



**EASTERN RAILWAY**

**MODIFIED JOINT  
PROCEDURE ORDER**

**FOR**

**AUTOMATIC TICKET  
VENDING MACHINE**

## **EASTERN RAILWAY**

### **JOINT PROCEDURE ORDER FOR SMART CARD BASED AUTOMATIC TICKET VENDING MACHINE (ATVM)-MODIFIED.**

#### **1.0 General**

- 1.1 The Automatic Ticket Vending Machines (ATVM) have been/are being installed over Eastern Railway. The ATVMs will be connected to Unreserved Ticketing System (UTS) Server for 24 hours queue less ticketing service.
- 1.2 These machines will be unmanned and operated by the passengers themselves.
- 1.3 Ticket can be issued by using Smart Card, which will be sold to the passengers from the nominated booking counters (Smart Card Counter). The loading of the Smart Card with desired money value will also be done at the nominated booking counters with use of Card Readers. The Card Reader will be connected at the Terminal nominated for issuing Smart Card.
- 1.4 The ATVM ticket will be printed on thermal stationary with pre printed numbering. The preprinted ticket will be as per specification given in the Railway Board's Commercial Circular no.3 of 2007, dated 05.01.2007.
- 1.5 The following details will be printed on the ticket.
  - 1.5.1 Date of Journey.
  - 1.5.2 "ATVM generated ticket".
  - 1.5.3 Fare.
  - 1.5.4 Type of Journey (Single & Return).
  - 1.5.5 UTS number.

- 1.5.6 From and To Station (in Hindi & English).
- 1.5.7 Class of Journey (in Hindi & English).
- 1.5.8 Distance.
- 1.5.9 Number of passenger & type (Adult or Child).
- 1.5.10 Date and time of issue of ticket.
- 1.5.11 Counter number (Machine no.) from which the ticket has been issued.
- 1.5.12 System generated stock no. in 4 digits.
- 1.5.13 Train Type S/F, ORD, M/E (Bilingual).
- 1.5.14 Via.
- 1.5.15 Random number.
- 1.5.16 'Platform Ticket' will be printed through a separate option.
- 1.5.17 "Journey should commence within 1 hour" for suburban tickets only (the validity for other tickets will be as per existing rule).
- 1.5.18 Security features like logos and special fonts should also be visible.

- 1.6 The passenger wanting to buy a ticket has to keep the Smart Card at the designated place i.e. on the card reader of ATVM Kiosk and then select the language of operation, the destination station, via point if any, adult/child, number of passengers on the touch-screen. The ATVM will then issue the requisite ticket after deducting the amount of the ticket from the balance available in the Smart Card. After the passenger has selected the same, he/she has to press the "print" icon on the touch screen. The ATVM will then issue the requisite ticket on preprinted thermal stationery after deducting the amount of the ticket from the money available in the smart card.

- 1.7 The machine will permit issue of Second Class Single & Return Adult and Child Ticket, Platform Tickets etc. for a maximum of 4 adult/child passengers (including adult/child taken together) at a time in a ticket from any ATVM kiosk installed on Eastern and South Eastern Railways. It will also renew second class adult/ child season tickets up to 10 days in advance.
- 1.8 Blank Paper Ticket, Money Receipt, Tickets on Concessions/ Vouchers and RTCs, New MST/QST etc. will not be issued through ATVMs. However, renewal of season tickets through ATVMs will be permitted from any station to any station from any ATVM kiosk installed on Eastern and South Eastern Railways.
- 1.9 Renewal of Season Ticket for only one passenger will be issued on a ticket.
- 1.10 In case of renewal of Season ticket, passenger has to feed valid UTS number of old Season ticket and choose option for MST/QST.
- 1.11 Renewal of season ticket through ATVM will not be possible if there is either loss of connectivity with the UTS system or in case network is down due to any reason following the Railway Board's Commercial Circular no. 66 of 2008.
- 1.12 No discount/bonus will be given on renewal of season tickets following the Railway Board's Commercial Circular no. 66 of 2008.
- 1.13 Every SMC monitor displays a 'Health Check' option comprising of Check Network, Synchronization Error, Paper Error, Printer Error and USB Mount. On duty BS/In-charge of booking office should take necessary

action to reinitialize the machine (ATVM kiosk) as per error displayed for a particular ATVM kiosk.

