

SOUTH EASTERN RAILWAY

NO.TA/NI/SPL.CANCELLATION TICKETS/JPO/12/2017/

DATED: 06.12.2017

SUB: **REVISED JPO ON NI/CANCELLEC/SPL CANCELLED TICKET**

REF: **EARLIER JPO NO. TA/NI/Spl.Cancellation Tickets/J.P.O. dt.24.04.08**

Non-issued tickets. When a passenger before commencing his journey wishes to change his ticket for one of a higher or lower class, or for another station or to exchange a single journey ticket for a return journey ticket or vice versa, or when a wrong ticket is issued by the Booking Clerk, or when it becomes necessary to take back or cancel a card or a paper ticket of any description, the original ticket must be marked 'non-issued' giving reasons for cancellation and initialed with date by the Station Master. This should be done immediately after such a ticket is returned to the booking office or is found to have been wrongly issued.

Cancelled tickets : When a passenger before commencing his journey wishes to cancel his ticket for not performing journey a "clerkage" charge is levied by a railway administration for the clerical work rendered by it in the refund of fares;

The earlier J.P.O. bearing No.TA/NI/Spl.Cancellation Tickets/J.P.O. dt.24.04.08 has been reviewed for better audit of NI and cancelled tickets due to recent leakage of revenue on account of NI tickets. Accordingly the present J.P.O. is issued in supersession of the earlier J.P.O. bearing No.TA/NI/Spl.Cancellation Tickets/J.P.O. dt.24.04.08.

A. ROLE OF COMMERCIAL DEPARTMENT

1. The **NI** report from the **UTS system** should be taken out daily by the **BS** and following action must be taken :
 - i) Physical NI tickets must be tallied with the NI Statement to detect any anomaly.
 - ii) Previous ticket just before NI ticket should also be checked to detect intentional issue of low value ticket before high value ticket.
 - iii) The BS must tally the Alpha Code on the NI ticket with the Alpha Code on NI statement generated by the system. Any discrepancy found must be reported.
 - iv) The reason code should be checked with the ticket made NI/ Special cancellation. Incidence of reason code '1' & '14' should be done with endorsement of **CBS/BS**. NI with reason code 1 where the journey ticket is found blank should also be viewed seriously.
2. The **sectional CI** must check and countersign the NI Register at least once in **Ten (10)** days. **High Percentage** of NI tickets must be noted, reported and appropriate measure taken. The NI statement should be tallied with **NI Register**.
3. As per Railway Board's letter No.1009 /TG-I /10 / P/ UTS Fraud dt.01.08.2017 in case of 5 or more instances of NI tickets by an operator in a shift, the matter should be brought to the notice of the higher authority and reported to Sr.DCM and a certificate to this effect should be sent with the returns of the station by the CBS.
4. Booking Or Reservation Office should be instructed to totally exhaust the Roll on the Machine of each Counter before installing a new Roll. It is to be ensured that the same Roll is used on the same counter and only after that particular Roll is exhausted a new one is fitted on the machine. If under any circumstances (for example the counter is defective and not likely to be resumed very soon) a **Broken Roll** of one Counter is required to be used in another Counter **Written Permission** of **ACM/DCM or Sr.DCM** is required.


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5. Systematic submission of ticket indent at **TA office** for vetting purpose by every station should be ensured.
6. The copy of supply advice of **Ticket Roll** containing such details as **Roll No, Commencing No.** of tickets in each Roll etc. must invariably be provided to TA office.
7. Every station should prepare a Yearly Report of Number of Rolls on Hand and submit the same to **TA office**.
8. Consequent up on the integration of RBS with UTS; special emphasis may be given on feeding of **Distance Data** with a view to minimize issue of BPTs as far as possible.
9. Tickets which are totally **Blank** without any impression or with minimum impression and Non-issued on the next Stock must be checked by Supervisor with **Special care**.
10. All Booking Offices should maintain NI Register with the following columns.

