

I/84802/2023

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संख्या-No: CAO/PTS/137/TTE LOBBY/WI/2021

दिनांक: Dated: 30 May 2023

**Managing Director
Centre for Railway Information Systems,
Chanakyapuri, New Delhi.**

Subject: Computerization of TTE lobby – SRS of biometric recoding system.
Reference: GM/PMS/CRIS letter no. 2021/ CRIS/ NDLS-HQ/PMS/ PROJECT/ 0261/ PT-1 dated 05.11.2021.

As part of the computerization of TTE lobby project, Railway Board in 2011, had mandated that the process of “Sign-on” and Sign-Off” of the TTEs should be based on biometric recording system. CRIS, in Nov, 2021 while circulating the specification of the other peripherals had mentioned that procurement of biometric devices should be kept in abeyance till the completion of development, integration and testing of the biometric authentication features in the application. These specifications are still awaited from CRIS.

In the meantime, Zonal Railways, in the absence of this feature, have been highlighting instances where the User ID and PW are shared by the staff, who are not physically present at the TTE lobby with their colleagues to “sign-on” and “sign-off” in the application on their behalf.

Absence of this feature has resulted in staff boarding and deboarding the train midway at other than their assigned depots/ lobby. At some stations, a hybrid system of sign-on/ sign off using both the application and the manual system is being used. Needless to mention, the biometric authentication of ticket checking staff needs to be enforced comprehensively to root out misutilization of the application.

Development of biometric authentication is not alien to CRIS, as it is being extensively and successfully used in other user interface applications like CMS etc. Enforcing this functionality would go a long way in ensuring the physical presence of ticket checking staff in their HQ during “Sign on/ Sign Off” and in eliminating, any scope of fraudulent/ manipulated claims/ allowances.

CRIS should, therefore, implement this feature in the TTE lobby application so as to derive the full benefit of the computerization of ticket checking over the Indian Railway system.

This issues with the approval of Chief Administrative Officer/ PTS.

(Ashish Roy)

Dy. Chief Commercial Manager/PTS

Copy to: PCCMs (All Zonal Railways) for kind information.