

Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralaya)
Railway Board

No.2009/TG1/10/P/UTS Fraud

New Delhi, dated 21.4.2009

The Chief Commercial Managers
All Indian Railways

(Commercial Circular No. 12 of 2009)

Subject: Unreserved Ticketing System (UTS) – Prevention of probable frauds.

1. A few instances have been detected over some Zonal Railways where the booking operators have manipulated the printing of particulars of a high money value ticket on the ticket stationery of the low value ticket and pocketed the difference of the fare. The modus operandi adopted is as under:-
 - a. Generation of low value ticket
 - b. Disrupting the printing of this low value ticket by switching off the printers and saving the stationery for printing of a high value ticket.
 - c. Issuing of a high value ticket on the saved stationery
 - d. Non-issuing this high value ticket on the second subsequent ticket.

This would lead to issue of a mismatched ticket (mismatch of last four digits of the 8-digit pre-printed stationery number and 4-digit computer printed number) to the passenger

2. Such a fraud can be easily prevented/ detected if the supervisors/ inspectors undertake the following steps/ checks at the locations:
 - (a) The custody/ operation of the keys of the ribbon / ticket roll cover provided for in the modified UTS printers is not unauthorizedly delegated to the booking operators by the supervisor.
 - (b) Repeated cases of non-issue of high value tickets by a particular booking operator are noted and reported by the supervisor/ staff entrusted with the checking of the non-issue statement at the location.
 - (c) At small locations or during night shifts, where single/ limited number of staff exercises the powers of the operator, supervisor or the administrator, unique IDs of the same individual need to be generated and the person exercising it should be fully responsible for such operations.
 - (d) As the instances of supervisory interventions are being recorded in the daily reports of the location, officers/-inspecting supervisors should regularly check the statements. Repeated cases of supervisor intervention for approval of mismatch of tickets are not to be condoned.

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- (e) As the non-issue of tickets by individual operators is recorded as daily statement of the locations, instances of repeated non-issue by a particular operator must be scrutinized and investigated.
- (f) During ticket checking exercise, detection of mismatched tickets (mismatch of last four digits of the 8-digit preprinted stationery number and 4-digit computer printed number) must be viewed with high suspicion and the cases be fully investigated by the Zonal Railways.
- (g) All Zonal Railways must clearly define the procedure regarding custody of the keys for printer ribbons and ticket rolls, prohibition on disbursal of mismatched and faded tickets to passengers, and lay down distinct and clear responsibilities of the operators/ supervisors/ administrators of the UTS locations.
- (h) Adequate publicity be carried out to create awareness among passengers not to buy "mismatched" tickets and report such matters to high levels in the divisions / zones

(Dr. Monica Agnihotri)
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3. Managing Director, CRIS, Chanakyapuri, New Delhi
4. FA & CAO, All Zonal Railways.
5. MD/CRIS, Chanakyapuri, New Delhi.
6. ED(C&IS), ED(Accounts), EDV(T), OSD/TC, V(SS), TG-V
7. Director/PRS, CRIS Chanakayapuri, New Delhi.
8. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
9. The Principals, Zonal Training Centers, Central Railway/Bhusaval, Eastern Railway Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF Railway, Alipurduar, Southern Railway, Trichy, SE Railway, Sini, Western Railway, Udaipur.
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