

**GOVERNMENT OF INDIA (Bharat Sarkar)**  
**MINISTRY OF RAILWAYS (Rail Mantralaya)**  
**(RAILWAY BOARD)**

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No. 2009/TG-I/10/P/UTS Fraud

New Delhi, dated 10.06.2011.

The Chief Commercial Managers,  
All Indian Railways

( Commercial Circular No. 29 of 2011 )

Subject: Unreserved Ticketing System (UTS)  
Prevention of Probable frauds

Please refer to this office letter of even number dated 21-04-2009 (Commercial Circular No. 12 of 2009) on the subject quoted above (copy enclosed), wherein the steps to be taken to prevent/detects frauds in UTS have been advised. However, still a fraud in UTS at Nawa City Station of North Western Railway has come to notice where a fraud was committed by adopting the modus operandi similar to that mentioned in the letter dated 21-04-2009 referred to above which is as under:-

- (i) Ticket for short lead and lesser fare saved in memory through system. This ticket is kept unprinted/blank i.e. the UTS ticket was neither printed nor issued to the passenger and fare remitted as per system.
- (ii) Higher value & longer distance ticket was printed on "On Hand" blank UTS ticket and issued to the passenger.
- (iii) The next on hand UTS ticket was made NIT, and the amount was not remitted.
- (iv) Tickets cancelled on account of mismatch were not entered in mismatch register.
- (v) Tickets cancelled on account of special cancellation were not entered in special cancellation register.

2. It appears that the procedure detailed in the instructions referred to above have not been followed. It is requested the instructions contained in this office letter of even number dated 21-4-2009 (Commercial Circular No. 12 of 2009) may be reiterated to all concerned for strict compliance.

  
(V.K. Sharma)

Director Traffic Commercial (G)-II  
Railway Board

**Copy to:**

1. Chief Commercial Manager(PM), All Indian Railways
2. The Chief Commercial Manager (PS), All Indian Railways.
3. Managing Director, CRIS, Chanakyapuri, New Delhi
4. FA & CAO, All Zonal Railways.
5. MD/CRIS, Chanakyapuri, New Delhi.
6. ED(C&IS), ED(Accounts), EDV(T), OSD/TC, V(SS), TG-V
7. Director/PRS, CRIS Chanakayapuri, New Delhi.
8. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
9. The Principals, Zonal Training Centers, Central Railway/Bhusaval, Eastern Railway Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF Railway, Allpurduar, Southern Railway, Trichy, SE Railway, Sini, Western Railway, Udaipur.
10. General Secretary, national Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
11. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi..
12. Secretary General, Federation of Railway Officers Association (FROA), Room No.365-A, Rail Bhawan, New Delhi.
13. Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
14. Secretary General, All India RPF Association, Room No.549, Rail Bhawan, New Delhi.

**Government of India (Bharat Sarkar)  
Ministry of Railways (Rail Mantralaya)  
Railway Board**

**No.2009/TG1/10/P/UTS Fraud**

**New Delhi, dated 21.4.2009**

**The Chief Commercial Managers  
All Indian Railways**

**(Commercial Circular No. 12 of 2009)**

**Subject: Unreserved Ticketing System (UTS) – Prevention of probable frauds.**

1. A few instances have been detected over some Zonal Railways where the booking operators have manipulated the printing of particulars of a high money value ticket on the ticket stationery of the low value ticket and pocketed the difference of the fare. The modus operandi adopted is as under:-
  - a. Generation of low value ticket
  - b. Disrupting the printing of this low value ticket by switching off the printers and saving the stationery for printing of a high value ticket.
  - c. Issuing of a high value ticket on the saved stationery
  - d. Non-issuing this high value ticket on the second subsequent ticket.

This would lead to issue of a mismatched ticket (mismatch of last four digits of the 8-digit pre-printed stationery number and 4-digit computer printed number) to the passenger

2. Such a fraud can be easily prevented/ detected if the supervisors/ inspectors undertake the following steps/ checks at the locations:
  - (a) The custody/ operation of the keys of the ribbon / ticket roll cover provided for in the modified UTS printers is not unauthorizedly delegated to the booking operators by the supervisor.
  - (b) Repeated cases of non-issue of high value tickets by a particular booking operator are noted and reported by the supervisor/ staff entrusted with the checking of the non-issue statement at the location.
  - (c) At small locations or during night shifts, where single/ limited number of staff exercises the powers of the operator, supervisor or the administrator, unique IDs of the same individual need to be generated and the person exercising it should be fully responsible for such operations.
  - (d) As the instances of supervisory interventions are being recorded in the daily reports of the location, officers/-inspecting supervisors should regularly check the statements. Repeated cases of supervisor intervention for approval of mismatch of tickets are not to be condoned.

