

**EAST COAST RAILWAY**  
**KHURDA ROAD DIVISION**

Office of the  
Sr. Divisional Commercial Manager  
Khurda Road.  
Date: 08.08.2022

No. G.147/SDCM/KUR/Tkt. Chg/HHT/utilization  
To

The Sr. CTI (I/C)/KUR

**Sub: Roll-out of Ticket Checking through HHT devices.**

**Ref:**

1. CAO/PTS's ltr. No. CAO/PTS/126/PHHT/Impl./2019 dt: 08.06.2022
2. Ltr. No. PCCM/305/HHT/Pt.I/650 dt: 28.06.2022

Reference above, this division has been allotted with 198 Nos. of HHT devices which has been allotted to the nominated amenity staff concerned of BBS & PURI base except KUR base to man in all trains with HHT in addition to 14 nominated trains by Railway Board.

The detailed Joint procedure order (JPO) finalized and approved by Railway Board vide Commercial Circular No. 68 of 2018 circulated through ltr. No. CCM/100/Chg. Circular/Pt-XI/18 dt: 17.12.2018 is enclosed herewith for wide circulation among staff concerned. All staff concerned should strictly follow the rules and guidelines mentioned in the above JPO for utilization of HHTs while on-duty.


In this regard, it is directed to instruct all staff concerned for 100 % utilization of HHT device while manning in the trains flagged with HHTs/TTE Lobby Application with immediate effect.

In the event of surprise check conducted by Commercial Officers/Inspectors of this division, if any Staff (BBS & PURI Amenity staff ) pertaining to KUR Division found manning his/her nominated trains without HHTs, it will be treated as gross negligence towards performing his/her duty and accordingly necessary D &A action will be initiated against the staff concerned.

Further, the details of staff supplied with HHTs along 4G JIO SIMs may be submitted to this office at the earliest for further necessary action at this end.

All concerned to note and act accordingly.

Encl: As above (07 pages)

  
(Amitesh Anand)  
Sr. Divisional Commercial Manager,  
Khurda Road.

Copy to:

1. Dy. CCM (PS)/ECOR/BBS for kind information.
2. SMR(C)/BBS & PURI for information and necessary action.
3. CTI(I/C)/BBS & PURI for information and necessary action.
4. CC/KUR for information and necessary action.

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)

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No.2004/TG-I/10/P/HHT Pt.

New Delhi, dated 11.12.2018

Principal Chief Commercial Managers,  
All Zonal Railways

CAO/PTS,  
IRCA Building,  
State Entry Road,  
New Delhi

MD/CRIS,  
Chanakyapuri,  
New Delhi

(COMMERCIAL CIRCULAR NO. 68 OF 2018)

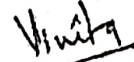
**Sub: Procedure Order for Hand Held Terminals for TTEs.**

A project to introduce Hand Held Terminals (HHT) on Indian Railways for computerised on-board ticket checking and allotment of vacant berths has been conceptualised and tested and is ready for roll out on all India basis. CAO/PTS has been nominated as the nodal agency for the implementation of the project.

2. The detailed Procedure Order for Hand Held Terminals for TTEs has been finalised and approved and is enclosed for information.
3. Zonal Railways are requested to issue necessary instructions to all concerned accordingly.
4. This issues with the concurrence of C&IS directorate of Railway Board.



(Shelly Srivastava)  
Director Passenger Marketing  
Railway Board



(Vinita Narera)  
Director E/(C&IS)  
Railway Board

Copy to:

1. CCM/PMs and CCM/PSs, all Zonal Railways.
2. EDV (T), EDFC, DF(C), DFM, PPS/FC, OSD/TC, F(C) & V(SS) branches of Railway Board.
3. General Manager/PRS, CRIS, Chanakyapuri, New Delhi.
4. Chairman & Managing Director, IRCTC, 11<sup>th</sup> Floor, Statesman House, Barakhamba Road, New Delhi.
5. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
6. The Principals, Zonal Training Centers, Central Railway/Bhusaval, Eastern Railway/Bhuli/Dhanbad, Northern Railway/Chandausi, NE Railway/Muzaffarpur, NF Railway/Alipurduar, Southern Railway/Trichy, South Central Railway/Maula Ali, SE Railway/Sini, North Western Railway/Udaipur.
7. Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Lucknow 226 011.
8. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
9. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
10. Secretary General, Federation of Railway Officers Association (FROA), Room No.370, Rail Bhawan, New Delhi.
11. Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
12. Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
13. CTM, Metro Railway, Metro Rail Bhavan, 33/1, J.L. Nehru Road, Kolkata-71.

