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भारत सरकार Government of India
रेल मंत्रालय Ministry of Railways
दक्षिण मध्य रेलवे South Central Railway
रेल निलयम Rail Nilayam
सिकंदराबाद Secunderabad - 500 025.

Dt. 15/12/2022

No. C/CR/518/PoS/2016-17/Vol-II

DRMs/ SC, HYB, BZA, GNT, GTL & NED.

Sub: Enhancing the share of the cashless/digital payment transactions in ticketing- improving the utilisation of PoS machines and UPI mode of payments-Reg.

Ref: C/CR/518/PoS/2016-17/Vol.II dated 23/04/2022.

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Payment through Unified Payment Interface (UPI) mode has been enabled at all PRS/UTS locations in addition to supply of Point of Sale (PoS) machines for facilitating digital payments at ticket counters. An analysis of the utilisation of PoS machines and payments through UPI mode for the period Apr – Nov'22 as shown below indicates that the share of digital transactions in railway ticketing is less despite the widespread adoption of cashless/digital payments in the economy in general.

Division	No. of PoS machines installed			Avg. no. of Tickets issued per day under PoS machines payment.			Avg. no. of Tickets issued per day under UPI Mode # payment.		
	PRS	UTS	Total	PRS	UTS	Total	PRS	UTS	Total
BZA	63	115	178	155	2	157	23	45	68
GNT	34	64	98	52	1	52	7	1	8
GTL	49	131	180	78	4	82	27	26	53
HYB	32	64	96	90	5	95	12	10	22
NED	29	72	101	32	1	33	14	6	20
SC	87	148	235	470	4	474	48	62	110
Total	294	594	888	877	17	894	131	150	281

 # Excluding ATVM transactions.

Thus, there is huge potential to further increase the share of digital payments in railway ticketing and focused measures need to be taken up on priority in this direction. Some of the measures to be initiated in this regard are listed below:

1) Displaying posters/banners etc. at the ticketing area (PRS/UTS counters) about the availability of PoS machines for Debit/Credit Card transactions and the payments facility through UPI. Suitable posters/stickers/standees may be displayed in the booking area prominently.

2) Ensuring the availability of PoS machines in good working condition at all PRS/UTS locations. Any defects in the machines may promptly be communicated to the agency/console for rectification/replacement.

3)   Making regular announcements in the Public Address System and displaying publicity material through the CCTV systems at stations for promoting cashless transactions and the utilisation of PoSmachines/UPI mode payments.

4)   Undertaking publicity/public awareness campaigns through local Media to encourage the public to adopt digital payments through PoS machines/UPI mode at Railway ticket counters.

It is requested to review the share of digital transactions in ticketing though PoS machines and UPI at the PRS/UTS locations on your Division and make necessary interventions to enhance the share of cashless/digital payments.

(G. John Prasad)
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