



GOVERNMENT OF INDIA (भारत सरकार)
MINISTRY OF RAILWAYS (रेल मंत्रालय)
RAILWAY BOARD (रेलवे बोर्ड)



No.2024/TG-V/1/1

New Delhi, dated 22 /01/2024

The Principal Chief Commercial Managers,
All Zonal Railways.

MD/CRIS, Chanakyapuri,
New Delhi.

MD/IRCTC,
B 148, 11th Floor, Statesman House,
Barakhamba Road, New Delhi- 110001

Sub: Increasing awareness about facility of making payment through digital modes in the trains.

In order to simplify on-board, ticket checking procedures, Hand Held Terminals (HHTs) have been provided to the Ticket checking staff. Now online payment of Excess Fare Tickets (EFTs) through QR code has also been enabled on the HHTs. With a view to make passengers aware about this facility and to enhance the usage of the digital payment, following has been decided:-

- i. Zonal Railways should launch an educative campaign through different platforms to enhance public awareness of digital payment options available with the ticket checking staff in the trains.
 - ii. Ticket Checking staff should also be asked to encourage passengers in the train to make payment through digital modes.
 - iii. IRCTC should also launch focused outreach efforts in this direction by sending fortnightly e-mails to registered passengers making them aware of the facility of digital payment available with the ticket checking staff in the trains.
 - iv. CRIS shall also send following message to passengers intimating them as under:-
“While undertaking journey in the train, for making payment to ticket checking staff against Excess Fare Ticket, you can make payment through digital mode”
2. Necessary instructions may please be issued to all concerned accordingly under intimation to this office.

Signed by

Sanjay Manocha

Date: 22-01-2024 15:45:38
(Sanjay Manocha)

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Railway Board

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