



भारत सरकार / Government of India  
रेल मंत्रालय / Ministry of Railways  
दक्षिण मध्य रेलवे / South Central Railway

मं.रे.प्र का कार्यालय,  
Office of the DRM  
विजयवाडा मंडल /  
Vijayawada Division  
वाणिज्य विभाग,  
Commercial Branch  
विजयवाडा, Vijayawada.  
आन्ध्र प्रदेश, Andhra Pradesh

No. B/C.19/Staff matters

Date: 24-09-2022

All Sectional CCIs &  
All CBSRs/CCSRs/CTIs over BZA Division

Sub: Anticipated increase in passenger traffic during ensuing Dussehra festival season -  
Measures to handle passenger - Reg.

Ref: PCCM/C's Ir. No. C.568/G-II/TC/Misc/2022 dated 23.09.2022

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Special attention is to be given in anticipation of increase in passenger traffic in view of Dussehra Festival holidays from 26-09-2022 to 09-10-2022. The areas to be focused are –

1. Ensuring opening of sufficient no. of counters in time for issuing UTS Tickets and PRS Tickets, including additional counters operated by Supervisors during peak hours.
2. Ensuring maintenance of proper queue lines with the help of RPF.
3. Ensuring updation of required information in enquiries, proper functioning of TIBs & CIBs and making frequent announcements.
4. Ensuring availability of the ATVM Facilitators and in case of long queues at counters passengers may suitably diverted to ATVMs.
5. The usage of “UTS” mobile app be actively promoted duly launching massive public awareness campaigns to enhance adoption of “UTS” app.
6. Stock of small denomination notes and coins should be drawn in advance from the Bank and be made available to the counters operators for quick clearance of passengers.
7. CBSRs/CCSRs/CSRs of stations are advised to plan additional counters/shifts during Dussehra Holidays, be available at counters to monitor smooth functioning of Booking Offices and inform the same to Commercial Control office on daily basis.
8. Section CCIs to monitor the Booking Counters during peak hours.
9. Surveillance by RPF and commercial staff is to be enhanced at reservation offices to check the activities of touts.
10. Ticket checking activity is to be intensified at stations / in trains to curb ticketless travel.

(V.Ramababu)  
Sr.DCM/BZA

24/9/22

Copy to DRM/BZA & PCCM/SC for kind information.  
Copy to Sr.DSC/BZA for kind information and necessary action.  
Copy to Comml. Control, BZA for information and necessary action.