

I/86099/2023



Office of Chief Administrative Officer/ PTS
State Entry Road, IRCA building,
New Delhi 110055



संख्या- No: CAO/PTS/144/Pan India/ Impl. of HHTs/2022 दिनांक: Dated: 12 June 2023

Chief Commercial Manager/ PSs

West Central Railway, Jabalpur
North Eastern Railway, Gorakhpur
South East Central Railway, Bilaspur
North Central Railway, Prayagraj
Southern Railway, Chennai
Eastern Railway, Kolkata
Central Railway, Mumbai
South Central Railway, Secunderabad

East Coast Railway, Bhubaneswar
Western Railway, Mumbai
North Western Railway, Jaipur
South Western Railway, Hubli
East Central Railway, Hajipur
N. F. Railway, Malegaon (GHY)
South East Railway, Kolkata
Northern Railway, New Delhi

Subject: HHT Application for Free Duty & Station Duty users- Software Issue.

- Reference:**
1. CRIS letter No. 2022/ CRIS/ NDLS-HQ/ PMS/ IMP/ HHT/ CLIENT/ 0318/ PT-1 dated 25.05.2023.
 2. NR letter no: 315 MC/16-B/HHT/2021 dated 05.04.2023.
 3. SR letter no: C/C.568/VII/5/HHT dated 06.04.2023.
 4. SECR letter no: C/SECR/HQ/TC Policy/HHT/23/700 dated 31.03.2023.
 5. ECR letter no: ECR/CRM/TC/HHT/20 dated 06/04/2023.
 6. CR letter no: C/754/X/Tkt-Ckg/HHT/II/2022 dated 11/04/2023

CRIS, vide letter referred (SN 1) above, has provided point-wise comments & action taken on the issues/ suggestions highlighted by Zonal Railways, in the HHT application of Free Duty & Station Duty users module of HHT application.

The copy of CRIS is enclosed with a request that item/ issue resolved may kindly be communicated to all concerned for optimum utilization of the application.

Encl: AA.

Digitally Signed by (Ashish Roy)
Dy. Chief Commercial Manager/ PTS
Ashish Roy

Date: 12-06-2023 13:35:38

Reason: Approved

रेलवे सूचना प्रणाली केन्द्र

(रेल मंत्रालय भारत सरकार का संगठन)

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SN-81

CRIS

CENTRE FOR RAILWAY INFORMATION SYSTEMS
(An Organisation of the Ministry of Railways, Govt. of India)

No.2022/CRIS/NDLS-HQ/PMS/IMP/HHT/CLIENT/0318/PT-1 Dt: 25.05.23

Chief Administrative Officer/PTS
State Entry Road,
New Delhi – 110055

2/6 Advise all com.
by com HHT

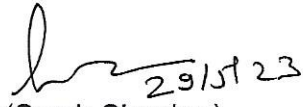
Sub: **HHT Application for Free Duty & Station Duty Users.**

- Ref: 1. Letter No. CAO/PTS/144/Pan India/Impl./HHTs/2022 Dt: 12.04.2023, 25.04.2023
2. NR Letter No. 315 MC/16-B/HHT/2021 Dated: 05.04.2023. ✓
3. SR Letter No. S.C/C.568/VII/5/HHT Dated: 04.04.2023. ✓
4. ECR Letter No. ECR/CRM/TC/HHT/20 Dated: 06.04.2023.
5. CR Letter No. C/754/X/Tkt-Ckg/HHT/II/2022 Dated: 11.04.2023.
6. SECR Letter No. SC/SECR/HQ/TC policy/HHT/23/700 Dt: 31.03.2023. ✓

SN-43,68

With reference to the letters mentioned above, point wise reply of the letters from Zonal railways regarding Offline testing of HHT Application for Free Duty and Station Duty Users are attached herewith.

This is for your kind information and necessary action please.


(Samir Shankar)
GM/PMS

Encl: Annexure –A, B, C, D and E.

