EAST COAST RAILWAY

Office of the
Pr. Chief Commercial Manager
1st Floor, North Block, Rail Sadan
Bhubaneswar – 751017

Commercial Circular No.53 (GC)/Parcel/2025 Date: 31.01.2025

Sub: Facilitation for digital Payment and e-TR generation in Parcel Management System (PMS).

Ref:- CAO/PIS/Northern Railway's letter No.CAO/PIS/93/PMS/Phase-I,II,III/Rollout issues/IR/2014/Part-I dated.31.01.2025

Enclosed please find herewith a copy of CAO/PIS/ Northern Railway's letter No.CAO/PIS/93/PMS/Phase-I,II,III/Rollout issues/IR/2014/Part-I dated.31.01.2025 regarding "**Facilitation for digital Payment and e-TR generation in Parcel Management System (PMS)**", which is self-explanatory for information and necessary action.

All concerned to note and act accordingly.

Authority: Northern Railway's letter No.CAO/PIS/93/PMS/Phase-I,II,III/Rollout issues/IR/2014/Part-I dated.31.01.2025

31.01.2025

Encl: As above (05 pages)

(G.R.Nayak)
Asst. Commercial Manager (FS)
For Pr.Chief Commercial Manager
Dt. 31.01.2025

No.CCM/457/PMS/10/Pt.IV

Copy to:-
All SMs/Goods Supervisors/ Comml. Supervisors/Siding clerks/Booking Clerk in charges/Parcel Clerk/ weigh Bridge clerks/City Booking Agencies.

Copy for information and necessary action to the:-
PCOM, PFA, CFTM,SDGM,FA & CAO(T),Chairman/RCT, Dy CVO(T), DY CCO, Dy COM(FOIS),PO/RCT, Audit Officer/ECOR/BBS. Rates Section/CCM/ECoR/BBS, DRM/KUR, WAT& SBP/ECoR, Sr DOM/KUR,WAT,SBP/ECoR, Sr DCM/KUR,WAT,SBP/ECoR, Traffic Manager/Visakhapatnam Port trust (VZP), Paradeep Port Trust/PRDP.

31.01.2025

(G.R.Nayak)
Asst. Commercial Manager (FS)
For Pr.Chief Commercial Manager

उत्तर रेलवे

NORTHERN RAILWAY

Office of Chief Administrative Officer (PIS)
IRCA Building, State Entry Road,
New Delhi 110055.

No: CAO/ PIS/ 93/ PMS/ Phase-I, II, III/ Rollout issues/ IR/ 2014/ Part-I Dated: 31.01.2025

Chief Commercial Manager/FM/FS:
All Zonal Railways.

Subject: Facilitation for Digital Payment and e-TR generation in PMS.

Reference: GM/PMS/CRIS's letter no. CRIS/NDLS-HQ/PMS/01 dated 30.01.2025.

Please find enclosed herewith above referred letter wherein CRIS advised remedial measures and detail of facilitators regarding facilitation for Digital Payment and e-TR generation in PMS.

It is requested to kindly circulate this information to all concerned for their information and necessary action.

DA/As above

(Harsh Shrivastava)
Dy.Chief Commercial Manager (PIS)

Copy to:

1. Executive Director (FM), Ministry of Railways, Railway Board, New Delhi-for kind information.
2. General Manager /PMS, CRIS, Chanakyapuri, New Delhi- 110021- for kind information.

रेलवे सूचना प्रणाली केन्द्र

(रेल मंत्रालय भारत सरकार का संगठन)

CENTRE FOR RAILWAY INFORMATION SYSTEMS

(An Organisation of the Ministry of Railways, Govt. of India)

No. CRIS/NDLS-HQ/PMS/01 Date: 30.01.2025

Chief Administrative Officer/PIS,
IRCA Building,
Estate Entry Road,
New Delhi

Subject:- Facilitation for Digital Payment and e-TR generation in PMS.

