



**Office of the Chief Commercial Manager (Passenger Marketing)  
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No.C/CR/UTSDB/Software Issues

Date: 23.05.2023

**Sr.DCMs  
SC, HYB, BZA, GNT, GTL & NED Divisions.**

Sub: Implementation of different modifications in UTS App - Reg.

To provide an easy/convenient way of Unreserved ticketing through UTS Mobile app, certain modifications done and made online w.e.f. 18.05.2023 are listed below:

1. The minimum R-Wallet recharge has been reduced to ₹ 50/- for booking Unreserved Tickets through UTS Mobile App.
2. Maximum of 04(four) Paper Journey and Platform Tickets can be purchased per day from each mobile number.
3. Provision to book Superfast Surcharge (Paperless/Paper) ticket either from source or destination for existing Season Ticket booked through UTS App.
4. If change of handset request is given with the valid Paperless Journey/Season and Platform Tickets, tickets will be displayed in the new handset after 01 hour with a clear message **“You are having valid ticket(s) linked to this mobile handset. Those tickets will be available after one hour(s) from successful login in the new mobile handset. Do you want to continue”**.
5. If handset changed without giving handset change request from previous mobile with the valid Season Ticket, Season Ticket will be displayed in the new handset after 24 hours with a clear message **“you are having valid ticket(s) linked to your previously used mobile handset, those tickets will be available only after 24 hours from successful login in the new mobile handset. Do you want to continue with handset change request?(y/n)”**. However, the offline stored Season Ticket will be deleted automatically from the old handset after 24 hours of the last login/data sync time, to avoid duplication.

(J. Suresh Deepak)  
(Dy.CCM/PM)