

भारतसरकार / Government of India  
रेलमंत्रालय / Ministry of Railways  
दक्षिणमध्यरेलवे / South Central Railway

मं.रे.प्रकाश्यालय,  
वाणिज्यविभाग  
विजयवाडामंडल  
विजयवाडा - 520001



Office of the DRM  
Commercial Branch  
Vijayawada Division  
Vijayawada -520001

Ph: (Rly) 070-67200, E-mail : srdcmbza@gmail.com

No.B/C.565/QR devices/2024

Dt: 06/09/2024

**SMRs/SSs/CBSRs/CCSRs/CSRs**  
**& Section CCI's over BZA division**

**Sub: Proliferation of ticketing through QR devices over BZA division– Reg.**

\*\*\*

In order to proliferate digitalization in ticketing, QR code devices have been installed at all booking and PRS offices over BZA division. This initiative is not only a major step towards promotion of digitalisation in ticketing, but also reduce the necessity of handling cash across the counters thus contributing to reduction in public complaints arising of money transactions viz., change, excess charging etc., Moreover, the proliferation of above is being monitored at the highest level i.e., Railway Board and PCCM/SC on daily basis.

In this connection, a target of issuing atleast 20% of total transactions (tickets) through QR code has been set by the Hqrs. In this regard, the following instructions are issued for strict compliance:

- Individual staff working in rostered duties shall be given a target of issuing atleast 20% of total tickets booked in a single duty through QR code mode of payment.
- CBSRs after completing cash handling duty shall open peak/additional counter and shall issue tickets exclusively through QR payments.
- Section CCI's should monitor the QR ticketing percentage on daily basis and also motivate/channelize STBAs in their respective section towards increasing the share of ticketing through QR payments.
- SMRs/SS/DySS, at stations where they are issuing PRS tickets and UTS tickets through STBA, should ensure issue of atleast 20% of tickets through QR code.
- Any technical issues/failures in QR devices must be reported to Database immediately for prompt resolution.
- A separate register should be maintained at stations for 1) No. of tickets issued through QR payments shift wise in comparison to total tickets, and 2) Recording & reporting of QR devices/technical failures along with details of failure rectification.

All efforts should be made to achieve 50% sale of ticketing through digital means (including UTS App and ATVMs). If it is noticed that efforts are not made deliberately to achieve the above targets, the same will be viewed seriously and taken up under D&AR. Pls note and notify to all concerned

(V. Ram Babu)  
Sr. DCM/BZA

**C/- Sr.DOM/BZA – for information with a request to sensitize the SMRs/SS/DySS regarding the significance of digital payments and hence, to meet the targets.**