

# Empowering the TTEs

- \* CUG SIMS for online Ticket Checking Staff.
- \* TTE's Lobbies (digitalisation of TTEs work).
- \* Hand Held Terminals (HHT's) for On-board TC Staff.
- \* **Acceptance of payment for Excess Fare Ticket (EFT) through PGPRS POS Machine by On-board TC Staff.**
- \* Improvement in Rest House (As par with Running Rooms).
- \* SAKSHAM Training Programme.
- \* Train CAPTAIN
- \* ONLINE Training for Refresher Commercial Courses by ZRTI.

# Acceptance of payment for Excess Fare Ticket (EFT) through PGPRS POS Machine by On-board Ticket Checking Staff



**Basic**

Portable General Packet Radio Service Point of Sale Machines  
(PGPRS POS)

\* Above given mode for understanding only. May subject to change

## Provision of PGPRS POS Machines by SBI

- \*The PGPRS POS Machines will be SIM enabled and capable of performing on-board transactions on Indian Railways.
- \*Sourced from SBI on rental basis.
- \*The terms and conditions governing the rental provisions will be the same as those governing POS machines deployed presently.
- \*SBI will enable automatic End-of-Day batch closure at back-end to avoid any carryover and accounting discrepancies.
- \*SBI will provide robust and durable machine with proper wearable accessories so that TTE can find it user friendly.

## Role & Responsibilities of CRIS

- \*Change in UTS application to capture details and generate MR.
- \*Provision EFT feeding by TTEs in Lobby application.
- \*Generating and Sharing of MIS reports.

## **Deployment of PGPRS POS Machines**

**Will be give as personal equipment to designated Ticket Checking Staff (Similar to HHT devices given to TTEs) and it will be the responsibility of the TTE to operate, manage and keep the PGPRS POS machines in his custody.**

**In case of theft/loss/damage of PCPRS POS, debit will be raised against concerned staff after due investigation by the competent authority.**

**The POS machine will be mapped with the PF No/IPAS No of the Ticket Checking Staff.**

## On-board procedure for accepting payments

### Through PGPRS POS Machine-1

- As soon as TTE reports to TTE Lobby for duty, he will check his POS machine and keep it charged and see if there are adequate consumable like paper rolls.
- When a passenger opts to make payment through POS, the TTE will advise the EFT amount to be paid by the passenger.
- TTE will swipe the card on the POS machine and fill the EFT amount to be charged. The passenger will feed the PIN and authorize the payment.
- TTE shall wait for the transaction to be completed and will not swipe the card multiple times.
- On successful payment, charge-slip will be generated in duplicate. One copy to passenger and once copy for record.

## On-board procedure for accepting payments

### Through PGPRS POS Machine-2

- Only after the charge slip is generated the transaction is deemed complete otherwise TTE will re-initiate the transaction.
- TTE will also issue a manual EFT receipt as being done presently and duly record the particulars on the EFT receipt along with details of the POS transaction.
- TTE will prepare EFT in triplicate i.e. Passenger's copy, Accounts Copy and Record Copy. While preparing the EFT, TTE will endorse the Receiver Registration Number (RRN) & date on the EFT also for accounting and reconciliation afterwards.
- The merchant copy of charge slip generated on PGPRS POS will be preserved carefully by TTE (Since thermal impressions may get eroded) and handed over in good condition to Booking clerk at home station after end of duty schedule.

## On-board procedure for accepting payments

### Through PGPRS POS Machine-3

- POS machine has to be turned off once at the end of the day for proper accountal. Factoring, fluctuations in network connectivity on-board, TTE will mandatorily turn off the POS machine at the station wherever good network connectivity is anticipated before the day end i.e. before 12 a.m. However, before turning off the POS machine, TTE must take out a POS transaction Summary for the day.
- An auto batch closure will also activated by SBI in parallel to prevent any inadvertent carryout by the TTE to the next day.

(Training material and list of DO's and Don'ts will be shared for educating user by SBI)

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## At the end of the trip

- TTE will go to TTE lobby and feed the details of used EFTs and amount details (cash & e-cash) in the EFT module of TTE Lobby application. TTE will take a print out of EFT Transaction summary (Annexure-A)

**EFT Transaction Summary**

Annexure-A

TTE Name/ID		TTE Lobby	
Duty card Pass no./ Authorisation no.		POS ID:	
Date	2012/2019	Train	MUMBAI RAJDHANI- 12951
Signed On Stn		Signed Off Stn	NDLS
Signed On At	19-12-2019 17:07:00	Signed Off At	21-12-2019 00:00:00
Private Cash	100	IPAS ID:	
EFT No. (From)		EFT No. (To)	

  

S. No.	Series	EFT No.	Reason	Date of EFT	Class	From Stn	To Stn	Fare	Penalty	CGST	SGST	IGST	Total	Pay Mode	Transaction Ref. No./RRN No.
1	NR		WT	19-12-2019	-			1	1	1	0	0	3	UPI	
2	Z		WT	19-12-2019	-			2	1	1	0	0	4	POS	
3	Z		WT	19-12-2019	2A			1	1	1	0	0	3	Cash	

  

<b>Amount Collected:</b>			
Cash	UPI	POS	Total
Rs. 3	Rs. 3	Rs. 4	Rs. 10

- Thereafter, TTE will approach the BO for deposit along with cash and signed copy of EFT transaction summary at the station where their duty schedule terminates. BC will generate a UTS MR



## On reaching nominated HOME/HQ station

□ As regards POS transactions, TTE shall deposit merchant's copy of charge slips, day end POS transaction summary and second copy of signed EFT Transaction summary at the nominated Home/HQ station. Accounting formalities pertaining to digital EFT payments would be done at Home/HQ station of TTE since the amount will be digitally credited to FA&CAO account of respective Zonal Railway of the TTE.

## Submitting monthly returns

□ TTE will submit his monthly returns in duplicate latest by 7<sup>th</sup> of the following month, to the CTI comprising of the following statements:-

- 1) Accounts copy of the EFT's.
- 2) MR.
- 3) Accounts copy of POS statement-Daily summary.
- 4) Copy of EFT transaction summaries.
- 5) Summary of EFTs i.e. EFT return.
- 6) Summary of MRs.

**At the end of the day , ticket checking staff shall settle the transactions done through POS machines and take printout of the summary of transactions from POS machines and shall keep a copy of the same.**

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**Refer:**

**Railway Board Lr.No:2015/TG-I/10/DT/Pt.II/4, dt:19/2/20.**

**Joint Procedure Order for EFT transactions through PGPRS POS machines by on-board/off board ticket checking staff.**

**THANK U.**

**Vk.9121271667**