Ref: (i) Railway Board letter no. 2024/TC(FM)11/11 dt. 22.01.2024 -Digital payment.
(ii) CRIS/NDLS-HQ/PMS/01 dt. 01.01.2025-Complaint escalation matrix
(iii)CAO/PIS/93/PMS/Phase-I,II,III//IR/2014/Pt-1dt. 23.12.2024-Corrective measures in digital payment.
(iv) CRIS/HQ/IMPT/15/2024-PMS dt.20.11.2024-booking of parcel from proxy locations.

In continuation of the above subject and references, following remedial measures are cited below for your kind perusal and necessary action:

S/N	Subject	Remedial Measures	Facilitator
1	Auto fetching of new data from PMS to UTS.	Total 561 PMS locations + 105 proxy locations is enabled into the system.	1.Sh B S Pal, PPE/PMS 9958996322 2.Sh Amlendu Shekhar, SPE/PMS, 9430488235
2.	Payment of receipt against LPO and cloak room.	This feature is available in under money receipt section of PMS.	----DO------
3.	Loading through proxy location and accountal of revenue.	Accountal of revenue to be dealt at loading station (Non-PMS) not proxy location.	----DO------
4.	Digital Payment (QR Display)	Ensure "PMS agents software in start-up folder" and "PMS agent" is running.	----DO------
5.	Usage of DD message by PMS users	Provision has already been given in PMS system in "others menu".	----DO------
6.	Proliferation of QR display	Only 490 locations are activated into the PMS. Kindly ensure all location should have QR display.	Additional (804) QR display has been delivered in divisions.
7.	Complaint escalation matrix regarding in Pos (BQR)	Letter from vice president (Govt. business SBI payment dated 26.12.2024).	As attached Annexure-1

You are requested to circulate this letter across Zonal Railways for facilitation of digital transaction as well as issuing e-TR from the PMS systems. In case of any other inconvenience, you can send email to clsah@cris.org,in/ WhatsApp on 6396617642/ write to C L Sah, GM/PMS/CRIS.

30.1.25

C.L.Sah
GM/PMS

Copy to:
(1) ED/FM, Railway Board New Delhi for kind information & necessary action please.

चाणक्यपुरी, नयी दिल्ली– 110021
CHANAKYAPURI, NEW DELHI-110021
टेलीफोन / TELEPHONE : 24104525, 24106717, फैक्स/FAX : 91-11-26877893

SBI Payments

SBIP/GOV/2024-25/569
Date: 26.12.2024

The General Manager (PMS),
Office of the GM (Parcel Management System) IRTS,
Centre for Railway Information System (CRIS),
Government of India,
Chanakyapuri, New Delhi - 110021.

Madam / Dear Sir,

Issues reported by field team during visit at PMS Counters for PoS Installation.

With reference to the letter received from CRIS (No. CRIS/HQ/IMPT/95/2023-PMS) dated 13th December 2024 regarding issues being faced about non-functioning of POS machines at railway counters, inadequate support from POS team, please find below our responses.

1. Connectivity Issues: Regarding the connectivity issues, the PoS terminals supplied are MOVE 2500 models, which are 4G-enabled. As per our confirmation, the SIM cards currently deployed are also 4G. However, we are aware that there are still instances of transaction failures due to poor connectivity. To address this, we will conduct a comprehensive check to ensure that the SIM cards are functioning correctly. In cases where a non-4G SIM is found, we will replace it with an appropriate 4G SIM card to ensure optimal performance.

2. Customer Support: On the matter of customer support, we recognize the delays in resolving issues reported by the PMS counter staff. To address this, we are taking immediate steps to enhance the support process by improving coordination. We will also ensure the backend team is more responsive, providing hands-on and prompt resolutions. Furthermore, we have attached Annexure A the escalation matrix to expedite issue resolution. We sincerely regret the inconvenience caused and are committed to resolving this matter as swiftly as possible.

We sincerely regret the inconvenience caused and are committed to resolving this issue as quickly as possible.