Annexure -A**Northern Railways**

S.NO	ITEMS	CRIS REPLY
1.	While preparing EFT for Unbooked Luggage, on selecting class of passenger the permissible free allowance of that class should be displayed on HHT screen, which is absent.	Provided in HHT version 2.7.3
2.	While charging a person who is found in circulating area of railway station for littering/smoking, system demands train no. / ticket. May be that person is not a passenger	On selecting Collected At Station, train no is not mandatory to enter.
3.	System is failed to sync.	May be due to Network Failure. Should be retied again
4.	While issuing EFT for payment of doctor fees for a sick person who is attended by railway doctor in railway station premises, system demands train no.	These types of EFTs can be made under OTHER CASES with mentioning details in REMARKS.
5.	Bifurcation of GST is not visible in the system.	Will be provided in next phase release.
6.	When EFT of any ticket checking staff is blocked by Vigilance Staff during vigilance check the following data should be available in aforesaid application:- 1. Name of Vigilance Staff 2. Designation 3. Head Quarter/ Railway 4. Place of blocking 5. Time of blocking	Will be provided in next phase release.

Annexure -B

Central Railway

S.N O	ITEMS	CRIS REPLY
1.	The guidelines for charging in various types of train to be incorporated for generation of correct charging of fare and penalty from the passengers.	As per direction from CAO/PTS office vide Letter no CAO/PTS/64/HHT/IMPL./2023/Part-1 dated 01.02.2022, Automated Fare Generation will be available along with release of e-EFT
2.	In view of squad working, if any passenger found without ticket then he will be charged without ticket up to the point of deduction and if passenger willing to extend their journey he will be charged only fair for remaining portion of journey. In this module it is found that only one leg of journey has to be charged and no option available for combining the two journey legs.	This facility is available and can be prepared under Without Ticket REASON.
3.	For suburban section working, HHT was asking for train number. However at present only 'L' is being type instead of train number while charging in suburban section.	There is no check of Train no, User can enter L in train no
4.	It is also noticed that minimum excess charge amount respective classes that is RS.250, 440, 625 & 1059 were not reflected in HHT whereas any amount can be fed, as such the rider for minimum amount to be charged as penalty for respective classes to be added in the software.	As per direction from CAO/PTS office vide Letter no CAO/PTS/64/HHT/IMPL./2023/Part-1 dated 01.02.2022, Automated Fare Generation will be available along with release of e-EFT
5.	Same in the case of charging penalty for littering and anti-smoking, minimum and maximum amount to be charged were not reflected in the application.	As per direction from CAO/PTS office vide Letter no CAO/PTS/64/HHT/IMPL./2023/Part-1 dated 01.02.2022, Automated Fare Generation will be available along with release of e-EFT
6.	Class wise fares to be charged for irregular traveling were not reflected on feeding the class in the application.	As per direction from CAO/PTS office vide Letter no CAO/PTS/64/HHT/IMPL./2023/Part-1 dated 01.02.2022, Automated Fare Generation will be available along with release of e-EFT
7.	For the charging of unbooked luggage free allowance and marginal allowance should be reset in this module.	Provided in HHT version 2.7.3 .
8.	No option for charging penalty in case of transfer of ticket (TOT), adult travelling on child ticket with M/E ticket in superfast trains and child travelling without ticket along with parents were not available in the application.	Business rule may be provided for TOT. EFT can be made under Without Ticket REASON and provide further detail in REMARKS field.
9.	The QR code payment mode was not enabled in the application.	Could not be implemented due to some technical challenges on SBI end & Being followed up on regular basis. Matter has already been escalated to Railway Board vide letter no No.2016/CRIS/NDLS-HQ/PMSPROJECT/ HHT/0161/PT-4 dated 15.03.2023.

10.	While charging the without ticket passenger, the station detected is not incorporated in the application as it was necessary for charging of fare along with penalty for respective class up to the point of detection and onwards collection of fare only.	Facility is Already available, Point of detection must be filled in 'Collected at' field
11.	It is suggested that, the HHT application may be updated with the facility of downloading of reservation chart by the free duty TTE for ticket checking purpose only. Wherein he will be able to verify the credentials of the passengers. Facility of PNR verification/status to be incorporated in the application.	Will be provided in next phase release.
12.	Fare chart and fare calculator should be included in the application.	As per direction from CAO/PTS office vide Letter no CAO/PTS/64/HHT/IMPL./2023/Part-1 dated 01.02.2022, Automated Fare Generation will be available along with release of e-EFT

Annexure -C**East Central Railways**

S.N.	ITEM	CRIS Reply
1	App failed to fetch FROM TO STN drop down list in case of weekly trains	Data of limited trains was loaded for testing. On production, all trains will be available.
2	No option of PF TKT in already held tkt TAB	PF TKT may be prepared under UTS ticket type in already held ticket.
3	This module is showing only 1st CL/2nd unreserved in EFT details form	Issue has been resolved.
4	No field for entering NAME of passenger	Will be provided in next phase release.
5	UPI with QR code is not enabled.	Pending with bank, Being followed up.

