

COMMERCIAL CIRCULAR No. 190 of 2012
DRAFT NOTIFICATION FOR T.R.C. No. 9 OF 2012
"COACHING"

Sub: Duties of Sectional Commercial Inspectors, Chief Booking Supervisors (CBSRs) and Chief Reservation Supervisors with regard to PRS & UTS systems at stations – Reg.

1. In order to improve the knowledge of commercial staff working at stations on various aspects of PRS & UTS systems, a workshop was conducted at ZRTI/MLY on 23/8/12 & 24/8/12. In addition, **"PRS/UTS Maintenance Manual"** was printed and distributed to all stations. In continuation of the efforts for proper maintenance of the PRS & UTS systems, the following duties are laid down for the Sectional Commercial Inspectors, CBSRs/BSRs, & CRIs/E&RSs. Where supervisory CBSRs/BSRs and CRIs/E&RSs are available, they will discharge the following duties. At other stations, Sectional Commercial Inspectors will carryout these functions.

1.1 PROPER MAINTENANCE OF PRS/UTS FAILURE REGISTER

Earlier, there were two separate registers, one for equipment failure and the other for link failures. Instead of two registers, now only one register has been printed. This takes care of both equipment failures and channel failures. This new register has been supplied to all the stations, Booking Offices, Reservation Offices. Henceforth, the failures should be entered in this new register and the old registers should be discontinued. If the new register is still not supplied to any of the stations, the Section Commercial Inspector should collect it from CCM/PM office and supply the same. CCIs, CBSRs/BSRs and CRIs are responsible for proper maintenance of this new **"PRS/UTS EQUIPMENT CUM CHANNEL FAILURE REGISTER"**.

1.2 MAINTAINING THE DETAILS OF PRS & UTS EQUIPEMNT AVAILABLE AT B.Os/R.Os AND STATIONS

At present, the CCIs/CBSRs/CRIs are not aware of the details of various PRS/UTS equipment available at stations. Henceforth, the CCI will maintain the details of all the PRS/UTS equipment available at stations in his jurisdiction. Details of equipment like thinclients, printers, dumb terminals, monitors, key boards, modems, routers, terminal servers, LAN switches, etc., will be maintained in the Diary of the CCI. For each equipment, the following details will be recorded:

- Name of the equipment
- Brand name
- Equipment printed number
- Date of supply.
- Date of expiry of warranty
- Working or spare
- In good condition or out of order.

Whenever the PRS/UTS equipment is sent to CCM/PM office for repairs/condemnation, such equipment will be removed from the list/diary. Similarly, if a station/B.O./R.O receives an equipment, the same will be entered in the diary. At B.O.s and R.O.s, where there are supervisory CBSRs/BSRs/CRIs/E&RSs, they will also separately maintain the equipment details in a register. For any equipment if the details are not available at stations, the same should be collected from the Stores branch of CCM/PM's office.

1.3 **PROMPTLY LODGING COMPLAINTS IN CASE OF FAILURE OF EQUIPMENT**

PRS/UTS equipment such as printers, dumb terminals, thin clients, key boards, modems, routers, etc., keep failing once in a while. Once the equipment fails, the following action should be taken:

- a) Lodge a complaint with warranty holder or CMS and obtain the complaint number.
- b) Inform the CONSOLE in CCM/PM office.
- c) Make the entries in the PRS/UTS failure register.
- d) Sign the call-slip after the service engineer/CMS engineer rectifies the fault.
- e) Inform CONSOLE about the rectification.

Wherever there are commercial staff like CBSRs, BSRs, Booking Clerks, CRIs, E&RSs or ECRCs, they will carry out the above tasks. At other stations, the Station Masters will inform CONSOLE and the CCIs. At these stations, CCIs will do further co-ordination with CONSOLE/CMS/Warranty holder and ensure that the equipment is repaired quickly. In case replacement is required, the same will be obtained from Stores of CCM/PM office or from Hub centres. Also, in order to avoid closure of counters due to equipment failures, the CCIs/CBSRs/BSR/CRI should maintain adequate spares of printers, monitors, dumb terminals, key boards etc. If spares are not available, the same should be procured from Hub centres or CCM/PM Stores.

1.4 **ENSURING PROPER FUNCTIONING OF JTBSs, ATVMs, POST OFFICE PRSs, SATELLITE LOCATIONS AND POETs**

All JTBSs are attached to any one of the booking offices. Similarly, ATVMs are installed at important stations. The number of ATVMs will go up in future. South Central Railway also has **51 post offices** where PRS counters are functioning. Number of satellite locations are also functioning in big cities like Hyderabad, Vijayawada, Nellore, etc. These satellite PRS offices are attached to any one of the big reservation offices. Similarly, at all important stations, POETs or Touch Screen POETs are installed. The responsibility for proper functioning of all these above items rests on the respective CBSRs/BSRs/CRIs/E&RSs to whom these locations are attached. Where there is no supervisory CBSR/BSR/CRI/E&RS, the responsibility will be on the CCI. Whenever these locations/systems fail, prompt action should be taken for rectification as per the procedure given in para 1.3 above. In case of any doubt, guidance should be taken from CONSOLE.

