SOUTH CENTRAL RAILWAY **CONFIDENTIAL**

महाप्रबंधककेकार्यालय/ General Manager's Office,
सतर्कताशाखा/Vigilance Branch, सिकंदराबाद/Secunderabad,

No. G. 265/VIG/System Improvements/2019/TFC Date.17.01.2023

The Director /Vigilance/Traffic
Railway Board
New Delhi

Sub :- System Improvement in UTS Mobile app.

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A preventive check was conducted at stations on SCR where it was noticed that the sale of Unreserved tickets through UTS Mobile app increased abruptly in a period of one month. During the check, it was observed that unauthorized persons i.e, Commercial Clerks, ATVM Facilitators, CMS staff etc are issuing the unreserved tickets through UTS Mobile App and printing the ticket through Booking Counter or ATVMs. These tickets were sold to the passengers and commission granted by Railways for 'UTS on Mobile App' tickets were appropriated by the Booking Clerks, ATVM Facilitators, CMS staff. The persons who are involved in such malpractice were taken up by this Railway.

At present the system prevailing in issue of unreserved tickets through 'UTS on Mobile App' are as follows.

1. The option of obtaining paper tickets either through Booking counter or ATVM has no limitations, which is encouraging the unauthorized persons at the station to misuse this facility and generate unreserved tickets and appropriate the commission.

2. No GEO restrictions are imposed for obtaining paper tickets through 'UTS on Mobile App'. This facility is being misused by the unauthorized persons at the station by booking the unreserved tickets through 'UTS on Mobile App' and taking the printout of this booked ticket through Booking Counter or ATVM.

In order to streamline the existing process of ticketing through Mobile App and avoid misuse, the following system improvement in 'UTS on Mobile App' are suggested.

Continued....

a) The option of obtaining paper ticket in the 'UTS on Mobile App' may be discontinued as it is defeats the main purpose of reducing queues at the booking counter or ATVMs. If at all it is required, only 4 unreserved tickets per day per mobile number / restricted number of tickets should be allowed for obtaining paper ticket through 'UTS on Mobile App'.

b) The distance of 15 meters on either side of track/station building within which ticket booking is not permissible for paperless tickets may also be implemented for paper tickets.

In view of the above, it is requested to examine and implement the suggestions of the vigilance in coordination with The Executive Director (Passenger Marketing) and CRIS in the UTS on Mobile App scheme.

This has the approval of SDGM

Anita Barik

अनिताबारिक
ANITA BARIK
उ. स.अ./या/ द. म. रे
Dy.C.V.O/T/SCR

Copy to: The Executive Director/PM, Railway Board, New Delhi

I/3060295/2023

GOVERNMENT OF INDIA (भारत सरकार)
MINISTRY OF RAILWAYS (रेल मंत्रालय)
RAILWAY BOARD (रेलवे बोर्ड)
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No. 2014/TG-I/10/P/UTSONMOBILE/Pt.II New Delhi, dated 03.02.2023

Managing Director,
CRIS, Chanakyapuri,
New Delhi.

Sub: Changes in UTSonMobile app.

Please find enclosed a copy each of letters received from Southern and South Central Railways wherein certain suggestions have been given for improvement in UTSonMobile app.

2. The matter has been examined and the following changes in UTSonMobile app are proposed:

In case of handset lost /non repairable or in case of handset change request ~~initiated from old handset with valid ticket in offline mode~~:

i. The journey, return and platform tickets should not be allowed to be re-issued in case of mobile handset change request if there is already a valid ticket issued on the old handset. However, direct login should be allowed on new handset with clear message to be prompted to the user.
ii. ~~The season tickets should be re-issued in case of mobile handset change request~~ if there is already a ticket issued on the old handset after lapse of 24 hours. However, direct login should be allowed on new handset with clear message to be prompted to the user.
iii. The offline stored season tickets shall be deleted automatically from the UTSONMOBILE ~~application after 24 hours of the last login/data sync to the~~ server (To avoid duplicity).
iv. In case handset change request initiated from old handset with valid ticket in online mode, the already available tickets may be re-issued on the new handset after a time gap of 1 hour after login into the new mobile handset. However, ~~direct login should be allowed on new handset with clear message to be~~ prompted to the user.
v. For new season tickets (paperless tickets) to be issued through the UTSONMOBILE application should also have provision of photograph of the user attached to the ticket for easy identification.
vi. Maximum four (4) paper journey and platform tickets can be issued from UTSonMobile app per day per mobile number/user.

3. It is desired that the feasibility on the above mentioned changes may be please be

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examined and comments on this account may be furnished to this office at the earliest.

Signed by Sanjay Manocha
Date: 03-02-2023 12:19:59

(Sanjay Manocha)
Director Passenger Marketing-II
Ph. No.:011-23047367
Email id: manocha.421sanjay@gov.in
4th Floor, Room No: 415-A
Railway Board

Rail Bhawan, Raisina Road,New Delhi-110001