- 1.14 A notice/information board will be displayed near the machine for the users, indicating step-by-step trilingual (Hindi/English/Bengali) instructions for operating the ATVMs. Station Supdt./ Station Master/BS of the station concerned should ensure frequent announcement regarding ATVM to popularize the project and to reduce the queue at the booking counters.
- 1.15 Station Supdt./ Station Master/BS of the station concerned should report all faults to UTS Console and Divisional Commercial Control for necessary rectification. All such faults are to be properly entered in the ATVM register at the station.
- 1.16 Station Supdt./StationMaster/BS/Sectional CTIs/ Divisional Commercial Control should make all attempts to rectify the ATVM within 04 hours in liaison with UTS Console, CRIS and Maintenance Vendors etc.
- 1.17 In case the failure remains unattended beyond 04 hours, the matter should be brought to the notice of divisional officers, divisional Commercial Control and UTS/Console by the BS/In-charge of the station concerned. This should also be properly recorded in the station diary/log register.
- 1.18 Any failure of ATVM that persist for more than 24 hours should be brought to the notice of HQ officers like ACM/PRS, Dy.CCM/UTS, Dy.CSTE/PRS, Dy.CEE/PRS and other supervisory staff. This should be properly recorded in the station diary/log register.

- 1.19 Nodal officer/officials may be nominated by Sr. DCM of the division for ATVM issues in the division and for liaison/correspondence with CCM/PM office.
- 1.20 Station Supdt./Station Master/BS shall ensure proper cleanliness of ATVMs and the surrounding area and security of the machine.
- 1.21 On duty BS/In-charge should monitor all ATVMs of a station at least twice per shift. Joint inspection by sectional CTIs and TIAs is to be done at the earliest, if any problem arises regarding mismatch of ticket. Meanwhile procedure detailed at item no. 3.8 should be followed.

## 2.0 **AUTOMATIC TICKET VENDING MACHINE (ATVM)**

- 2.1 Each ATVM shall be defined as a separate counter of the station.
- 2.2 All ATVMs at the station will remain in charge of BS/Booking In-Charge/SM and the same will be entered in the station stock register upon being installed on the station.
- 2.3 A separate register/file will also be maintained wherein the details of the ATVM failure, number of preventive maintenance as well as corrective maintenance visits of the mechanic etc. will be recorded.
- 2.4 In case of any damage to the machine, the BS will immediately inform Commercial Control, UTS Console, Project Cell/PRS and UTS Cell. He will also lodge a FIR with local GRP in this regard and the details of the same shall be recorded in the failure register. The same will be brought to the notice of divisional officers.

- 2.5 Under no circumstances ATVM or any other allied equipment associated with the system is to be moved out to other location and used for other purpose without the approval of divisional and HQs officers. The equipment sent for repairs to hardware centre or company entrusted with maintenance work shall be recorded in the failure register along with the name of staff deputed to carry such equipment. The vendor and station representative shall countersign the equipment after repair in the failure register. The BS will make entry in case the original equipment is replaced by the vendor and the same will be signed by the BS and the vendor's authorized representative.
- 2.6 Only Engineer authorized by the AMC agency (e.g. CRIS, HCL etc.) having proper identity card should be permitted to handle the equipment associated with the system in the presence of booking staff.
- 2.7 BS will closely monitor the functioning of all ATVMs at the station and immediately inform Commercial Control and UTS Console/HQs about any failures or discrepancies in the machine. If Thin Client is required to be replaced due to failure, the same will be removed from the machine by the company's engineer in the presence of Chief Booking Supervisor/BS/Booking In-Charge.

Thin Client will be sealed by the BS/Booking In-Charge and engineer and the same will sent to the UTS cell after entering details of thin clients in the ATVM register.

UTS Cell/PRS will verify the seal and hand it over to the CRIS engineer for extracting the data and repairing the thin client. UTS Cell/PRS will send the new thin client to the BS in the sealed condition and will be replaced by

the engineer in the presence of BS after entering the details in the register.