Annexure -D**South East Central Railways**

SNO	ITEM	REPLY
1	For free duty squad, there may be a provision to made EFT in any train by which the check is conducted and for the same Chart of same trains should be made available/downloadable (view only) in their HHTs to get the occupancy/vacancy position and also to verify the transfer of Ticket (TOT) cases etc, if required.	This will be provided in next phase release.
2	Fare and other charges (viz unbooked Luggage/Parcel/excess weight beyond free allowance of Luggage etc) should be calculated online by the system	As per direction from CAO/PTS office vide Letter no CAO/PTS/64/HHT/IMPL./2023/Part-1 dated 01.02.2022, Automated Fare Generation will be available along with release of e-EFT

Annexure -E**Southern Railways**

S.N.	ITEM	CRIS Reply
1	The application permits only two classes 2S and FC; hence collecting penalty in other classes is not possible. all classes have to be included.	Provided in HHT version 2.7.3
2	The fare and penalty may be automatically calculated based on train number source and destination	As per direction from CAO/PTS office vide Letter no CAO/PTS/64/HHT/IMPL./2023/ Part-1 dated 01.02.2022, Automated Fare Generation will be available along with release of e-EFT
3	There is no option for penalizing, travel without supplementary charges in Super- Fast trains. It may be included.	It can be charged under Other Cases and mentioning 'Superfast Charges' in remarks.
4	Employee while signing in Lobby, two separate options have to be provided viz-train (Squad) /station.	In Duty management module of TTE Lobby application, options are available for Duty type viz Fixed Duty for Train staff, Squad Duty for squad staff and Station Duty for station staff.
5	Admin duty assigning option needed for CTI in charge of squad/station to allot-Station TC with duty hours – Squad with Train nos.	In Duty management module of TTE Lobby application, options are available for assigning train no. in squad duty and name of station in station duty. During duty assignment for station duty, presently no options are available for mentioning duty hours which will be incorporated very shortly
6	After preparation of EFT, the access to previous screen is not enabled. If it is tried, shows error message as "as fetching train details". to be rectified.	After preparation of EFT , details of previous EFTs can be found in EFT MIS (another menu item)
7	"From and To stations" are not reflected when unreserved passenger train number is entered. Either the same should be automatically fetched or the TC should be allowed to enter the station codes.	Will be provided in next phase release.
8	Options for penalizing Smoking and littering cases may be enabled.	Provided in HHT version 2.7.3
9	Drop down options for Misuse of Concession, collection of medical fee for attending sick passengers may be enabled.	Detailed guidelines may be provided for misuse of concession. Medical fee may be collected under the reason 'OTHER CASES'
10	One more column for "REMARKS" may be provided while preparing EFT to note down extra useful information.	Provided in HHT version 2.7.3
11	While dealing with cases over suburban section, station list of the section is required to displayed, similar to station list of Mail /Express trains. Or the TC	Can be filled manually.

	should be allowed to enter the station codes.	
12	Provision may be enabled to fetch charges to be realized, based on the data filled in the relevant fields.	As per direction from CAO/PTS office vide Letter no CAO/PTS/64/HHT/IMPL./2023/Part-1 dated 01.02.2022, Automated Fare Generation will be available along with release of e-EFT
13	Excess fare field may be disabled while issuing Journey Extension Tickets.	Will be provided in next phase release.
14	The details of free allowance and marginal allowance for the selected class may be displayed for guidance, while dealing with Unbooked Luggage.	Provided in HHT version 2.7.3
15	Only penalty column may be enabled while dealing with smoking and littering cases.	Will be provided in next phase release.