1.5 **TRAINING OF FIELD STAFF SUCH AS STATION MASTERS, COMMERCIAL CLERKS, ECRCs, POST OFFICE STAFF, JTBS OPERATORS, ATVM FACILITATORS ETC**

Many of the field staff are not aware of the procedures about rectification of equipment failures. Sometimes, they do not know how to operate the PRS/UTS terminals. That is why at many post offices, the PRS counters are not functioning. It is the responsibility of the CCI/CBSR/CRI to train the field staff on PRS/UTS. The field staff should also be trained on trouble-shooting in case of failures. If the post office PRS is not functioning for want of trained staff, then the post office staff should be sent to CCM/PM office for training. The contents of PRS/UTS MAINTENANCE MANUAL should be explained to all the field staff. Similarly, the ATVM ticket rolls should be replaced as soon as the previous roll is exhausted. The CBSRs/BSRs should also control the ATVM facilitators, so that these facilitators are available for issuing tickets during peak hours, weekends, holidays, festivals, etc.

1.6 **REPORTING OF CLOSURE OF TICKETING TO CONSOLE**

The ultimate objective of PRS/UTS systems is to issue ticket whenever a passenger wants a ticket. But many times, we are not able to issue tickets due to closure of counters. The counters are closed due to failure of various equipment or failure of channel or failure of power supply. This failure can be of two types as follows:

- a) Failure of all counters at a particular station.
- b) Failure of only some counters at a station.

Such failures (resulting in closure of ticketing in some counters or all counters) result in inconvenience to passengers and also lead to ticketless travel and loss of Railway earnings. Therefore, all such failures should be promptly reported to Console, so that follow-up action can be taken by the officers in CCM/PM office. This prompt reporting is the responsibility of CCIs/CBSRs/CRIIs.

1.7 **ENSURING SYNCHRONISATION OF THINCLIENTS**

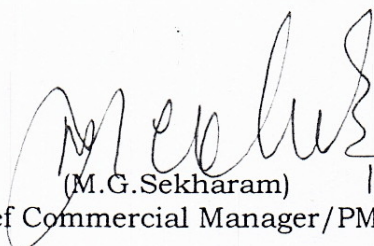
Thin clients help us in issuing tickets even if there is a channel failure upto 72 hours. Thin clients keep exchanging the data with the central server once in every 8 minutes. This is called synchronization (sync). But sometimes due to equipment and channel failure, thin client cannot synchronize with the central server. Then it will show on the monitor as LINK DOWN FROM SO AND SO TIME. This should be promptly reported to Console. Another important aspect about thin clients is that all the thin clients supplied to any station should be connected and should be in sync. Because, when a thin client is supplied to a station, that station date is loaded into the thin client and the details of that thin client is entered in the central server. If such thin client is not connected, then central server will go on showing "thin client not in sync". Further, whenever any changes are made in the fares, the changes will not go into the thin client which is not connected. Afterwards, even if such thin client is connected, it will not be able to issue tickets. Therefore, thin clients should not be kept in the almirahs like printers or monitors. They should always be connected and in synchronization. Even if there is no monitor or printer, the thin client should be connected to the LAN switch. It is the responsibility of CBSRs/BSRs/CRIIs to ensure the above functions. At other stations, the CCI will ensure this.

1.8 **DRAWING OF TICKETS FROM STORES**

It is often noticed that the Booking Offices/Reservation Offices/Divisions, as the case may be are withdrawing PRS/UTS tickets from the Stores as a matter of routine rather than based upon the actual requirement. This indiscriminate withdrawal is often resulting in the shortage of tickets at some B.Os/R.Os, while at other offices tickets are overstocked. This is creating an imbalance in the availability of tickets and also the stock in the Stores gets exhausted within no time. Hence, tickets should be drawn strictly as per the estimated quantity duly ensuring that the quantum of tickets drawn do not exceed the AAC figure. CCIs/CBSRs/CRIIs should also ensure that tickets and ATVM smart cards are available at stations.

2. If it is found out that the supervisory CCIs/CBSRs/BSRs/CRIIs/E&RSs are not discharging the above functions satisfactorily, then DAR action will be taken against the supervisor concerned.

(Previous Commercial Circular No. 189 issued regarding Appointment of JTBS)


(M.G. Sekharam) 1-10-12
Chief Commercial Manager/PM

SOUTH CENTRAL RAILWAY



Office of the
Chief Commercial Manager/PM
Secunderabad – 500 025.
FAX: Rly. 88486, BSNL. 040-23446826

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Dt. 01/10/12

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Chief Commercial Manager/PM/SC 1-10-12