## PROCEDURE ORDER FOR HAND HELD TERMINALS FOR TTEs

### A. Salient features of Reservation Rules

1. A passenger can secure reservation as per ARP of the train from any PRS counter or through IRCTC website or through an authorised agent of IRCTC.
2. Reservation charts are prepared **at least 4 hours before** the scheduled departure of the train. Thereafter, the available accommodation is open for booking across PRS counters as well as on internet till preparation of second reservation chart. The timings of preparation of second reservation chart are decided by Zonal Railways depending upon the distance of the charting location and the platform from which the train is scheduled to depart. This time can be between 30 minutes and 5 minutes before the scheduled/rescheduled time of departure of the train. If second reservation charts are not taken out up to 5 minutes before the scheduled/rescheduled departure of the train, system will automatically finalise the charts and vacant accommodation is transferred to the next remote location.
3. A consolidated report called as Captaincy Report on Coach-wise non-turned up passengers, vacant accommodation, any other instance worth reporting like deficient coach fittings etc, obtained from each TTE, is to be submitted by the Train Superintendent / Captain of the train at the TTEs Lobby.

### B. Existing manual procedure vis-a-vis proposed procedure for checking of Reserved Passengers through HHT by the TTEs:

	(EXISTING MANUAL PROCEDURE)	(PROPOSED PROCEDURE FOR HHT APPLICATION)
1.	<b>Reporting for Duty and signing-on for Duty</b>	
1.1	The train manning TTEs reports at the TTEs Lobby for duty.  Signing-on is done in the signing-on register manually by each TTE	The TTEs will report for duty at the TTEs Lobby. The TTE will sign-on in the TTE lobby application as well as in the manual register.  Names of the TTEs and Conductor will get implicitly displayed as-per the duty roster for the respective train for the assigned day and date.
2.	<b>Declaration of Private Cash</b>	
2.1	The TTE declares his private cash in the private cash register as well as on EFT book.	The TTE will declare his private cash in the TTE lobby application as well as on the EFT book.  Personal details of the TTE including the private cash declared at the time of Sign On Duty in TTE's Lobby application will also get reflected in the HHT Device of the concerned TTE.

3.	<b>Allocation of Coaches</b>	
3.1	<p>The Conductor/Captain/TS allocates coaches to the TTE's and in some Railway coaches are allocated by CTI/Roaster</p>	<p>Conductor/Captain of the Train will assign Coach Numbers to the respective TTEs in TTEs Lobby application.</p> <p>TTEs shall ensure that their correct Ids/Name are fed in the system as it in turn would have direct bearing in performing the duty on the assigned train and also preparation of TA and Night Duty Allowance etc.</p> <p>In the event of last minute non-turning up of any TTE or replacement thereof, Train Supdt./Captain of the train will be able to re-assign the Coaches and/or replace the name of the non-turned up TTE with the one performing duty in lieu thereof in the HHT device. It will in turn update the position in the TTEs Lobby application.</p>
4.	<b>Handing over of charts</b>	
4.1	<p>Reservation charts for each Coach are delivered to the respective TTE including the 2<sup>nd</sup> chart.</p>	<p>TTEs will download reservation charts of their assigned coaches/train onto the HHT after the second charting is completed using either GPRS SIM's on their HHT devices or through Wi-Fi in the lobby.</p> <p>The cancellations of reservations made after downloading the charts onto the HHT device will also get reflected on the HHT on an hourly basis and name of the passenger will be shown in red.</p>
5.	<b>Checking the Coaches</b>	
5.1	<p>The TTE checks the turned up passengers as per the PNR Number indicated on the Ticket &amp; Passenger ID and match the particulars with the reservation chart. Passengers having correct ticket &amp; ID particulars are marked as round on the reservation chart.</p> <p>For the non-turned up passengers "NT" is recorded against their Seat/Berth Number.</p>	<p>After physical verification of passenger as per the PNR and ID, TTE will mark presence/turned up status of the passenger in the reservation chart available in the HHT.</p> <p>TTE will mark turned up/ non-turned up status in HHT as per actual available number of passengers against the booked PNR numbers.</p>

