

I/127675/2024



Office of the Principal Chief Commercial Manager
South Central Railway, Ministry of Railways, Government of India
Rail Nilayam, Secunderabad -500025 (Telangana)

No.C.272/G.II/HHTs/2019

Date: 06.02.2024

Sr.DCM/SC, HYB, BZA, GTL, GNT & NED

Sub: Increasing awareness about facility of making payment through digital modes in the trains-Reg

Ref: DPM/RB letter No.2024/TG-V/I/I dated 22.01.2024 (enclosed)

Railway Board vide letter under reference has communicated that online payment through QR code has recently been enabled on Handheld Terminals(HHTs) provided to Ticket checking staff. It was also instructed to make passengers aware about facility of UPI and QR Code option for digital payments available with the Ticket Checking Staff. On analysis, it is seen that the average transactions of UPI per HHT and vis-a-vis EFTs fed in the Lobby are minimal. In this regard, the following steps are to be taken by Divisions:

1. Awareness campaigns to be launched through digital modes and announcements at major stations regarding availability of accepting EFT amount through digital modes by Ticket Checking Staff in Trains and at Stations.
2. All Ticket Checking Staff should be sensitized to promote and accept EFT Cash through digital mode i.e. UPI and QR code options available in HHT.
3. Digital transactions being done by individual staff should be monitored on regular basis and staff should be encouraged to promote Digital transactions.

(Bhaskar Reddy Pinreddy)
Dy.CCM/G
for Principal Chief Commercial Manager