The ATVM will have sufficiently secured locking system with two sets of keys. One key will be kept in the custody of the shift supervisor and the second key will remain in the custody of the BS. The same will be used only in case of loss/misplacement of original keys. BS will send a detailed report to the Sr. DCM and CCM/PM's office in such case.

In case of any discrepancies or possibility of any manipulation is noticed, the same shall be immediately brought to notice of the Divisional Commercial Officers, CCM/PM's office and UTS Console in writing for remedial measures by BS/In charge of booking office.

A statement regarding failures should be sent to the Divisional office by each station by 2<sup>nd</sup> of next month. The Division should forward the consolidated statement to HQs by 1<sup>st</sup> week of next month.

### **TICKET STOCK AND MISMATCH OF TICKET**

The ticket stationary of continuous thermal paper containing 500 tickets in each roll will be used in ATVM. This roll will be used in Kiosk's thermal printer. The thermal ticket stationary will become a stock item and stations can draw the supply from Stores Depot, Howrah following the Railway Board's Commercial Circular no. 3 of 2007, dated 05.01.2007. Until then, thermal ticket stationary will be procured and distributed by UTS Cell/PRS.

BS/Booking-in-Charge will be in charge of the ticket rolls and will be responsible for indenting, collection

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from AMPS/HWH stores, safekeeping and accounting of these tickets. After receiving ticket rolls, BS/Booking-in-Charge will enter the ticket rolls in the ticket roll register. Upon receipt of the ticket stock, the BS/Booking-in-Charge will check it and intimate the details to Dy.CAO(TA)/E. Rly./HQ.

- 3.3 Any discrepancies noticed in the ticket roll shall be immediately brought to the notice of Dy. CAO (TA)/HQ/E.Rly. and divisional office. The defective rolls shall be destroyed in the same way as specified for destruction of obsolete ticket. i.e. as per extant procedure as notified in JPO of UTS should be followed.
- 3.4 There will be an indication on the Supervisory Terminal (Management Terminal) about the current ticket number being issued on each ATM. The machine will flash a warning (change in colour code) – Green- when tickets are left in the roll more than 50, yellow-when tickets are left less than 50 in the roll and Red- when tickets are left less than 25 in the roll. The BS/Booking-in-charge should arrange for timely loading of the fresh ticket roll in the machine.
- 3.5 If any ATM is not in use for a prolonged period, the unused ticket roll if any will be used at other ATM after passing necessary remarks in the stock book. These remarks should invariably be passed on the roll continuity statement which are to be sent to traffic accounts office for internal check.
- 3.6 Adequate stock of ticket rolls should be kept at the station to ensure smooth functioning of the system. Stores Department/UTS Cell/PRS should ensure timely

supply of adequate stock of ticket rolls at the station for smooth functioning of the system and intimate the details to Traffic Accounts Office.

- 3.7 The accountal of ticket stock (UTS and Thermal) as well as Smart Cards received by the station will be checked by TIA during the regular inspection programme.
- 3.8 If any mismatch between preprinted Ticket Number and system generated ticket number is reported or noticed at the ATVM Kiosk, BS/on duty booking-in-charge will suspend the operation of the machine. BS will verify the ticket number by the supervisory card and set right the mismatch after recording the details in the mismatch register and Kiosk will be made operational for public.
- 3.9 If passenger reports non-issue of ticket from the machine then Smart Card available with the passenger will be verified by the BS/Booking-in- charge/whoever has been specially authorized for this supervisory function, whether money has been deducted from the smart card. If the system reads that the ticket has not been generated, the amount will be credited to the passenger's smart card automatically after a few minutes through 're-top' option as the smart card is capable of storing the data of the last three transactions. If 're-top' option fails, then the old Smart Card has to be deposited at the SMC counter and a fresh Smart Card has to be issued by the BS/on duty booking staff through SMC without any clerkage (through duplicate Smart card menu). In case of issue of duplicate Smart Card, BS/on duty booking clerk should be extremely cautious that balance of the old card has been correctly credited to the new card. The

old Smart Card is to be received under the "Duplicate Smart card menu". BS/on duty booking clerk may consult (if necessary) UTS/Console and CRIS before issue of Duplicate Smart Card to avoid any discrepancy.