6. Allotment of Vacant berths and Preparation of Captain's report		
6.1	<p>Vacant berths after chart preparation are transferred to next remote location. The TTE can allot such berths only upto the next remote location.</p>	<p>Vacant accommodation, if any, after preparation of second reservation chart would implicitly get transferred to the next remote location. TTEs on train can book such vacant accommodation only up to next remote location.</p>
6.2	<p>The berths vacant due to non-turn up of passengers are allotted to RAC/Partially Waitlisted passengers on priority upto the destination station of NT passenger.</p>	<p>Accommodation found vacant due to non-turning up of passenger can be re-allotted by ticket checking staff only upto destination station of the non-turned up passenger or upto next remote whichever is later.</p> <p>Allotment can be made in the following order i.e. first to RAC and then to partially waitlisted passengers.</p>
6.3	<p>There is no provision for communication of vacant berths between the two TTEs of same train.</p> <p>Details of the non-turned up passengers and finally vacant accommodation after accommodating RAC / wait listed passengers on board in train is prepared by each TTE including any other matter worth reporting and made over to the Captain of the train.</p> <p>The Train Captain consolidates such details in the Captain's Report and makes over at the TTE's Lobby of the duty completion beat.</p> <p>In case the duty completion beat station happens to be the train destination station, then reservation charts of all the coaches are be deposited at the TTEs lobby along with Train Captains Report.</p>	<p>After accommodating all RAC/partially confirmed passengers, the TTE will send communication electronically through HHT to the Conductor/Captain regarding the remaining vacant accommodation, if any:</p> <ol style="list-style-type: none"> <li>Vacancy in the final reservation chart and/or</li> <li>Non-turning up of passengers</li> </ol> <p>The TTEs will also send communication to the Conductor/Captain of the train electronically through HHT device regarding the details of RAC/partially, waitlisted passengers left unadjusted in his/her coaches due to non-availability of vacant accommodation.</p> <p>Allotment of vacant accommodation to the left over RAC/partially waitlisted passengers as per priority will be done by the Conductor/Captain of the train based on final vacancy position of all the coaches manned by all the TTEs of his/ her team, through HHT device.</p> <p>A prompt of such allotment will pass from the HHT device of Conductor/Captain of the train to the HHT device of the concerned TTE in whose coach the passenger is presently seated/available so that he may guide the concerned passengers to shift to the coach where accommodation has been allotted to them.</p>

The TTE of the coach in whose coach the passengers got shifted will mark them turned up/non-turned up in the HHT device. Thereafter the TTE will send the final vacancy position to the Conductor/Captain of the train for consolidation of the vacancy position.

Subsequently, any accommodation left vacant can be allotted to WT & travel authority holders (pass, warrant) by the ticket checking staff. However, accommodation found vacant due to non-turning up of passenger can be re-allotted by ticket checking staff only up to destination station of the non-turned up passenger or upto the next remote whichever is later.

Conductor/Captain of the train will communicate to the next Remote location through HHT device/PRS server. Finally consolidated class-wise and coach-wise vacant accommodation, which in turn would update the current vacancy availability position of the next remote location and will update the waitlisted passengers implicitly at that very time and also at the time of preparation of final reservation charts of that remote location.

After transferring the vacancy position to PRS of the next remote location, TTE of the train will not be allowed to book such vacant accommodation to any passenger beyond the next remote location.

The HHT device will also have the following provisions -

- i. Shifting of passenger from one berth to another in same or other coach,
- ii. In case of late boarding, change/modification in chart in regard to actual boarding point,
- iii. Change of destination, in the event of alighting of passengers short of booked destination.

