



South East Central Railway

Office of the
Chief Commercial Manager
Bilaspur

Date: 24.08.2017

C/SECR/HQ/BSP/UTS/4417

To,
Sr. Divisional Commercial Manager
South East Central Railway
Bilaspur, Raipur & Nagpur.

Sub: Unreserved Ticketing System (UTS)-Prevention of probable frauds.

Ref: 1. AM (Comml)/Rly Board's D.O.No.2017/CTC/RB/IR/08/02

Dated 22.08.17 (Copy enclosed)

**2. This office letter No.C/SECR/HQ/BSP/UTS/4054 Dated 04.08.17,
4124 of dated 08.08.17 and 4298 of 19.08.17**

Vide reference-1 above, Additional Member (Commercial), Railway Board has expressed the need for seriousness in prevention and detecting UTS frauds. Consequent upon the detection of frauds in UTS at Hatia (SER), Musafirkhana (NR) and other at Udaypur City (NWR). Instructions from Board for prevention of probable frauds in UTS were circulated to all divisions vide this office letter under reference-2.

It is unfortunate that on SECR large number of mismatch tickets has been detected in Nagpur division (BTC/JTBS).

To monitor non-issue transactions done in system, following reports are provided to all zonal Railways & the divisions may access these reports in SECR MIS reports which is as under:

Dumb Terminal

Local> c- 10.193.0.175

Login: secmis

Password: secmis

**SECMIS Report No-24 -Details of locations at which more than 5 tickets are
Non-issued in a day.**

**Report No-25- Details of Division-wise, location-wise, operator-wise
non- issue tickets and non-issue tickets amount for a period**

**Report No-26- Details of Non-issue tickets which are having amount
greater than Rs.1000/-**

You are, therefore, requested to personally review the performance and analyze the MIS reports of non-issue tickets on a daily basis at divisional level and to carry out rigorous and continuous drives to check probable frauds in UTS.

Encl: As above.


(K.V.R. Murthy) 24-8-17

**Dy. Chief Commercial Manager (PM)
For Chief Commercial Manager**

Copy to: PFA/SECR/BSP for kind information and necessary action please.

RAJIV DUTT SHARMA

☎: 011-23382112

D.O.No. 2017/CTC/RB/IR/08/02

My dear (All CCMs),

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

Ref: This office letter No.2009/TG-I/10/P/UTS Fraud dated 31.7.17 and 1.8.17 and letter No.2017/CTC/RB/IR/08/02 dated 18.8.17.

Consequent upon the detection of fraud in Unreserved Ticketing System (UTS) at Hatia (SER), instructions were issued for prevention of probable frauds.

2. To prevent frauds done in UTS by non-issue of high value ticket, following changes are done in UTS application:

- i. Introduced supervisory intervention in non-issue, if ticket amount is more than or equal to Rs.500/-.
- ii. Replaced 'Print' option with 'Confirm' in UTS application.

3. To monitor non-issue transactions done in the system, following reports are provided to all Zonal Railways:

- i. Detail of locations at which more than 5 tickets are non-issued in a day.
- ii. Detail of non-issue tickets which are having amount greater than Rs.1000/-.
- iii. Detail of zone-wise, division-wise, location-wise, operator-wise non-issue tickets and non-issue ticket's amount for a period.

4. All the Zonal Railways were also provided MIS Report of Non-Issue tickets for the period from April'17 to June'17 for analyzing and detecting frauds being committed over their Zones. Despite this, two more instances of frauds have come to the notice, one at Musafirkhana (NR) and other at Udaipur City (NWR).

5. This matter has been viewed very seriously by Member Traffic/Railway Board. It is observed that it is not being monitored by Sr.DCMs as well as by CCM/PMs. You are again requested to ensure that CCM/PMs at Headquarter level and Sr.DCMs at Divisional levels must monitor and analyze the MIS Report on a daily basis. And any unusual increase in non-issue or cancellation of tickets should immediately be scrutinized to prevent any probable fraud and immediate action should be taken against concerned Booking Clerk, CBS, Sectional Commercial Inspector, TIA etc.

6. It has been decided that in case of failure to detect any fraud in future, CCM/PMs / Sr.DCMs will be personally held responsible and deterrent action will be taken.

You are once again requested to carry out rigorous and continuous drives to check probable frauds in UTS.

Please acknowledge receipt of this letter.

With best wishes,

ALL CCMs
ALL INDIAN RAILWAYS

urgent
dy ccm / PM
to issue
to all Sr.DCMs
AL SPL

Yours sincerely,
Rajiv Dutt Sharma
(RAJIV DUTT SHARMA)