Yours faithfully,

(Poonam Barot)
Vice President (Government Business)

Pal
Provide circulation & n.a. for helpdesk to.
31.1.24

www.sbipayments.com
SBI Payment Services Pvt. Ltd.
Registered Office :
23rd Floor, Urmi Estate,
Ganpatrao Kadam Marg,
Opp. Peninsula Business Park,
Lower Parel, Mumbai 400013

Tel: 022-4172 2200
Email : info@sbipayments.com
CIN: U67100MH2010PTC200030
A JV between SBI and Hitachi Payment Services

Annexure A.

SBI Payments Escalation Matrix for Railways PoS & UPI Services :

Sr No	Issue Type	Issue Description	Real-time Support	LEVEL 1 TAT - 48 working hours	LEVEL 2 TAT - 72 working hours
1	Technical	PoS related Issues	24/7 Helpline No: 18004250727 / 18604250767 WhatsApp support. Just say "HI" on 8291182911	(Metro city within 48 hrs) care.pos@hitachi-payments.com Pos.fs@hitachi-payments.com am.ir@sbipayments.com	(Sub-Urban / Remote location) care.pos@hitachi-payments.com, Pos.fs@hitachi-payments.com , am.ir@sbipayments.com
2		PoS Upgradation to 4G Model Type	am.ir@sbipayments.com		
3		PoS Paper Rolls	Poslogistics@hitachi-payments.com , care.pos@hitachi-payments.com , am.ir@sbipayments.com		
4		TID Lost / Damaged	am.ir@sbipayments.com		
5	Transaction Settlement	Txn Settlement Query	-	care.pos@hitachi-payments.com posacq@hitachi-payments.com	am.ir@sbipayments.com
6		Txn MIS Report	-	care.pos@hitachi-payments.com complaints@sbipayments.com	
7	Internation Card Activation	Internation Card Activation on PoS	am.ir@sbipayments.com		
8	Chargeback	Chargeback chargeslip / documents to be shared to the bank	chargeback@sbipayments.com , am.ir@sbipayments.com		
9	PoS Bills / Invoices	PoS Rental Invoice-related	am.ir@sbipayments.com		
10		TDS / GST Query			
11	Refund	SBI PoS Card Txn Refund	posrefund@irctc.co.in , am.ir@sbipayments.com		complaints@sbipayments.com , amcomplaints@sbipayments.com
12		SBI PoS QR Txn Refund	upi.appsupport@sbi.co.in & support.upi@sbi.co.in		am.ir@sbipayments.com cm5it.cms@sbi.co.in dgmit.cms@sbi.co.in
13		DIGI UPI Txn Refund	crispg@cris.org.in		gaur.ghanshyam@cris.org.in
14		VOID Txn	In case of a **VOID / Reversal transaction**, the money does not come to SBI or the Merchant (Railway). For non-reversal of such debit, the cardholder needs to be informed by the railway authorities to contact his/her card issuing bank to raise a complaint for dispute for a refund of the transaction.		

Chief Administrative Officer/PIS,

Sr No	Issue Type	Issue Description	Real-time Support	TAT - 48 working hours	TAT - 72 working hours
15	New TID Installation	New PoS / QR / YMA	am.ir@sbipayments.com		
16	TID Deinstallation	TID / QR Surrender			
17	TID Reactivation	Reactivation PoS to be in merchant custody & not collected.			
18	Change in Merchant Detail	Change DBA / Business Name	am.ir@sbipayments.com		
19		Change Station Name / Location Address			
20		Change in CBS / TTE Contact No.			
21		Change in Settlement Ac No.			
22	Yono Merchant App Related	YMA MID Locked	YMA Whatsapp Support Group	care.pos@hitachi-payments.com Thousif.irfani@hitachi-payments.com	am.ir@sbipayments.com
23		Request for MIS report	care.pos@hitachi-payments.com & complaints@sbipayments.com		
24		YMA Refund Case	TTE need to share the RRN details to divisional DCTI & Accounts for refund to customer.		
25		YMA downtime observed	YMA Whatsapp Support Group	am.ir@sbipayments.com posmon@hitachi-payments.com complaints@sbipayments.com	-