

**GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)
(RAILWAY BOARD)**

No. 2012/TG-I/10/P/CTVM

New Delhi, dated 02.09.2015


**The Chief Commercial Managers,
All Zonal Railways.**

(Commercial Circular No. 52 of 2015)

Sub: Model Procedure order for the use and operation of Cash-Coin operated ATVMs.

A copy of the procedure order for the use and operation of Cash-Coin operated ATVMs prepared by CRIS is enclosed herewith for information and necessary action.

This issues with the concurrence of Finance & Accounts Directorates of Ministry of Railways.


(Sanjay Manocha)
**Deputy Director Traffic Commercial(G)II
Railway Board**

Copy to:

No. 2012/TG-I/10/P/CTVM

New Delhi, dated 02.09.2015

**FA & CAO, All Zonal Railways.
Director (Audit), All Zonal Railways.**


for Financial Commissioner/Railways

Copy to:


1. CCM/PMs and CCM/PSs, all Zonal Railways.
2. ADG/PR, EDV(T), EDFC, DF(C), OSD/TC, F(C) & V(SS) branches of Railway Board.
3. MD/IRCTC, B 148, 11th Floor, Statesman House, Barakhamba Road, New Delhi - 110001
4. General Manager/PRS-I, CRIS, Chanakyapuri, New Delhi.
5. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
6. The Principals, Zonal Training Centers, Central Railway, Bhusaval, Eastern Railway, Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF

- Railway, Alipurduar, Southern Railway, Trichy, South Central Railway, Maula Ali, SE Railway, Sini, Western Railway, Udaipur.
7. Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Lucknow-2260011.
 8. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
 9. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
 10. Secretary General, Federation of Railway Officers Association (FROA), Room No. 370, Rail Bhawan, New Delhi.
 11. Secretary General, Indian Railways Promotee Officers Federation (IRPOF), Room No. 268, Rail Bhawan, New Delhi.
 12. Secretary General, All India RPF Association, Room No. 256-D, Rail Bhawan, New Delhi.
 13. CTM, Metro Railway, Metro Rail Bhawan, 33/1, J.L. Nehru Road, Kolkata-71.

Joint Procedure order for Cash-Coin & Smart Card operated (Versatile) Ticket Vending Machine (CoTVM)

1.0 General

- 1.1 The Cash-Coin & Smart Card operated Ticket Vending Machine (CoTVM) shall be installed on the Central, Western, Southern, South Western, South Central, Northern, Eastern, South Eastern Railway. The CoTVMs will be connected to Unreserved Ticketing System (UTS) server.
- 1.2 These machines will be unmanned and operated by the passengers themselves.
- 1.3 Tickets can be issued by using Indian Currency (notes & coins) or Smart Card. These smart cards will be purchased first time by the passengers from the nominated SMC counters. Thereafter, the charging of money value on the smart card will be done at CoTVM machine or the nominated SMC counters.
- 1.4 These machines are capable of accepting Indian coins of Rs. 5/- & Rs. 10/- and Indian notes of denomination Rs. 5/- to Rs. 1000/- of Gandhi series. These machines do not accept notes with Ashoka Chakra Emblem. Instructions have been provided on the machine showing the notes & coins allowed by machine.
- 1.5 These machines will accept exact amount in notes & coins against the ticket to be purchased. The machine will not accept any surplus/shortage amount and passenger has to tender exact change within the pre-define time i.e. 60 seconds. If the passenger fails to insert the requisite amount, the transaction will be cancelled and the main screen appears. The money already inserted will be returned to the passenger and they have to start the transaction afresh.
- 1.6 The CoTVM ticket will be printed on thermal stationery like existing ATVMs with pre-printed stock number. The ticket will have background printing of Indian Railway logo on the face of ticket and micro line is printed in ultra violet ink on the reverse of the ticket.
- 1.7 The primary screen of CoTVM machines shall be same as the existing ATVMs with the add-on features on right hand side of Touch Screen for the smart card recharge.
- 1.8 The following details will be printed on the ticket
 - 1.5.1 Date of journey
 - 1.5.2 Fare
 - 1.5.3 Type of journey (Single/Return) (Bilingual)
 - 1.5.4 UTS number
 - 1.5.5 System generated stock number in 4 digits
 - 1.5.6 Train Type S/F, ORD, M/E (Bilingual)
 - 1.5.7 From and To station (in Hindi & English)
 - 1.5.8 Class of journey (in Hindi & English)
 - 1.5.9 Distance
 - 1.5.10 Via
 - 1.5.11 Number of passenger & type (Adult or Child)
 - 1.5.12 Random Number