Cont...

- (e) As the non-issue of tickets by individual operators is recorded as daily statement of the locations, instances of repeated non-issue by a particular operator must be scrutinized and investigated.
- (f) During ticket checking exercise, detection of mismatched tickets (mismatch of last four digits of the 8-digit preprinted stationery number and 4-digit computer printed number) must be viewed with high suspicion and the cases be fully investigated by the Zonal Railways.
- (g) All Zonal Railways must clearly define the procedure regarding custody of the keys for printer ribbons and ticket rolls, prohibition on disbursement of mismatched and faded tickets to passengers, and lay down distinct and clear responsibilities of the operators/ supervisors/ administrators of the UTS locations.
- (h) Adequate publicity be carried out to create awareness among passengers not to buy "mismatched" tickets and report such matters to high levels in the divisions / zones

*MS 21/4/09*  
**( Dr. Monica Agnihotri )**  
**Director Passenger Marketing**  
**Railway Board**

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1. Chief Commercial Manager(PM), All Indian Railways
2. The Chief Commercial Manager (PS), All Indian Railways.
3. Managing Director, CRIS, Chanakyapuri, New Delhi
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भारत सरकार  
रेल मंत्रालय (रेलवे बोर्ड)

सं. 2009/टीजी-1/10/पी/यूटीएस प्रॉड

नई दिल्ली, दिनांक: 6 .06.2011

मुख्य वाणिज्य प्रबंधक,  
सभी भारतीय रेलें।

(2011 का वाणिज्यिक परिपत्र सं. 29)

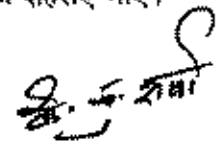
विषय: अनारक्षित टिकट प्रणाली (यूटीएस) संभावित धोखा-धड़ी को रोकना।

कृपया उपर्युक्त विषय पर 21.04.2009 के इस कार्यालय के समसंख्यक पत्र (2009 का वाणिज्यिक परिपत्र सं. 12) का अवलोकन करें (प्रतिलिपि संलग्न है), जिसमें यूटीएस में धोखा-धड़ी को रोकने/ पता लगाने के लिए किए जाने वाले उपाय सूचित किए गए हैं। बहरहाल, अभी भी उत्तर पश्चिम रेलवे के नावा सिटी स्टेशन पर यूटीएस में धोखा-धड़ी का मामला ध्यान में आया है जहां उपर्युक्त संदर्भित 21.04.2009 के पत्र में उल्लिखित तरीके को अपनाते हुए धोखा-धड़ी की गई, जो निम्नानुसार है:-

- (i) कम दूरी और निर्धारित किराए से कम किराए की टिकट को सिस्टम के माध्यम से मेमोरी में सेव किया गया। यह टिकट मुद्रित नहीं की गई / ब्लैंक रखी गई अर्थात् यूटीएस टिकट न तो मुद्रित की गई न ही यात्री को जारी की गई और किराया सिस्टम के अनुसार रैमिट किया गया।
- (ii) निर्धारित मूल्य से अधिक मूल्य और अधिक दूरी की टिकट खाली यूटीएस टिकट पर प्रिंट की गई और यात्री को जारी की गई।
- (iii) अगली खाली यूटीएस टिकट पर बनाई गई यूटीएस टिकट NIT (नॉट इश्यूड टिकट) पर बनाई गई थी और राशि रैमिट नहीं की गई।
- (iv) मिसमैच के कारण रद्द की गई टिकटें मिसमैच रजिस्टर में दर्ज नहीं की गई थी।
- (v) विशेष रद्दकरण के कारण रद्द की गई टिकट विशेष रद्दकरण रजिस्टर में दर्ज नहीं की गई थी।

2. इससे यह प्रतीत होता है कि उपर्युक्त संदर्भित अनुदेशों में विस्तृत प्रक्रिया का पालन नहीं किया गया है। यह अनुरोध किया जाता है कि 21.04.2009 के इस कार्यालय के समसंख्यक पत्र (2009 का वाणिज्यिक परिपत्र सं. 12) में अलविष्ट अनुदेशों का कड़ाई से अनुपालन करने के लिए सभी संबंधितों को दोहराए जाए।

संलग्नक: यथोक्त



(वी.के. शर्मा)

निदेशक यातायात वाणिज्य (सा.)II  
रेलवे बोर्ड।