If the ticket is not generated and problem is not recognized as 'printer failure' by the system, free EFT has to be arranged after verifying by BS/Booking-in-charge/whoever has been specially authorized, through SMC and the kiosk from which the ticket is issued. The smart card is capable of storing last three transactions and Kiosk is capable of storing last 10 transactions. The free EFT should be given to the passenger. Manual refund without clerkage should be given only in case of dislocation of train services beyond permissible limit, as per extant rules. As far as possible, system refund through the SMC should be arranged into the Smart Card of the passenger.

In case the passenger approaches with improperly printed ticket within the validity period of issue, the same should be verified through the system, the issued ticket has to be cancelled and a free EFT should be issued to the passenger instead of granting refund and remarks may be given in EFT returns against such EFTs as "Issued in lieu of improper printed ticket of Smart Card (ATVM)". Each such instance should be verified and certified by the BS/ on duty booking-in-charge and accounts foil has to be sent to Traffic Accounts Office.

## **SMART CARD**

The Vendor will supply a CD containing SNR number along with Smart cards to the Zonal HQ and the CRIS shall load SNR numbers on UTS Server. UTS Cell will receive Smart cards from the vendor through a utility provided by CRIS. A receipt for the same will be generated by the system. Zonal HQ will supply the cards to the Divisional store. Divisional store in-charge will receive the card through the system after entering receipt number and transfer it to the station. A receipt for the same will be generated by the system. BS/on duty booking-in-charge will receive the cards through system (the station level) and enter it in the stock register maintained for the purpose. The cards will remain in the custody of the BS.

Every smart card supplied to the station for sale will be embossed with Indian Railway logo and the name of Railway and has a unique serial number.

On receipt of stock of smart cards, all smart cards will be entered in the system (at station level) by the BS and its genuineness will be verified by the system while issuing the Smart Card.

The smart card will be issued to the counter nominated for sale of the cards as per the requirement by the BS. The card will be securely stored on the counter in the special bin provided for the purpose.

The security deposit for an ATVM card will be Rs.50/- (one time) in addition to minimum initial recharging to be Rs. 20/- which can be topped up with the fare for Rs. 20/- or can be topped up with the fare in the multiple of Rs.50/- upto the maximum limit of Rs. 1000/- at a time, including 5% bonus or usage on ticket portion (excluded

in case of renewal of season tickets), as advised Railway Board's Commercial Circular No.50 of 20 and Commercial Circular No.60 of 2011. Hence, the minimum initial value of Smart Card can be Rs. 70/- (Rs. 50/- for one time security deposit + Rs. 20/- for initial recharging). The maximum balance in a single Smart Card can go upto Rs. 5000/- (including bonus).

- 4.6 The issuing station will issue smart cards in a sequential order and a monthly statement of cards issued and loaded will be sent to the traffic accounts office along with returns. Re-activated cards will be added to the top of the bin. BS/In-Charge of the station concerned should also send to Dy. CAO/TA's office a statement of total Smart Card and thermal ticket roll received by the station.
- 4.7 A flat 5% usage value will be given to the passenger over and above the denomination of the card value. This effectively means that a passenger avails more value for cards of higher denomination as per Railway Board's letter no. 2005/C&IS/Vending Machine Pt-I, dt 01/03/2007, for example, for a recharge of Rs.100/-, a passenger can purchase daily and platform tickets up to Rs.105/-.
- 4.8 The validity period of the card will be one year from the date of the last refill/recharging. However, for refund purposes, one month's grace can be given and a person can get refund of the fare portion and security deposit up to one year and one month from the date of last recharging after deducting a clerkage charge as per extant rule.
- 4.9 No duplicate smart card will be issued in case of loss/theft of smart cards. However, the same can be

locked to prevent the misuse of the card. The Smart Card will be locked by the Supervisor after obtaining written request from the passenger along with submission of original receipt of card issued and a copy of the FIR lodged with the police.

- 10 In case the card is mutilated, shows message "Balance Tampered" or is not readable but data of card can be readable then fresh card with balance and validity of old card may be issued on payment of clerkage as per Railway Board's letter no. 2005/C&IS/ Vending Machine Pt-I, dated 01/03/2007 through system and on payment of clerkage as per existing rule.

