29. POS TICKET DETAILS | 30. UPI TICKET DETAILS |
| 31. HALT TICKET DETAILS | 0. RETURN TO MAIN MENU |

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Ticket Indenting Procedure

The following procedure order for indenting of ticket rolls should be followed for stations where UTS ticketing machines are installed.

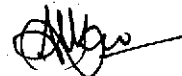
1. Indent for supply of UTS ticket rolls will be on annual basis.
2. Based on roll continuity statement generated by the system/consumption pattern of the previous year and augmenting this by a growth factor of say 10%, the booking supervisor will prepare ticket rolls requirement taking into account the lead time etc. The quantity to be indented would be arrived as under:

1.5 * quantity assessed (-) (Stock on hand + stock yet to be received).

This should be got vetted by a TIA. The estimates should be forwarded to Sr.DCM's office by 10th January every year.

3. On receipt of the estimates from the station, the data will be incorporated in the ticket estimate register to be maintained by Sr.DCM/DCM. Sr.DCM/DCM should ensure that these estimates have been received from all the stations under their jurisdiction before assessing their requirements.
4. Once the required quantity has been assessed the Sr.DCM/DCM will prepare and submit the indent **Division Wise** in FIVE copies in form S1 032 duly indicating the ticket no's to be printed for each location. The Block of numbers for ticket stock proposed to be allotted to SCR with Commencing Range UPA00000001 to End Range UOZ99999999 (in terms of Railway Board's letter No.2011/TG-1/10/UTS/CPT dt. 20.08.2015) may be followed. This will be done latest by 31st January.
5. The indents will be sent in five copies to Sr.DFM/DFM by 10th February. Sr.DFM/DFM will certify the availability of funds and return 4 copies of the indents to FA&CAO/T'S office (Ticket Indent Section) before 20th February. In FA&CAO/T's office all the indents will be posted in the master register separately maintained for each station as per the Codal provision.
6. On receipt of the certified copies of the indents from FA&CAO/T'S office, Sr.DCM/DCM will send the indents duly approved by DRM's to CMM/SC before 10th March. Specifications and conditions for the ticket rolls are given in Para no. 4 below.
7. Supply will commence from 1 July. Sr.DCM/DCM will issue strike orders in lots of one lakh or multiples thereof, ensuring two months lead time while giving strike order.
8. Sr.DCM/DCM shall advise the funds required at the time of preparation of budget estimates each year in November.
9. Alpha numeric code of the Division should be advised by PCCM which should be prefixed to the PREPRINTED number of each ticket. PCCM should maintain the continuity of the ticket series division wise.
10. PCMM/SC should supply the ticket rolls as indented.
11. The tickets received at the divisional level will be kept in the safe custody of Sr. DCM
12. The details of the ticket rolls supplied to divisions should be intimated to FA&CAO/T through a ticket stock supply advice note by PCMM/SC/Dy.CMM/SC.

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13. The ticket stock supply advice note should be a machine numbered book and should contain FOUR foils each.
14. On receipt of the tickets at the division, Sr.DCM will supply the ticket rolls to the individual stations through a supply note.
15. The ticket stock supply note book should be a machine numbered book and should contain FOUR foils each, ONE copy will be office copy and THREE copies will be sent to stations along with the ticket rolls. Immediately on receipt of the ticket rolls the CBSR/BSR /SMR should verify the correctness of the ticket rolls i.e. details of the tickets received viz. No. of rolls, serial no. of the tickets received, date of receipt etc. and should invariably feed the details in the UTS Ticket Stock Management Module as available in the UTS system.
The CBSR after verification will retain one copy at the station and send one copy to Sr.DCM as acknowledgement and another copy to TAO.
16. At TAO, Ticket Indent Section on receipt of these supply notes will cross verify the series with the supply advice note sent by PCMM/Dy.CMM/SC.
17. At TAO an entry will be made against each station in the register maintained for the purpose.
18. The ticket supply advice notes will be filed division wise/station wise in TAO for further verification.
19. In case of emergency, if ticket rolls are to be transferred from one station to another, both the dispatching station and recipient station should intimate immediately Dy.CAO/T who will ensure the correct accountal of rolls at both ends. The transfer of such rolls should be between the stations situated within the same division.
20. If any roll is found missing, CBSR will immediately notify the loss to all concerned. A gazette notification will be made according to the extant rules on the same lines as notified in the IRCM Vol.1, Para 227 which reads as below:

"When any tickets are missing, their commencing and closing no's, including their total no. must be recorded on both the copies of the supply advice and also immediately reported by wire to the supplying officer, Station Master of the destination mentioned in the tickets, Traffic Accounts Office and the Divisional Commercial Manager followed by a registered letter. On receipt of this wire, the Divisional Office should arrange for notifying the loss through railway gazette warning the staff to guard against the fraudulent use of missing tickets. The destination Station Master should be on the lookout for the tickets in his daily collections and to procure the address of any person who may be found in possession of one or more tickets. Such persons should be questioned and asked to state how they came in possession of the tickets.

Should the supplying officer find that a mistake has been made in his office when dispatching the tickets, he should advise the issuing Station Master, who will in turn advise all concerned to whom he communicated the loss, so that look-out for the tickets may be discontinued and the notification in the Railway Gazette may be cancelled or withdrawn. Misprinted, irregular or duplicate tickets if found in the fresh supply must be returned to the printing press duly entered on a prescribed form.

The Station Master must record in the ticket stock book, particulars of the Gazette Notification in which the loss of the tickets is notified or of the advice received from the supplying officer treating the tickets as non-issued, as the case may be, and quote the same in the daily trains cash-cum summary book and passenger classification in support of short accountal of tickets".

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4. SPECIFICATIONS FOR PRE - PRINTED PAPER COMPUTERISED PASSENGER TICKETING SYSTEM.

- a. Pre Printed paper roll as per sample for printing tickets with sprocket holes on both sides 100mm depth and 64mm width i.e. 4" *2.5" made of 115 GSM good quality white paper with Indian Railway water mark, with Indian Railway background and advertisement on the reverse of the ticket. The ART work of the advertisement will be supplied by the Railways.
- b. Each ticket roll should contain 500 tickets serially numbered. The serial number of the ticket consists of **11** digits. In each roll the commencing number of the series shall be started with **001** or **501** and closing number shall be ended with **500** or **000**.
- c. Every ticket shall have an **Alpha numeric** before **eleven digit pre printed number** allotted for each division, i.e. **SC, HYB, BZA, GTL, GNT, NED**.
- d. The ticket should have perforated lines in between each ticket. There should not be any other perforated lines on the ticket.
- e. The lead paper at the end of each roll should be of the same size as that of the ticket but without any printing and should have similar sprocket for the length of at least for four more tickets for smooth printing/feeding of the last ticket on the roll. This should be continuous with the roll and not attached by any adhesive.
- f. The ticket should be packed in the tube and there should not be any cutting or pasting in the roll.
- g. The inspection of the material will be conducted by the consignee after the delivery of the same at the consignee's premises.

K. R. [Signature]

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