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- 1.5.13 Date & Time of issue of ticket
 - 1.5.14 Machine number from which the ticket has been issued
 - 1.5.15 'Platform Ticket' will be printed in case of Platform Ticket
 - 1.5.16 "CoTVM ticket"
 - 1.5.17 "Journey should commence within 1 hour in case of suburban ticket"
 - 1.5.18 "Valid till midnight of date <DD/MM/YYYY> in case of Return journey tickets"
- 1.9 The passenger wanting to buy a ticket has to select the language of operation, destination station, via point if any, class of travel and number of passengers (adult/child) on the touch screen. Thereafter, passenger has to select the mode of payment i.e. Cash or Smart Card. If passenger selects Smart Card as mode of payment then passenger has to keep the Smart Card at the designated place (on the card reader) on the machine and press the "print" icon on the touch screen. The CoTVM will then issue the requisite ticket on pre printed thermal stationery after deducting the amount of the ticket from the money available in the smart card. However, if passenger selects, mode of payment as cash then screen will appear and will give message to insert the note & coin in pre-defined time (displayed on the screen) after blinking of green light of cash acceptor. Then, passenger can insert note & coin one by one. After inserting exact cash, passenger has to confirm for printing of ticket. The machine will then issue the requisite ticket on thermal stationery.
- 1.10 In case of smart card recharge, the passenger has to keep the Smart Card at the designated place (on the card reader) on the machine and then select the recharge amount i.e. 20/50/100/500. After the passenger has selected the same, message will be displayed on the screen to insert cash after blinking of green light of cash acceptor. After blinking of green light, passenger has to insert the cash then after validation of note, smart card will be recharged and receipt will be printed. Recharge of smart card will happen with single note of denomination as selected by the passenger which is 20/50/100/500.
- 1.11 The machine will issue non-concessional second class single journey adult and child ticket, platform ticket and renewal of non-concessional season ticket. However, in suburban section, first class single journey tickets and return journey tickets will also be issued.
- 1.12 In case of renewal of Season ticket, passenger has to feed valid UTS number of old Season ticket and choose option for MST/QST and select desired class of travel.
- 1.13 The machine will permit issue of
- (a) Second class single/return journey tickets for a maximum of 4 passengers (including adult/child taken together)
 - (b) First class single/return journey tickets for a maximum of 1 passenger
 - (c) Platform ticket for a maximum of 1 passenger at a time.
 - (d) Season ticket for only one passenger will be issued on a ticket.

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- 1.14 Instruction will be displayed on the machine for the users indicating tri-lingual (wherever needed otherwise bi-lingual) for operating CoTVM machines.
- 1.15 Station Supdt./Station Master shall ensure proper cleanliness of CoTVMs and the surrounding area and security of the machine.

2.0 Cash-Coin & Smart Card operated (Versatile) Ticket Vending Machine (CoTVM)

- 2.1 Each CoTVM shall be defined as a separate counter of the station.
- 2.2 All CoTVMs at the station will remain in the charge of Chief Booking Supervisor (CBS) and the same will be entered in the T&P register upon being installed at the station.
- 2.3 In case of any damage to the machine, the CBS will immediately inform Commercial Control, UTS Console and CoTVM Help Desk. He will also lodge a FIR with local GRP in this regard and the details of the same shall be recorded in the failure register.
- 2.4 A separate CoTVM register/file will also be maintained at CBS office wherein the details of the CoTVM failure, number of preventive maintenance visit by the authorized service engineer etc will be recorded, the same should be sent to Sr. DCM every month for information.
- 2.5 The CoTVM or any other allied equipment with the system should not be shifted to other location and used for other purpose without the approval of CCM of concerned Zonal Railway. The equipments sent for repair to hardware centre or company entrusted with maintenance work shall be recorded in the failure register along with the name of the person/agency deputed to carry such equipments. The CBS will make entry in case the original equipment is replaced by the vendor and the same will be signed by the CBS and the vendor's authorized representative.
- 2.6 If Thin Client is required to be replaced due to failure, the same will be removed from the machine by the company's engineer in the presence of Chief Booking Supervisor. Thin Client will be sealed by the CBS and engineer and the same will be sent to the UTS console after entering details of thin clients in the CoTVM register. Console staff will verify the seal and hand it over to the CRIS engineer for extracting the data. Thin client in CoTVM will be replaced by the engineer in the presence of CBS after entering the details in the register and inform to CRIS regional for configuration of thin client.
- 2.7 Only the Engineer authorized by the AMC agency holding proper Identity Card should be permitted to handle the equipments associated with the system in the presence of booking staff.
- 2.8 CBS will closely monitor the functioning of all CoTVMs at the station and immediately inform CoTVM helpdesk, Commercial control and UTS centre ... about any failure or discrepancy in the machine.
- 2.9 The CoTVM will have sufficiently secured locking system with two doors i.e. one door with mechanical lock for kiosk maintenance and second door with