7	<b>EDR Report</b>	
7.1	List of non-turned up passengers is fed in Web Enabled Coaching Refund System's (WECRS) EDR Module for updation of EDR which in turn facilitates in grant of refund on unused reserved tickets.	List of Non-turning up passengers would implicitly update the EDR status in the Coaching Refund Application as HHT application is also integrated with the Web Enabled Coaching Refund application for auto updation of EDR which in turn will facilitate grant of refund on untravalled tickets. There will be no need to prepare EDR.
8	<b>Other Features of HHT</b>	
8.1	The TTE of the coach can also communicate to the conductor regarding: <ul style="list-style-type: none"> <li>a. No water in any coach</li> <li>b. No electricity in any Coach</li> <li>c. Deficient Coach Fittings</li> <li>d. Non-supply of bed rolls</li> <li>e. Toilet / Coach requiring cleaning</li> <li>f. Patient Passenger requiring health care, etc.</li> </ul>	
8.2	In the event of communication/ device failure, the following procedure will be observed- <ul style="list-style-type: none"> <li>a. The charts of all the coaches are visible on the device of all the Captain/TSSs/TTEs, though, they may only work on the charts pertaining to the coaches manned by them. Data once synced, is updated on the devices of all Captain/TSSs/TTEs.</li> <li>b. In case of failure of one device, the synced information is available on other devices on the train. The Captain of the train may re-assign the coaches of the failed device to some other TTEs/devices.</li> <li>c. In case the Captain's device fails, he can take over the device of any other TS/TTE by signing on the device with his ID.</li> <li>d. A toll free number shall be provided at the Help Desk manned round the clock to assist all the HHT users in the event of any sort of failure or device becoming faulty which will be attended to if possible through remote connectivity using GPRS enabled SIM and if that is not possible then at the lobby where the TTE is signing off.</li> </ul>	
8.3	The functionality of Excess Fare Ticket (EFT) generation and enabling of payments through POS machine will be incorporated in the Phase-II of the HHT for TTEs project.	
9.	<b>Possession/Handling of HHT and Codal Life</b>	
9.1	Each TTE and Train Supdt./Captain will be provided with a HHT device as his/her personal equipment on trains. In case, the staff is expected to be away from duty for	



	longer period, the device shall be deposited with the lobby In-charge.
9.2	<p>Procedure to deal with the loss of HHT device</p> <ol style="list-style-type: none"> <li>i. The staff whose HHT device has been lost will immediately report the same to the CTI/Incharge and will register FIR at the nearest police station. CTI/Incharge shall ensure that the lost device/devices are made inoperative with immediate effect in co-ordination with CRIS.</li> <li>ii. The Divisional office will shall arrange to notify the loss through Railway Gazette.</li> <li>iii. The staff will have to submit the following cost of the HHT device: <ol style="list-style-type: none"> <li>a. Lost during 1<sup>st</sup> year- 80% of cost</li> <li>b. Lost during 2<sup>nd</sup> year-60% of cost</li> <li>c. Lost during 3<sup>rd</sup> year-40%of cost</li> <li>d. Lost during 4<sup>th</sup> year-30% of cost</li> <li>e. Lost after 4<sup>th</sup> year- 20% of cost</li> </ol> </li> <li>iv. In addition to the cost of the device, a committee' should be constituted comprising of ACM of the concerned division and AAO from Traffic Accounts Office who shall make arrangement to conduct enquiry based on FIR and relevant collateral evidence/documents to ascertain the cause of loss.</li> <li>v. The committee shall examine the material on record including outcome of the gazette notification, service record of the employee during the last three years taking into account the irregularities committed by him.</li> <li>vi. Enquiry report of the committee should be put up to DRM within one month of its constitution. In case negligence is established on part of the employee, major penalty D&amp;AR action shall be initiated.</li> </ol>
9.3	<p>There shall be a warranty of 03 years on the device with two years extended warranty. Provision shall also be made to rectify the failure/faulty HHT device of any TTE at the TTE's Lobby where the concerned TTE will approach for sign off. The concerned TTEs will deposit the faulty HHT device in the lobby (TTEs HQ) at the time of signing of. If fault arises on a moving train, the concerned TTE will hand over the device in the lobby (TTE HQ) at the time of signing off. A complaint will be registered with the Helpdesk/ directly to the vendor who will collect and repair/replace the faulty device within 24 hours as per the conditions of procedure framed for repair of faulty HHTs.</p>

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