Date & Time	Operator ID	Terminal ID	NI Ticket Number	Stock On which Non-issue	Station	No of Passenger	Value of Ticket	Local/ Foreign	Reason for NI	Printer Name & No
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11. All the **Columns** must be filled in clear hand writing as soon as the ticket is non issued and Booking Clerk should not wait to fill the column at the end of the shift. In case of **Rush** in the Counter, assistance of BS or any other Booking Staff may be taken to fill the column.
12. The following items must also be entered in **NI Register** in each shift after the end of the shift.

Total Number of TKT Non-issue in the Shift	Total Passenger Non issued in the Shift	Total Value of NI Ticket
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Total Number of Ticket actually issued	Total Number of Passenger actually Booked	Net Earnings.
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Percentage of NI Ticket over Total Ticket	Non issued Passenger over Total Passenger	NI Value over Net Cash
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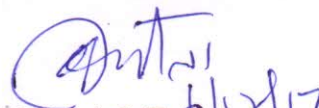
13. Sectional **CI/BS** and all the Booking Clerk should take pro-active measure to keep the **Printer** Clean and dirt free. Defective Printers should be got rectified at the earliest by the **BS/Sectional CI**. The printers must be kept in locked condition at all times.

B. ROLE OF ACCOUNTS DEPARTMENT.

CASH OFFICE.

1. It is to be ensured by the Cash Office that all received cancelled/non-issued tickets (including UTS and PRS) /Spl. Cancellation tickets together with statement in a sealed cover from station should be segregated division wise, section wise, date wise and sent to TA office on a daily manner without any delay.


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C. TRAFFIC ACCOUNTS

In terms of procedure detailed as per revised Accounts Code (Vol-II) issued on 30.8.2016, 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 despatched by the Cash Office to the Traffic Accounts Office on a daily basis under clear acknowledgement 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:

The statements of Non-Issued tickets/Modified, Special Cancelled tickets and Refund on Student Concession 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 despatched 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 ticket received.

4) It should be seen that the tickets themselves have been marked "Non-Issued tickets"/ "Special Cancelled tickets" 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 Student 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 Alphanumeric 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) CTA (Computer Ticket Auditing) cell should generate and check the exceptional monthly report of NI from the CRIS server containing details of previous and later ticket Nos with the respective amount along with gross and net cash alpha code of each ticket. Any suspicious transactions to be brought to the notice of higher authorities and detail check with the NI tickets with statement of the suspicious transactions is to be carried out by the NI section with the help of the CTA cell.

7) AFA/Coaching should carry out test check fortnightly on the checks done by NI & CTA section.


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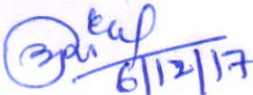
8) A consolidated report at the end of the month to be put up to Dy.FA&CAO/T giving details of items where incidence of high value NI has occurred.

9. Other checks to be done in detail.

1. After receipt of NI tickets/Cancelled and Special cancellation tickets at Traffic accounts office/GRC, the same should be acknowledged by NI section's staff of Traffic Accounts Office, South Eastern Railway.
2. Dealers should be nominated division and section wise, so that after receiving the NI tickets/Cancelled and Special cancellation tickets, the bundles are handed over to the nominated dealers.
3. Each dealer should maintain a separate register for each section, allotting a separate page for each station to be maintained monthwise for each date to ensure date wise receipt of NI/Cancelled/Special cancellation tickets.
4. After opening the bundle, the dealer would note down the details of NI 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.
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 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
8. A detailed check of the reasons for making NI and Special cancellation should be carried out.
9. Details of high value non-issued tickets by any operator should be checked in detail.
10. 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.
- 11 At the month end a monthly statement for every month should be tallied with the daily statement of NI/Cancelled/Spl. 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, specially if the previous ticket is of low value, as mentioned in the daily statement of NI/ 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 NI 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 NI/ Special cancellation to see whether the same is in order.