However, duplicate fresh card will be given on a clear understanding that if it is found later on that actual balance on the card is less than the amount transferred on the duplicate fresh card, Railway can deduct amount due to him from the duplicate fresh card for any transaction in the system.

If the card is not readable due to manufacturing or any other technical problem, duplicate card will be issued without collection of clerkage charges through the system.

- 11 The balance on old card will be transferred on the new card at the time of issuing of duplicate card. However, if correct balance is not transferred on the new card due to the system problem, the matter should be immediately informed to the UTS console and referred to the CRIS. CRIS engineer will issue a certificate in this regard after verifying the facts. Manual refund should be granted by the CBS in such cases after obtaining certificate from CRIS and post facto sanction should be taken from the officer of concerned Division. In cases where higher amount is transferred on card, such

amount should be debited from the card balance w  
the passenger.

- 4.12 The smart card will be treated as money value ite  
and in case of loss of the same (un-used card) debit  
Rs.50/- will be raised against the concerned staff.  
case of loss of faulty smart card, Rs.50/- plus balan  
amount on card will be raised as debit against  
concerned staff. The lost card should be promp  
locked in the system to prevent its misuse.
- 4.13 A card becoming faulty at SMC during issue or recha  
or reported to be faulty by a passenger, will be check  
at the SMC. The money-value of the card should  
transferred to a duplicate/fresh card throu  
Replay/Retop option. Now these zero – value fa  
cards should be re-activated through the option n  
available in management console in the SMC system  
station level, preferably before the generation of  
daily report. Rectified cards have to be placed at the  
of the existing Bin for further use.

Only, those cards which show 'manufacturing Def  
during fixing at the SMC terminal during the reactivat  
process, will be collected by and remain in the cust  
of the BS. He will tally these faulty cards (v  
Manufacturing Defect) with the daily report of fa  
cards and receive the same (from terminal) to loca  
followed by division through system. BS will send th  
faulty cards (with Manufacturing Defect) to UTS Ce  
the end of each period of the month through system  
replacement of these faulty cards by the vendors.

- 4.14 At the end of every shift BS shall verify whe  
clerkage charges have been collected or not by  
operator on every damaged/mutilated card depos

and proper endorsement should be made on daily report of deposited cards.

- 4.15 The valid cards which are surrendered by the passengers for cancellation will be deposited and placed on the top of the bin and subsequently be reissued to the passengers after reformatting through UTS Cell by BS/Incharge .
- 4.16 The daily stock position of the smart card will be closely monitored by the Division.
- 4.17 Division will prepare indent based on the sale and estimated requirement for procurement through HQs.
- 4.18 The initial supply of the smart card will be done by UTS Cell after proper entry in the system (bin and binds) at Zonal level as well as at divisional level.

After successful entry of the smart cards in the system by UTS Cell, the same will be received by BS/Incharge of booking office of the station concerned through system from divisional level to Station level. BS/Incharge of booking office of the station concerned should issue the bin from station level to the Smart Card counter before issue of Smart Cards to the passenger. Indent of Smart Cards to be done by Division and will be prepared, based on the usage and estimated requirement for procurement through HQs.



**5.0 DISPOSAL OF DEFECTIVE /BROKEN CARDS (FAULTY CARDS MANAGEMENT).**

- 5.1 Defective Smart Cards-those with Manufacturing Defects only-are to be sent to UTS Cell/PRS by the BS/In Charge of the station concerned after the cards are declared Manufacturing Defect on the Smart Card Management Terminal. Card will be received at Zonal level by UTS Cell/PRS.
- 5.2 Card received at Zonal levels by UTS Cell/PRS which are having manufacturing defects will be sent back to vendors for replacement.
- 5.3 Card received at Zonal level which are broken/mutilated are to be treated as DS8 in presence of representative of concerned Division office, CRIS, TIA and Commercial Inspector of HQ.
- 5.4 The cards which are broken/mutilated should be removed from the data-base by CRIS on advice by UTS Cell/PRS.

