EAST COAST RAILWAY

Office of the Principal Chief Commercial Manager

Rail Sadan, North Block, Chandrasekharpur, Bhubaneswar-751017

ZONAL COMMERCIAL CIRCULAR

No. 29 (C) of 2025

(COACHING)

No.PCCM/100/ chg. Circular /Pt- XI/25 ***Dated: 18.12.2025.***

To

All SM's/CI's/CBSR's/CRS's/CPSR's/CTI-in-Charge of Divn./CTI Squad-in Charge/CTI station /Clerk- in- Charge & YTSKs over East Coast Railway.

Sub : Booking of AC-EMU unreserved tickets at Halt stations.

Please find enclosed a copy of Railway Board instruction regarding booking of AC-EMU unreserved tickets at Halt stations.

Authority:- Railway Board letter No. 2023/TG-I/10/UTS &- UTS dated 17.11..2025.

Encl: As above.

18/12/25

(Rajagopal)
Dy. Chief Commercial Manager (PS)
For Principal Chief Commercial Manager

Copy to: Copy to:

PCCM:ECoR, **PCOM** ECoR,SDGM/PFA&CAO/PCE/PCSTE/PCMD/PCEE/PCME/PCOS/PCPO /CAO(Con)/CPRO of ECoR, Member/RCT/BBS, Chairman/RRB/BBS, Dy.CVO(T)/BBS, **DRMs**:WAT/KUR/SBP. **Sr.DCMs**:WAT/KUR/SBP **Sr.DOMs**:WAT/KUR /SBP. Dy.CCO /ECoR /BBS CCO, FACAO(T), Dy.FA&CAO (T)/ BBS, GM/CRIS/NDLS, Chanakyapuri/New Delhi-110021, GGM /IRCTC /Kolkata, RGM/IRCTC/BBS. GM/RITES/BBS& GM(IT) /RITES, New Delhi, CAI(PTS)/NR/NDLS, ED(PM)/RB/NDLS.

18/12/25

(Rajagopal)
Dy. Chief Commercial Manager (PS)
For Principal Chief Commercial Manager

R.B. Sl.No. RB-02 ...

Initial .....

International Year of Cooperatives 2025 — Cooperatives Build a Better World

GOVERNMENT OF INDIA(भारत सरकार)
MINISTRY OF RAILWAYS (रेल मंत्रालय)
RAILWAY BOARD (रेलवे बोर्ड)
*****

International Year of Cooperatives 2025 — Cooperatives Build a Better World

No. 2023/TG-I/10/UTS&M-UTS **New Delhi, dated 17.11.2025**

The Principal Chief Commercial Managers,
All Zonal Railways

Managing Director
CRIS, Chanakyapuri,
New Delhi-110021

Sub: Booking of AC-EMU unreserved tickets at Halt stations.

Please refer to this office letter no. 2023/TG-I/10/UTS&M-UTS dated 12.02.2024 enclosing therewith a JPO for issuing unreserved tickets through M-UTS terminal. In para 1.4(i) of the JPO the following is mentioned:

> *"Normal journey tickets in 2nd Ordinary, Mail/Express, Super-Fast (including Foreign), First Class ordinary Ticket in Suburban, Child, PF Ticket, First Class season tickets and second class season tickets can be enabled as per the applicable rules. Reserved tickets including SL ticket and Upper Class ticket will not to be enabled. "*

2. Now a reference from Southern Railway has been received wherein it is mentioned that AC- EMU unreserved trains have been introduced in Chennai Beach- Chengalpattu suburban section over Chennai division of Southern Railway w.e.f. April 2025.

2.1 Since the issuance of AC EMU tickets has not been included in the Joint Procedure Order (JPO) mentioned above, these tickets could not be generated through the M-UTS system at halt stations operating in connected mode.

2.2 Further, AC-EMU tickets have not been enabled through pre-printed ticketing mode at the serving stations of other halts, where M-UTS is not commissioned.

3. The matter has been examined and it is decided that AC-EMU tickets shall be allowed to be issued through M-UTS at Halt stations. Further, Pre-printing of AC-EMU tickets from the serving stations of those Halts where M-UTS is yet to be commissioned shall be enabled.

