



**Office of the Chief Commercial Manager (Passenger Marketing)
South Central Railway, Ministry of Railways, Government of India
1st Floor, Reservation Complex, Secunderabad-500025 (Telangana).**

No. C/CR/UTS/Mobile Paperless Ticketing/18

Dt. 01.08.2019

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

Sub: UTS Mobile Ticketing helpline-Reg.

- Ref: 1. CAO/PTS ltr No. CAO/PTS/111/UTS/Mobtk/Imp/2018
dated 06.05.19 & 22.07.19.
2. This office letter even no dated 31.05.19.

In continuation to this office letter under reference (2), where in, board is still emphasising on UTS mobile ticketing help line functioning at divisional level. Board further reiterated instructions to have better trained staff for maintaining the helpline (138) for replying the queries on UTS mobile App users.

It was observed that during station inspections at BPP, KCG & JCL, the station staff attempting to book the mobile ticket without doing proper registration of the UTS mobile app and they are unable to recharge R-Wallet of the passengers through UTS mobile ticketing menu (option No. 17/1). It is therefore requested to instruct all the staff to follow below mentioned procedure for booking of tickets through this app.

- Download the UTS Mobile App from the respective App store.
- Register the App duly giving personnel details.
- Book the tickets through R-wallet or respective payment modes.

In the light of the above, divisions are requested to educate the staff thoroughly to popularize the "UTSONMOBILE'App and also provide a dedicated and trained staff to manage the helpline (138) to properly guide the mobile ticketing app users. The action taken may be communicated to this office so as to appraise Board.

Matter may be treated as most urgent.

Encl: As above

(A. Malleswara Rao)

Dy. Chief Commercial Manager/PM



कार्यालय Office of the
मुख्य प्रशासनिक अधिकारी/ पीओटीएस Chief Administrative Officer, PTS
आईओआरसीओ भवन, IRCA Building,
स्टेट एंट्री रोड, नई दिल्ली, 110055 State Entry Road, New Delhi,
110055

218
150 YEARS OF CELEBRATING THE INDIAN RAILWAYS
Raman
JAT/DB

No: CAO/PTS/111/UTS/Mobtkt/Impl/2018

CCM/PM
DY. CCM/PRS
Dated: 22.07.2019

Principal Chief Commercial Managers,
All Zonal Railways

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26/7

DE: A. Srinivas
Aditya
CH. US
27/7

DEALFP

email
22/7/19

REMINDER

- Sub:** UTS Mobile Ticketing helpline. ✓
Ref: 1. This office letter of even number dated 06.05.2019. - F/183
2. CRIS letter No. 2008/CRIS/NDLS-HQ/UTS/PROJECT/MobilTktg/0059/
PT-6 dated 29.04.2019 (copy enclosed). - 182/181

Kindly connect this office letters as referred above, regarding Mobile Ticket helpline for UTS. During a random check conducted by CRIS for the UTS helpline numbers, the calls remained unattended on ER, NCR, NER, SECR and WCR. On other Zonal Railways, though the helpline was functioning, it was felt that the staff need better training in terms of soft skills and knowledge of rules & procedures of Mobile Ticketing.

In view of the above, all Zonal Railways are requested to urgently initiate action to make the Mobile Ticketing helpline functioning with dedicated and trained staff. If required, CRIS assistance may be obtained with reference to Call Centre Application in terms of amendments in the JPO for Sale of UTS Tickets through Mobile Phones vide Commercial Circular No. 45 of 2016 (item no. 15).

A status report on the functioning of Mobile Ticketing helpline over each Zonal Railway may be sent to the undersigned for onward submission to the Railway Board.

CCM/PM
DY. CCM/PRS

OFFICE OF THE
CHIEF COMMERCIAL MANAGER
PASSENGER MARKETING
26 JUL 2019

Niraj Sahay 22/07
(Niraj Sahay)
Chief Administrative Officer (PTS)

Copy for information please S.C. Railway, Secunderabad.

1. Executive Director (PM), Railway Board, New Delhi.
2. Executive Director (C&IS), Railway Board, New Delhi.
3. General Manager (UTS), CRIS, Chanakyapuri, New Delhi.

UTS/DB