

CENTRE FOR RAILWAY INFORMATION SYSTEMS
(An Organization of the Ministry of Railways, Government of India)

Dated: 06.09.2024

No. CRIS/HQ/IMPT/51/2023-UTS

Chief Commercial Manager/PM
All Zonal Railways

Sub:- System improvement for ensuring live verification of UTS ticket.

Ref:- (i) Commercial Circular no 55 of 2018.

(ii) Railway Board's letter no. 2011/TG-I/10/UTS/CPT dated 20.08.2015.

(iii) Railway Board's letter no. 2016/C&IS/Project/Thermal Prn/100 dated 27.7.2016.

CRIS has developed TTE Android app for live verification of UTS tickets. In TTE app, option is available to feed UTS number of ticket and get details verified from UTS server. Using this option, UTS tickets issued through all points of sale can be verified from system.

In TTE app, option is also available to scan encrypted QR code printed on paper ticket (thermal stationery) and validate it with details printed on ticket. After scan of QR code, TTE can further click 'Check with Server' option to verify ticket details from server.

It is further stated that CRIS regional teams had shared updated version of TTE app during Feb'2024 with all Zonal Railways' console for sharing with all TTE/TC for online verification of UTS tickets. The TTE app can be installed in android devices.

It is stated that Railway Board vide letter ref. at (i) have circulated format for thermal stationery. However, it is observed that the format used in some Zonal Railways are not as per specification specified by Board. Improper placing of QR code fails to scan the QR code properly and defeats the purpose of live verification of tickets. Moreover, the usage of thermal stationery is also very low by Zonal Railways despite guidelines issued by Board way back in 2016 vide ref. at (iii).

It is further stated that Railway Board vide letter ref. at (ii) circulated unique series for UTS (thermal & non-thermal tickets) stationery which is not being observed by Railways.

In view of the above, Zonal Railways are requested to ensure the following on urgent basis

1. Updated version of TTE app is circulated to all TTE/TC for UTS ticket checking
2. Follow Board's guidelines for UTS ticket stationery.

M.Patra
06.9.2024
(Madhusmita Patra)
General Manager/UTS

Copy to:

- 1) EDPM, Railway Board for kind information.
- 2) CAO/PTS, New Delhi for kind information.
- 3) Director/PS, CRIS for kind information.
- 4) General Manager/CRIS, Regional Offices for information and necessary action.

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