**6.0 CARD READER**

- 6.1 The card reader will be used for loading the card at the time of first sale of Smart Cards, refilling/recharging the smart card, cancellation of the card, cancellation of the ticket issued through ATVMs etc. The Card reader along with Management Terminal will be installed at the nominated counter for issuing Smart Cards and to be manned by booking staff. This counter will be the point of sale of the Smart Cards.
- 6.2 The card reader supplied to the station will be in the custody of BS, who will record the same in the station stock register.

6.3 A register will be maintained for the same wherein the details of failure, mechanic visits etc. will be recorded.

6.4 CRIS and /or CCM/PM's office will arrange to impart the necessary training for using the same.

## **7.0 REFUND**

7.1 The refund of tickets issued from ATVMs will be done as per Railway Board's Commercial Circular no. 45 of 2012 (enclosed herewith) which should be referred for the calculation of refund and as amended from time to time. This manual refund ticket alongwith refund statement should be sent to CAO/TA office as per existing norms. Manual refund should be given as per clause 3.9.

## **8.0 ACCOUNTAL**

8.1 The additional reports that will be generated once the ATVM is commissioned is enclosed as Annexure – A.

8.2 The following items shall be shown in the balance sheet separately:

8.2.1 Opening balance of ATVM smart cards (number),

8.2.2 Fresh stock of ATVM smart cards received (number),

8.2.3 Sale of ATVM smart cards (number),

8.2.4 Refund of used smart cards (number),

8.2.5 Closing balance of ATVM smart cards (number),

8.2.6 The cash received by way of security deposit during the sale of smart cards and

8.2.7 Refund of security deposit in case of used smart card should be indicated in the balance sheet.

- 8.3 The top-up/recharge value of the smart cards should be taken in the head "coaching earnings" and the value of cancelled ATVM tickets should be taken in the head "Refunds" in the balance sheet.  
Refunds of unused value of Smart Cards excluding Security deposit should be shown under the head "Refunds".  
Refund of Security Deposit of Smart Cards should be shown separately in the balance sheet.
- 8.4 The sale of ticket from ATVM will not be taken into the account of earnings. However, the originating passengers will be calculated from the sale of ticket details.
- 8.5 The statement of originating passengers will be generated at the end of each 10 day period and Sent to Dy. CAO (TA)/HQs. /E. Railway.
- 8.6 The model of proforma used as the basis for JTBS is to be adopted for the additional reports if any, as per Railway Board's letter no. 2005/C&IS/Vending Machine Pt-I, dated 01/03/2007.
- 8.7 Other terms and conditions will be as per JPO (no. dated 08.04.2004) for installation/operation of UTS; and modified from time to time.
- 8.8 Clerkage charges collected separately for depositing and issuing of duplicate cards in lieu of faulty cards should be included in Other Coaching Earning.
- 8.9 In case of missing of UTS ticket used in the SM printer, debit will be raised as per extant UTS rule.
- 8.10 Passenger earnings as per M-9 Statement for the month should be taken as special debit in the Balance Sheet and the same amount will be taken as special

credit for the month to know the total sale figure of tickets through Kiosk.

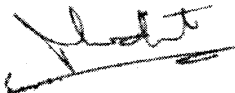
## **9.0 APPORTIONMENT**

- 9.1 The apportionment of earnings in respect of foreign booking will be done as per the existing UTS System.
- 10.0 The required checking of TIAs will be exercised as per modalities of UTS/ Mushkil Ashan/ JTBS procedure.

## **11.0 REGISTERS:**

The following registers should be maintained at the station as per the format enclosed as annexure – B.

- 11.1 Failure register
- 11.2 ATVM smart Card stock register
- 11.3 ATVM Ticket roll stock register
- 11.4 Mismatch register
- 11.5 Dead stock register of hardware
- 11.6 Non Issued Ticket Register
- 11.7 Continuity register
- 11.8 ATVM manual refund entry registers for post facto sanction.
- 11.9 Preventive Maintenance register for periodic maintenance (at least once in a month) and corrective maintenance register.



(MUDIT MITTAL)

Dy. Chief Accounts Officer/TA



(D. K. NASKAR)

Dy. Chief Commercial Manager/UTS

Executed on : 01 /04/2013