


Minutes of the meeting held with CBSRs/CCIs on 15-10-22
in DRM's Conference Hall

1. During the meeting, the earnings of both UTS and PRS for the period Apr to Sept, 2022 were reviewed in detail. The Division has recorded +27.96% growth in PRS segment and -51.52% decline in UTS segment for the period Apr to Sept 2022-23 when compared to corresponding period of 2019-20.
2. The stations (GDR, OGL, NDO, TEL, KVR, GVN, TNKU) where the UTS performance is less than the divisional average during the above said period have to concentrate for increase in UTS performance on priority by the CBSR/CCIs concerned.
3. Though instructions were issued time and again to improve the ATVM/Mobile App sales, no serious note has been taken by the CBSRs except at few stations. All CBSRs were instructed to focus on issue of non-counterered UTS tickets (ATVM/QR Code, Mobile App). Section CCIs are also personally responsible for the reasonable utilization of ATVMs at stations in their jurisdiction.
4. As ATVM facilitators available at majority of stations, CBSRs/On duty Booking staff should guide the passengers to take tickets from ATVMs or by using QR code especially during peak hours. Wherever ATVM facilitators are not available, CBSRs should man the ATVMs either to issue ATVM tickets or get the passengers to take tickets using QR Code option.
5. The facility of ATVMs and the concept of UTS Mobile App has to be propagated extensively to boost up the sales. Frequent announcements need to be given at stations. On board campaigning with the help of ticket checking staff, campaigning at Colleges/offices/other rail user areas will help. Mega phone canvassing at Booking Office concourse may also be explored. Efforts should be made so as to get the Mobile App installed in their Mobile phones by the Rail Users coming for general tickets to the booking counters.
6. In the ensuing month, all out efforts should be made by CBSRs/Section CCIs so as to reach average growth of 30% in ATVM sales and 5% in App sales at all stations and 50% and 8% at BZA Station. CBSRs will be personally held responsible in case of any lapse and suitable action will be initiated against the poor performers.
7. It is noticed that CBSRs are not punctual to their duties and not monitoring the ATVM sales. It was also observed by Sr.DCM that CBSRs don't bother about peak hour management during his inspection at some stations, which was viewed very seriously. Any recurrence in this will be dealt with stringent action.
8. Some CBSRs represented about insufficient supply of ATVM ticket rolls. If so, the same may be informed to this office in advance.
9. It was also represented that equipment failures are not rectified immediately and CMS Staff are taking minimum 7 to 10 days to attend. All concerned are advised to repeat the equipment failures if any to Commercial Control along with Console/SC. On receipt, Commercial

Control to consolidate and include in daily position being put up to Sr.DCM/DCMs/ACMs for further follow up action.

10. CBSRs to monitor ATVM sales Day/Machine/Facilitator wise and repeat to Commercial Control. CCI/UTS to share a uniform format to all Booking Offices.
11. It was noticed that the % of ATVM ticket sales at EE in April, 22 - 0, May, 22 - 0.01, June/July, 22 - 0, Aug, 22 - 0.12 and Sept. 22 - 1.12. During Sr.DCM's inspection also, it was observed that the ATVM was kept aside and not in use. CCI/EE and CBSR/EE to submit explanation for the poor usage of ATVM. Both CCI/EE and CBSR/EE should take up immediate action to improve performance as discussed in the meeting.
12. It was pointed out that CBSR/BPP is not operating peak hour counter at BPP. He was instructed to operate peak hour counter and also concentrate on ATVM/App sales.
13. At GDV also, the % of ATVM ticket sales are 0.16, 0.25, 0.35, 2.85, 1.04, 0.28 from Apr to Sept, 22 for which CCI/GDV stated that the ATVM is available but becoming nonfunctional frequently. CCI/GDV to submit a report and propose for condemnation.
14. At NDO also, frequent failure of ATVM is reported by CBSR/NDO. The same may be proposed for condemnation and request for new ATVM.
15. At YLM, the % of ATVM ticket sales are 0, 0, 0, 0.04, 0.5, 0.33 from Apr to Sept. 22 for which CCI/TUNI pointed out that concerned CBSR is not taking any interest in improving its sales. Shri Ch. Jagadish, CBSR/YLM was instructed to concentrate on ATVM sales and achieve the targets as stated above.
16. CRS/CCT represented about short supply of charting paper. DCM/II to review station wise requirement of charting paper and its supply.
17. All concerned are advised to submit compliance to TIA Reports on priority.


31/10/22
Sr.DCM/BZA

Copyto :

All CBSRs and Section CCIs - for necessary action.
DCMs/ACMs - for information and necessary follow up.