



भारत सरकार / Government of India
रेल मंत्रालय / Ministry of Railways
दक्षिण मध्य रेलवे / South Central Railway

मं.रे.प्र का कार्यालय,
Office of the DRM
विजयवाडा मंडल /
Vijayawada Division
वाणिज्य विभाग,
Commercial Branch
विजयवाडा, Vijayawada.
आन्ध्र प्रदेश, Andhra Pradesh

No.B/C.565/ATVMs/2022.

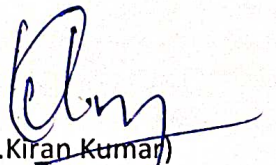
Dt.18.10.2022

Commercial Control/BZA,
All SMRs/CBSRs/CCSRs/CSRs
& Section CCIs over BZA Division

Sub: Monitoring of Equipment failures and sale of tickets through UTS app/ ATVMs
at stations over BZA division – Reg.

In order to ensure smooth functioning of ticketing at stations and to optimize utilization of ATVMs and UTS App for unreserved ticketing the following procedure shall be scrupulously followed.

- The details of equipment failure shall be recorded in the Equipment Failure Register duly informing concerned OMSS Engineer & Console/SC. Further, the information shall also be repeated to Commercial Control/BZA in the format given at Annexure – A.
- Commercial Control shall update the status of failures daily to Sr.DCM's office. A summary of the day shall be prepared and the pending failures shall be carried forward for the next day. Failures not rectified for more than 15 days shall be highlighted in the summary for immediate action.
- The details of tickets issued through ATVMs and UTS App at Top-12 passenger oriented stations mentioned at Annexure-2 shall be reported daily by the concerned In-charge to Commercial Control/BZA for inclusion in the Daily Position.
- The details of each passenger on whose mobile the UTS App is downloaded shall be recorded in a register with S.No., Name of passenger, Mobile Number and ticket obtained through UTS App., chronologically for record. Section CCIs during the inspection of station shall cross check the details with the passengers by calling them randomly. Any discrepancy noticed shall be intimated to this office.


(P. Kiran Kumar)
DCM/II/BZA
for Sr. DCM/BZA

