OFFICE OF THE
CHIEF COMMERCIAL MANAGER
(PASSENGER RESERVATION SYSTEM)
EASTERN RAILWAY/KOLKATA

No.RESV/C.CARD/POS/2019/Pt.-IV DATE 09/09/2019

Sr. Divl. Comml. Manager.
Eastern Railway,
HWH/SDAH/ASN/MLDT.

Sub : Reiteration of instructions for proper accountal of receipt through POS and working of POS machines at locations (PRS/UTS).

Ref : This office letter of even No dated 05.11.18 & 16.01.19 (copy enclosed).

In connection with the above subject matter, this is to intimate that despite repeated instructions/guidelines given to frontline staff for proper working and accountal of POS machines through regular correspondence and System Flashes ,various locations are indulging in improper use of POS machines and also irregularity in accountal of POS receipt. Casual approach and inertia among staff are leading to numerous complaints and resentments among passengers/Railway users escalation to highest level. Moreover, it has also been noticed that locations are deliberately not maintaining records of Non-Issue, multiple swipe and failed transactions through POS leaving room for misappropriation of POS receipt.

In view of the above, following instructions are reiterated to be religiously followed by locations:

1. A separate register to be maintained by locations to record amount remitted through POS in the desired format (Format attached).
2. Regular checks of the same may be undertaken by CTI & TIA.
3. Any mismatch of POS receipt between CCARD amount in DTCS and amount in POS Batch summary occurred due to multiple swipe, Non-issue, transaction failure etc, should be highlighted to higher authority.
4. If charge slips are not generated or VOID option cannot be exercised, the same should be resolved through vendor (i.e. worldline/Hitachi). (Escalation matrix attached).
5. Batch should invariably be closed in POS at the end of each shift.
6. Photo copy of POS Batch summary to be maintained in case of discrepancy.

It is requested to issue necessary instructions to all concerned for strict compliance of the above and any deviation and non-compliance of the above should be viewed seriously and action may be taken against the errant staff making repeated mistakes.

Enclo: As above.

P.S. Mondal 09/9/19
(P. S. Mondal)
Dy. Chief Commercial Manager/DB
for Chief Commercial Manager/PM

Copy to: DY.CAO/TA for information and further necessary action please.

Enclo: As above. for Chief Commercial Manager/PM

Copy to: ACM/R/NKG/FP for information and necessary action please.

Enclo: As above. for Chief Commercial Manager/PM

Copy to: In-Charge/ PRS-Console/UTS-Console for suitable system flash.

Enclo: As above. for Chief Commercial Manager/PM

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for Chief Commercial Manager/PM

RECORDS OF DAILY POS REMMITTANCE

SL NO	DATE OF TRANSACTION	OP. ID	TRML. NO	SHIFT	POS-TID	POS-MID	RECEIPT (AS PER DTCS)	RECEIPT (AS PER BATCH SUMMARY)	DIFFRENCE OF RECEIPT (IF ANY)	REMARKS	SIGNATURE OF OPERATOR	SIGNATURE OF SHIFT IN-CHARGE

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OFFICE OF THE
CHIEF COMMERCIAL MANAGER
(PASSENGER RESERVATION SYSTEM)
EASTERN RAILWAY/KOLKATA

No: RESV/POS/H2H/INTEGRATION/PT.-I

Date: 16/01/2019

SR.DIVISIONAL COMML. MANAGER
SDAH/HWH/ASN/MLDT.
EASTERN RAILWAY.

Sub: Proper Functioning of POS machines installed over ER.
Ref: 1) Minutes of the Review Meeting at Railway Board attended By Hon'ble GM held on 07.01.2019 vide NO.C/PCCM/Notes/6 dated 08.01.2019.
2) This office letterNo.RESV/C.CARD/POS/2018/PT.III dt.05.11.2018.

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In compliance to the minutes of the above referred review meeting, **PCCM has instructed to ensure proper functioning of POS machines supplied and installed by SBI over ER.**

Accordingly, an escalation matrix is placed below for fault rectification of POS machines. However, it is reiterated that if the faulty POS or any other related issues are not resolved at the field level through SBI vendor(i.e. Worldline/Hitachi) within 48 hours, the same be forwarded to CCM/PM office through sectional CTI, so that the same may be escalated to SBI, Corporate Centre, Mumbai.

ESCALATION MATRIX FOR POS FAULT RECTIFICATION		
	HITACHI POS	**WORLDLINE POS**
24*7 Helpdesk Toll Free	**1800-425-0727**	**1860-233-2332**
24*7 Helpdesk Non-Toll Free	**1860-425-0767**	**022-4042-6060**
SMS	**Type "POS" and send it to 56677**	**Type "HELP" and send it to 56070**
E-Mail	**"care.pos@prizmpayments.com"**	**"awl-in.merchanthelpdesk@atos.net"**
Regional Support Engineer	**Sri.Sushanta Mondal 9606923554**	**Sri. Abhisekh Chakraborty 9874199401**
Regional Sales Executive/SBI	**Sri. Ayan Chatterjee 9830521126**	

Hence, it is requested to look into the matter and issue necessary instructions to all concerned for due compliance of the above.

16.1.19
(C.R.Jha)
Dy. Chief Commercial Manager/ATP
for Chief Commercial Manager/PM

Copy to : ACM/R/NKG/FP for information and necessary action please.

for Chief Commercial Manager/PM

Copy to Secy. to PCCM for kind information of PCCM .

for Chief Commercial Manager/PM

Copy to IC/PRS-Console & IC/UTS-Console for suitable System Flash.

for Chief Commercial Manager/PM