4. Necessary instructions may be issued to all accordingly.

Digitally signed by
SANJAY MANOCHA
Date: 17-11-2025
18:11:12

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

Rail Bhawan, Raisina Road, NewDelhi-110001

488/2024

भारत सरकार (GOVERNMENT OF INDIA)
रेल मंत्रालय (MINISTRY OF RAILWAYS)
रेलवे बोर्ड (RAILWAY BOARD)

No. 2023/TG-I/10/UTS&M-UTS New Delhi, dated 12.02.2024

Principal Chief Commercial Managers, All Zonal Railways.	GM/UTS, CRIS, Chanakyapuri, New Delhi-1100021.

Sub: Implementation of Mobile-UTS (M-UTS) for unreserved ticketing.

Ref: Southern Railway's letter no. C.378/VIII/25/UTS/M-UTS dated 08.04.2023.

Vide letter referred to above, Southern Railway had put forth a proposal for utlising M-UTS at Halt stations and use of M-UTS by Railway staff on other stations. The proposal has been examined in consultation with C&IS, Accounts and Finance Directorates of Ministry of Railways.

2. It has been decided that to meet the requirement during rush periods, a pilot project for booking of unreserved tickets through M-UTS app using portable mobile phone/device with internet facility and mobile/desktop thermal printer may be launched initially for one year.

2.1 Zonal Railways shall operate the aforesaid pilot for use of M-UTS at stations by Railway staff in coordination with CRIS and send detailed feedback of the performance of the application along with suggestions, if any, inter-alia indicating modifications with a view to make improvements in the application, to this office.

2.2 It has also been decided to provide the facility of issuing unreserved tickets through M-UTS only in connected online mode of the application, over 10 halt stations of Southern Railway for a period of one year. There shall be a mid-term review of the scheme vis-a-vis loss of revenue or any other issues arising during the operation of the pilot.

2.3 Southern Railway shall implement this project over 10 halt stations of Southern Railway in coordination with CRIS and send detailed feedback of the performance of the application along with suggestions, if any, inter-alia indicating modifications with a view to make improvements in the application, to this office.

2.4 A JPO for the functioning of both the pilot projects is enclosed herewith.

3. CRIS shall make requisite changes in the software and monitor

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functioning of the two pilots.

4. This issues in consultation with Finance and Accounts Directorates of the Ministry of Railways.

Signed by
Sanjay Manocha
Date: 12-02-2024 11:41:06

Director Passenger Marketing-II,
Phone No. 011-23047367
E-Mail ID- manocha.421sanjay@gov.in
Room No. 415-A, 4th Floor,
Railway Board.

No. 2023/TG-I/10/UTS&M-UTS New Delhi, dated .02.2024

Copy to:

i. Dy. Comptroller & Auditor General (Railways), New Delhi.

ii. PFA, All Zonal Railways.
iii. Director General of Audit, All Zonal Railways.

Signed by Rajat Agarwal
Date: 12-02-2024 13:33:26
Reason: Approved
For Member Finance, Railway Board.

1.2 Registration, Configuration and Utility

(i) CRIS will provide utility for registration of the mobile and thermal printer and enabling the equipment for issuing UTS tickets from the UTS system.

(ii) This utility will be provided at the divisional level to Commercial control and at zonal level to Database Console for registration and configuration. Utility for enabling/disabling of the equipment for issuing the tickets will be available only with zonal Database Console.

(iii) CRIS will provide software for issuing ticket in MUTS terminal which supports Bluetooth enabled mobile/desktop thermal printer as per the specification provided by CRIS.

(iv) Division will register and configure the equipment after taking due approval from the competent authority. The software will be uploaded in the device at zonal UTS Console or divisional control for which utility will be provided by CRIS.

(v) After registration and software uploading, the ticketing will be enabled on the device by zonal Console.

(vi) Thermal printer will be mapped to the mobile phone and ticketing will be possible through mapped printer only.

(vii) MUTS application will be configured to work only in the connected online mode.

(viii) CRIS will ensure the geographical limitations through geo-fencing such that the halt agent can issue tickets only within the Halt station.