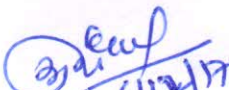

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- f) Incidence of reason code '14' i.e. "any other reason" should also be viewed with suspicion and appropriate reason for making NI should be stated by CBS/BS.
- g) NI for printing error (reason code-1) along with blank ticket should be viewed with suspicion.
- h) As per Railway Board's letter No.1009/TG-I/10/P/UTS Fraud dt.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.

D. 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 & vouchers 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, N.I. & Spl. Cancellation tickets (ROPD check) . Military and Police Warrants & other cash vouchers available with the CBS which are awaiting dispatched to the T.A. 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, NonIssued tickets/Special Cancelled tickets and Refunds on Students Concession during his inspection days and also inspect the despatch register for verifying daily despatch of cancelled tickets to Traffic Accounts Office.
4. Any un-natural/irregular activity for example availability of Blank Tickets with Booking Clerk, mutilation of NI/Spl.Cancellation tickets, abnormally large number of NI by a Booking Clerk or station etc – 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. Details of high value non-issued tickets of any operator should be studied in detail. If NI Tickets 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 numbers should be viewed seriously and reported to Sr.DCM and to the SI section immediately.


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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/P/UTS Fraud dt.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 and SI section.

13. The monthly statement of NI/Cancellation/Spl.Cancellation is to be checked during periodical inspection. Day wise NI/ Cancellation/Spl.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.

GENERAL

- (1) A few references made by PCCM to CRIS is annexed. The same will become a part of the JPO on receipt of the clarifications from CRIS.
- (2) All future instructions received from Railway Board will form part of the JPO.
- (3) The JPO will be reviewed after a period of One Year.


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ANNEXURE

The following Points may be incorporated in JPO provided CRIS make modification in the UTS software.

1. Non-issue of high value tickets more than Rs.100/- may be done with the intervention of supervisor. (Now it is Rs.500/- in the UTS system)
2. Non issue of tickets on the ground of code 14 (any other reason) may be done with intervention of supervisor.
3. The system being the controller of all the peripherals, is capable of keeping track of printer functionalities. So a printer being switched off cannot occur without the knowledge of the system. The system may be so modified as to save the information of each time a printer is switched off and generate a report to this effect at the end of each shift. This report must specifically be checked and written clarification of the supervisor may be sought.
4. This UTS should have in built system to detect a mismatch as well as to abort the session on such mismatch being detected.
5. A roll discontinuity report may also be generated so that close watch can be kept **on the discontinuation of ticket roll.**
6. Option to incorporate mobile number in UTS may be created.

SOUTH EASTERN RAILWAY

Office of the
Principal Chief Comml. Manager(PS&Catg.),
14, Strand Road(9th Floor)/Kolkata-1.

No.G 14/6/UTS/Operation/Pt.B.

Dated: 15/12/2017.


To
The Sr. Divisional Commercial Manager,
South Eastern Railway,
ADRA/CKP/KGP/RNC.

Assistant Commercial Manager(Resv.),
14, Strand Road(8th Floor)/Kolkata-1.

Sub: JPO regarding checking of NI/Refund /Spl.
Cancellation tickets.


Enclosed please find herewith a copy of Joint Procedure Order duly signed by
C.C.M.(PS & CATG) and F.A.&C.A.O./T on 06/12/17 regarding checking of Non-Issue/Refund
and Spl. Cancellation tickets for your information ,guidance and necessary action please.

Encl: As above.


15.12.17
(Rajiv Kumar Sharma)

Dy. Chief Commercial Manager(Spl.&PS)

Copy to FA&CAO(T)/S.E.Rly./GRC for kind information Please.


15.12.17
(Rajiv Kumar Sharma)

Dy. Chief Commercial Manager(Spl.&PS)

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20.12.17
Raviindar Gope
PEON
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