



Office of the Principal Chief Commercial Manager
South Central Railway, Ministry of Railways, Government of India,
Rail Nilayam, Secunderabad-500 025 (Telangana)

No.C.568/ G.II/TC/ HHTs /TTEs/2019

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Chief Administrative Officer/PTS
New Delhi

Sub: Issues/ suggestions related to working with HHTs-Reg

After implementation of working with HHTs, the issues arising are being resolved on day to day basis in coordination with CRIS and office of CAO/PTS. However, the following are yet to be resolved:


1. Staff are finding difficult in opening HHT App after signing ON for duty and the same could be opened only after clearing cache and deleting other data.
2. The option of UPI QR and UPI are available but not operational. Hence, staff are unable to accept payments through them.
3. Occasionally, current booking charts are not being updated timely, both at originating and remote locations.
4. Regular issues in preparation of EFT:
 - No option for preparing IRT cases (Passengers travelling with General Ticket in higher class).
 - No option for extension of journey in general coach for passenger travelling in reserved coach.
5. No option available for entering coupons of Rs.15 which are used for allotting seats in 2S class of reserved intercity Trains.
6. Issues in clearance of RAC:
 - a. Cancelled berths after charting are not updated in HHT for allotment to RAC/WL/ General Ticket passengers.
 - b. In 12739/12740 Garibrath Exp (SC-VSKP-SC) Berth No.1 and 2 are allotted to three passengers as RAC and if one berth is vacant due to passenger not turning up, RAC will be cleared by allotting the same. But as berth No. 2 is not being reflected in HHT, staff are finding it difficult in clearing RAC.
 - c. If RAC passenger is joining en-route, in such cases HHT is not accepting to allot available vacant berths as per priority due to not-turning up of passengers. For Example: In Train No.12728 (HYB to VSKP Godavari exp), If RAC 39 & 39 are joining from BZA and RAC 47 & 47 are from SC, TTE manning from HYB to BZA is unable to allot berths to passengers of 39 & 39 as they are joining from BZA and HHT is displaying message "First Check the passengers". If data is synced and shared, the vacant berths will be shared to PRS and TTE won't be available to clear RAC to passengers of 39 & 39 boarding at BZA.

- d. Getting down berths booked for short distance before the Train terminating station are not being displayed as vacant. For example:
- In train No. 12728 (HYB to VSKP Godavari exp), if berth is booked from SC to RJY and the passenger has not turned up and further no passenger is booked from RJY to VSKP on the same berth. In such cases, The said berth is not showing as vacant for allotment to RAC passengers booked from SC to VSKP.
 - In train No. 12728 (HYB to VSKP Godavari exp), If passenger booked from SC to RJY has turned up, and after passenger is getting down at RJY, the said berth is vacant from RJY to VSKP. However, such berths are not reflecting as vacant for allotment to RAC/ General Ticket passengers between RJY to VSKP.
7. Ticket checking staff are able to mark passengers boarding as Travelled /Not Travelled for passengers boarding from later legs of manning. Since data once saved cannot be modified, any erroneous marking by TTE may lead to complaints.

Apart from the request for resolving the above mentioned problems, the following suggestions are submitted for consideration so as to make the working of HHTs more effective and user friendly:

1. The Complete Reservation chart may be displayed in serial number order in HHT, as displayed in manual chart showing passengers joining enroute, berths earmarked for onduty staff and berths defined for enroute remote locations.
2. Separate tab option for viewing RAC may be provided in Home page, as provided for NC (Not checked) , TU (Turned up) and NT (Not Turned up).
3. Once RAC is cleared, there can be Provision of sending message to registered mobile number of RAC passengers for communicating about clearance of RAC.
4. Drop down menu may also be provided in HHT for selecting the options along with existing option of 'long press' on PNR. This will make working with HHT easy.
5. The Reports of number of active devices and Trains working are being provided Zone wise. The same may be provided lobby wise, so that it will be easy to monitor active devices and manning of every leg of the train.
6. Once data is synced; in the HHT, TTE should be able to view details of number of berths checked, berths released to PRS server and number of berths updated in WECS (Web enabled coaching Refunds)

This has the approval of PCCM.


 (Dr.R.Sudharsan)
 CCM/PS