

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)**

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2015/TG-I/10/DT/Pt.II/4

New Delhi, dated 26.02.2020

Principal Chief Commercial Managers,  
All Zonal Railways

MD/CRIS,  
Chanakyapuri,  
New Delhi

CAO/PTS,  
IRCA Building,  
State Entry Road, New Delhi

**Sub: Acceptance of digital payments for EFT transactions through digital modes by ticket checking staff.**

**Ref:(i) Board's letter no. 2004/TG-I/10/P/HHT/Pt. dated 01.07.2019 & 30.01.2020.  
(ii) Board's letter of even number dated 19.02.2020.**

Please refer to Joint Procedure Order issued vide Board's letter dated 01.07.2019, 30.01.2020 and 19.02.2020 for accepting payment for EFT transactions through digital modes (POS machine &UPI/BHIM).

2. It has been decided by the Board that POS machines will be provided to all ticket checking staff. All stakeholders may make necessary arrangements to operationalize digital payments through POS machines. The current roles and responsibilities of different stakeholders are consolidated and illustrated as under:

- i. All ticket checking staff are to be provided with POS machines.
- ii. CAO/PTS as the nodal officer for POS machines shall co-ordinate with Zonal Railways for providing POS machines as per the distribution matrix.
- iii. Zonal Railways shall co-ordinate with CAO/PTS office and respective regional SBI nodal authorities to procure Mobile POS machines (for HHT enabled trains) and PGPRS POS (stand-alone POS machines with printer) on rental basis. They shall ensure that all ticket checking staff are provided with POS machines. Any emergent and outstanding issues with respect to distribution may be the scope of the Joint procedure order.
- iv. The procedural formalities regarding the complete digital payment through POS machines lifecycle starting from '*Initiation of Digital payment-Transaction completion-Receipt Generation-EFT report/MR filing*' may be understood by all stakeholders.
- v. The concerned field staff at the front-end and back-end should be properly trained and have hands-on knowledge of POS machines in terms of their features, functional utility and reconciliation procedures. They should be made aware of the JPO provisions and compliance may be ensured with codal norms and accounting provisions.

- vi. Zonal Railways must ensure that all computerized TTE lobbies are made functional by providing all necessary infrastructure like printers, internet connectivity etc. All concerned ticket checking staff must register themselves in the TTE Lobby application. All off-board formalities like marking of attendance, assignment of duties and completion of end of trip formalities shall be performed using the TTE Lobby application.
3. The provision of digital EFT payment options to passengers is being monitored at the apex level. Necessary formalities may be completed expeditiously and any emergent issue may be resolve pro-actively within the scope of the governing JPOs. The on-field performance of digital payments through POS may be closely monitored by all concerned. A report on the same may be sent to Board's office at the earliest.



**(Shelly Srivastava)**  
**Director Passenger Marketing**  
**Railway Board**

Copy to: ED/C&IS, Director Finance(Accounts), Director/Finance Commercial for kind information

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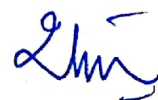
CAO/PTS,  
IRCA Building,  
State Entry Road  
New Delhi-110001

**Sub: Acceptance of digital payments for EFT transactions through digital modes by ticket checking staff.**

**Ref:(i) Board's letter no. 2004/TG-I/10/P/HHT/Pt. dated 01.07.2019 & 30.01.2020.  
(ii) Board's letter of even number dated 19.02.2020.**

Please refer to Joint Procedure Order issued vide Board's letter dated 01.07.2019, 30.01.2020 and 19.02.2020 for accepting payment for EFT transactions through digital modes (POS machine &UPI/BHIM).

2. It has been decided by the Board that POS machines will be provided to all ticket checking staff. Since CAO/PTS is the nodal office for implementing the digital payment through POS machines, it is requested to co-ordinate with SBI and Zonal Railways to provide POS machines on rental basis as per the distribution matrix formulated by CAO/PTS. A meeting may be held by CAO/PTS with concerned stakeholders i.e. SBI and Zonal Railways to finalise the procurement and distribution formalities of POS machines to all ticket checking staff.
3. It is also requested to co-ordinate with SBI and Zonal Railways to provide any assistance required for activating and managing the POS machines and dissemination of POS Training material (audio-visual content and literature) provided by SBI with ticket checking staff.
4. It is requested that necessary logistic arrangements may be done for procuring and distributing POS machines to Zonal Railways on rental basis. Necessary formalities may be completed expeditiously and any emergent issue may be resolved pro-actively with SBI and Zonal Railways.



**(Shelly Srivastava)  
Director Passenger Marketing  
Railway Board**

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2015/TG-I/10/DT/Pt.II/4

New Delhi, dated 26.02.2020

Deputy General Manager,  
Govt. Banking Unit,  
State Bank of India,  
Corporate Centre, 11 Parliament Street,  
New Delhi-110001 .

**Sub: Acceptance of digital payments through digital modes by ticket checking staff.**

With a view to facilitate digital payments, it has been decided by the Board that POS machines will be provided to all ticket checking staff.

2. In order to operationalise the digital payment through POS machines, SBI is requested to co-ordinate with CAO/PTS and respective Zonal Railways to provide POS machines on rental basis as per the distribution matrix finalised by CAO/PTS. The terms and conditions governing the rental provisions will be the same as those governing POS machines deployed presently at stations.
3. Further, in order to withstand the rigors of a train journey, SBI will provide robust and durable machines with proper wearable accessories so that TTE can find it user-friendly and convenient to handle. Adequate consumables like paper rolls etc. shall be provided by SBI based on the usage pattern and user requirement. Necessary assistance will be provided to on-board staff by SBI in case of any technical faults and gadget breakdown. Training material and list of Do's and Don'ts will be shared by SBI for educating users. The Joint Procedure Order indicating the complete lifecycle of digital payment through POS machines starting from '*Initiation of Digital payment-Transaction completion-Receipt Generation-EFT report/MR filing*' is also enclosed for information.
4. It is requested that necessary logistic arrangements may be done for procuring POS machines and providing it to Zonal Railways on rental basis. Necessary formalities may be completed expeditiously and any emergent issue may be resolved pro-actively with CAO/PTS and Zonal Railways.



(Shelly Srivastava)  
**Director Passenger Marketing  
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