(ix) The Mobile phone used by the Halt agent for M-UTS booking should always be connected to the network service provider.

(x) The synchronization of the data with the UTS server should be ensured on real time basis.

(xi) The application will support the security features as per Annexure-B.

1.3 SUPPLY OF TICKETS:

(i) Proper record of ticket rolls issued to Halt agent shall be kept at the serving station.

(07.02.2024)

M- UTS JPO

1. For HALTS

Booking of unreserved tickets on halt stations by halt agents through M-UTS application using mobile phone/device with internet facility and Bluetooth enabled thermal printer is permitted on Southern Railway as pilot project over 10 halt stations initially for one year, to be reviewed after six months of implementation.

1.1 GENERAL:

(i) The JPO for M-UTS will be read in conjunction to the agreement signed between the Railways and the Halt agent.

(ii) The selection process of the halt agent shall proceed as per the existing Halt Policy. The request of the new Halt Agent to provide the M-UTS facility will be sanctioned by the authority who engages the Halt agent as per the existing Halt policy. If the existing Halt agent wants to migrate from pre-printed UTS tickets to M-UTS, then the permission will be given by the competent authority of the division.

(iii) CRIS will provide the list of equipment with their specifications required for M-UTS.

(iv) The Halt agent should procure the mobile phone/device and the internet connection as per the CRIS specifications. The same may be furnished by the concerned division to the halt agents.

(v) The Bluetooth enabled mobile thermal printer/desktop thermal printer required for printing of the tickets will be procured by Railways as per specifications of CRIS (at Annexure- A) and provided to the Halt Agent on deposit of a refundable security deposit in the form of Bank Guarantee/Fixed Deposit/Money receipt/ Demand Draft which is to be decided by the competent authority engaging the halt agent.

(vi) The procurement of Bluetooth enabled printer/desktop thermal printer by Railways shall be in consultation with associate finance by duly considering the number of passengers/ footfall on the halt.

(vii) The Annual Maintenance Contract charges for the printer including the ink refill, printer head, cutter etc. would have to be borne by the Halt agent from the agency recommended by the Railways.

(ix) To keep adequate ATD and ticket rolls for issuing tickets will be the responsibility of the halt agent. The Halt agent should check the balance at regular intervals and can take interim DTC, if necessary, to ascertain the balance amount available at any point of time.

(x) Proper accountal of ticket stationery may be ensured and checked through surprise checks.

1.4 ISSUE OF TICKETS:

(i) Normal journey tickets in 2nd Ordinary, Mail/Express, Super-Fast (including Foreign), First Class ordinary Ticket in Suburban, Child, PF Ticket, First Class season tickets and second class season tickets can be enabled as per the applicable rules. Reserved tickets including SL ticket and Upper Class ticket will not to be enabled.

(ii) No exchange of any concession is allowed at any halt station.

(iii) Halt agent will make adequate arrangement of QR based UPI payment facility at the halt station for payment by the passengers.

(iv) Facility of Non-Issue (NI) shall NOT be given to Halt agents for tickets issued through M-UTS. However, the agent may be allowed to deposit subsequently a completely Blank Ticket unaccounted in the system. In all other cases where the ticket has been accounted for in the system, the facility of NI shall NOT be permitted to the agent.

(v) The facility of Refund/Cancellation/Special Cancellation shall not be given to the Halt agent.

1.5 ACCOUNTING PROCEDURES AND CHECKS:

(i) If the ejected completely blank tickets are not accounted for in the system, then the blank tickets should be secured and the Halt agent should use Supervisory intervention and enter fresh commencing number. Completely blank tickets unaccounted in the system should be handed over to the serving station on the very next day. Subsequently, the handed over tickets will be sent to attached Traffic Accounts Office by the serving station.

(ii) If the ejected completely blank ticket is accounted in the system, no NI ticket provision will be given in the M-UTS application. Halt agent will submit such blank tickets along with the details for which the ticket has been accounted in the system in the serving station by next day. If the money has been deducted from the ATD account of the halt agent with respect to such blank tickets, then division will refund the amount to halt agent after due check and