

**Office of the
Chief Administrative Officer/PTS,
State Entry Road, New Delhi-110055**

No: CAO/PTS/126/PHHT/Impl./2019

Dated: 30/09/2022

General Manager/PMS,
Centre for Railway Information Systems,
Chanakyapuri, New Delhi.

Sub: Issues/Suggestions Related to Working With HHTs-Reg.

- Ref:
1. SCR letter no: C.568/G.II/TC/HHTs/TTEs/2019 dated 29/08/2022.
 2. CR letter no: C/754/X/Tkt-Ckg/HHT/II/2022 dated 14/09/2022.
 3. SECR letter no: C/SECR/HQ/TC Policy/HHT/22/2459 dated 14/09/2022.
 4. SER letter no: TTI/8261/Policy/Pt.XII/HHT dated 14/09/2022.
 5. Northern Railway letter no: nill dated 31/08/2022.
 6. NWR letter no: C-549/TC/HHTs dated 20/09/2022.
 7. WCR letter no: WCR/HQ/COMML/TC/1130/HHT dated 21/09/2022.
 8. Railway Board Commercial Circular no: 68 of 2018 dated 11/12/2018.
 9. Railway Board letter no: 2018/RS/Ptg./15/25 dated 18/12/2018.
 10. Railway Board letter no: 2022/TG-I/20/57 dated 23/08/2022.

- A. Vide letters referred above (Ref. 1 to 7), Zonal Railways have informed following issues being faced by ticket checking staff during working through HHTs:
1. New HHT App takes abnormal time in opening and each time required clearing cache and deleting other data resulting in TTEs are facing difficulty in opening of HHT App after signing ON.
 2. TTEs are still facing problems in downloading of current charts from Originating, Remote & Virtual Remote stations. This problem has already been informed repeatedly to CRIS vide this office letters of even number dated 01/08/2022 & 24/08/2022.
 3. In HHT App, there is no option:
 - a. For feeding details in EFT module in case of IRT (Irregular Travelling) cases i.e. passenger travelling with general ticket (UTS) in higher class.
 - b. For shifting of passenger from lower class to higher class in chart of HHT in case of up-gradation of class. Accordingly, vacant berth due to upgrading should be available for clearance of RAC/Allotment/sent to PRS etc.
 - c. For feeding details in EFT module for extension of journey in general coach for passenger travelling in reserved coach.
 4. Cancelled berths/seats after charting are not updated in HHT for allotment to RAC/WL/General ticket passengers (as per Rly, Bd. letter No. 2022/TG-I/20/57 dt. 23.08.22).
 5. In HHT App, no option is available for entering coupons of Rs.15 (Reservation charge in 2S class). This need to be developed similar to EFT module.
 6. Vacant/cancelled berths from last remote to destination are not being displayed in HHT App for booking/clearing of RAC passengers, resulting in loss in Railway Revenue.
 7. In Garib Rath trains, berths no. 1 & 2 are earmarked for three passengers as RAC and if one berth is vacant due to passenger not turning-up, RAC is not being cleared as berth no. 2 not being reflected in HHT.
 8. In case of RAC passenger joining en-route station (of next leg TTE), HHT is not accepting to allot vacant/available berths (due to not turn up passengers) as per priority. HHT is displaying message as "First Check the passenger". If data is synched and shared with PRS,

then TTE would not be able to clear RAC passenger joining en-route station (of next leg TTE) as per priority. It needs to be rectified.

9. At present, TTE can mark NT/TU to passenger even beyond his duty jurisdiction, which is wrong. A TTE can only mark NT/TU to passenger only in his jurisdiction except in case of RAC passenger which needs to be allotted berth as per priority.
10. Presently, NT berth is being shown vacant up to booked destination even after there is no remote station and no onward booking. In such cases berth should be available for clearance of RAC upto destination (as per item no. 6.2 of Commercial Circular 68 of 2018). For example: in train number 12728 (HYB to VSKP Godavari Exp), if berth is booked from HYB to RJY and the passenger has not turned up and also further no remote station and no passenger is booked from RJY to VSKP on the same berth. In such cases, the said berth is not available as vacant for allotment to RAC passenger booked from HYB to VSKP.
11. Instructions given by Railway Board vide item no. 6.3 of Commercial Circular No. 68 of 2018 regarding electronically communication between TTE & Captain of trains in clearance of RAC are yet not been developed in HHT App. This need to be developed immediately.
12. Many times HHT does not show list of cancelled passengers.
13. Coach composition should also be provided in HHT App as being provided in manual charts.
14. The provision of digital payment through QR code is yet not enabled despite repeated reminders.
15. In case of cancellation of one RAC passenger out of two passengers booked on one berth as RAC, system displays that berth as vacant. This vacant berth is not being allotted to RAC passenger.
16. During issuance of EFT, system should display column as “Fare > Excess Fare > Luggage Fare” instead of “Fare > Luggage Fare > Excess Fare.
17. No option is available to issue EFT to without ticket alone child passenger or without ticket child passenger with reserved passenger.
18. The option for booking against Railway Duty Pass & Privilege Pass may be provided in HHT App.
19. An option in HHT namely “List of De-Boarding Passengers” indicating the details of passengers to De-Board at a particular intermediate station was suggested in undersigned Inspection Note dated 11.05.2022, but the same has yet not been incorporated.
20. Directions given by Railway Board vide letter No. 2022/TG-I/20/57 dt. 23.08.22 and Commercial Circular No. 68 of 2018 need to be incorporated immediately including guidelines regarding clearance of RAC.
21. NOSB (child passenger) should be shown with concerned PNR.
22. Vacant berth due to NT of passenger is being allotted to more than one passenger through HHT which is a serious issue.

The issues mentioned above may be examined and rectified expeditiously.

- B. Apart from above issues, to make HHT working more effective and user friendly, following suggestions of Zonal Railways need to be incorporated:
 1. The complete reservation chart should be displayed in HHT device, as being displayed in manual chart showing berths earmarked for on duty staff (TTE, Electrical, Mechanical, Train Escorting staff, etc.), LD quota, HO quota, en-route stations quota etc.
 2. The separate option for viewing RAC passengers may be provided in home page as provided for NC.
 3. Provision to see vacant berths/seat for a specific pair of stations may also be provided in vacant berth option.

4. In waitlisted passenger details GNWL, PQWL, RQWL passengers should be displayed separately.
5. Option to save as Draft & Preview option may be provided for error free submission of EFT data.
6. For combined class coaches i.e. AB-1, HA-1 etc., charts should be displayed class wise in HHT App.
7. Details of upgraded PNRs (old & new PNR history) may be provided in HHT App.

In view of above, CRIS may incorporate above suggestions in HHT Application at the earliest under advice to this office.



(Sudhir Kumar Tyagi)
Chief Administrative Officer/PTS

Copy for kind information to:

1. ED/PM, Railway Board, New Delhi.
2. ED/C&IS, Railway Board, New Delhi.