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mechanical & electronic lock for cash box security. Both the mechanical locks will have two sets of keys. One key will be kept in the custody of the shift supervisor and the second key will remain in the custody of the CBS. The same shall be used only in case of loss/misplacement of original keys. CBS will send a detailed report to the Sr. DCM in such cases.

- 2.10 To ensure the security of thermal stationery, printer is locked with mechanical lock and will have two sets of keys. One key will be kept in the custody of the shift supervisor and the second key will remain in the custody of the CBS. The same shall be used only in case of loss/misplacement of original keys. CBS will send a detailed report to the Sr. DCM in such cases.
- 2.11 In case of any discrepancy or possibility of any manipulation is noticed, the same shall be immediately brought to the notice of the divisional commercial officers and UTS centre telephonically followed by in writing for remedial measures.
- 2.12 A statement regarding failures should be sent to the divisional office by each station by 2ND of each month. The division should forward the consolidated statement to HQ by 5th of each month.

3.0 Cash collection from CoTVM

- 3.1 The cash will be collected by the authorized CBS/BS/any other person as nominated by Sr. DCM for opening of cash box in the presence of RPF staff.
- 3.2 For collection of notes & coins, CBS has to bring another set of cash & coins bag.
- 3.3 Before taking out the cash from the machine, proper procedure for generating DTC and the machine synchronization should be followed by the CBS. For this purpose, the authorized person (for opening of cash box) will gain access to the machine by using his/her supervisory smart card.
- 3.4 On keeping the smart card on the slot, supervisor has to press Indian Railway logo displayed on the top right side of touch screen. After clicking, supervisor's menu will appear on the screen.
- 3.5 After entering the password, he will generate and print the DTC for accountal of the collected cash. DTC will reflect the notes & coins collected and stock consumed in current session.
- 3.6 After generating the DTC, supervisor has to open the mechanical lock using key and electronic lock using unique password assigned to him.
- 3.7 If supervisor tries to open the electronic lock without authenticating himself using supervisor smart card then it will be treated as unauthorized access and immediately alarm will go off.
- 3.8 After opening of cash box, supervisor will remove both the note & coin bags and place the empty bags in place of existing bag.
- 3.9 The cash bags will be brought to the cash room for opening. The cash will be counted and entry will be made in the register maintained for this purpose.
- 3.10 If no person comes to collect the cash in night at odd hours then on next day, two DTC will be printed i.e. one DTC for previous day upto 00:00 Hrs and second

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DTC from 00:00 Hrs to till that time. However, cash bags will have cash of both the DTCs which has to be separated at the time of counting of cash.

4.0 Mismatch of cash/acceptance of counterfeit notes

- 4.1 If at the time of counting of cash (notes & coins), supervisor notices shortage/surplus of cash then immediately, he will inform Sr. DCM and concerned vendor for corrective action as well as CRIS regional data centre.
- 4.2 If at the time of counting of cash (notes & coins), supervisor notices acceptance of counterfeit notes then immediately he will inform Sr. DCM and concern vendor for corrective action as well as CRIS regional data centre.
- 4.3 In this case, Sr. DCM will form a team to investigate the case and vendor will be given the chance to represent his case. After investigation, if found that machine has accepted counterfeit notes then vendor has to pay equivalent amount to Zonal Railways. If vendor refuses to pay the equivalent amount then during warranty period Zonal Railway will inform to CRIS office to recover that amount from the vendor. After the warranty period, money may be recovered by Railways from AMC amount.

5.0 Ticket stock and mismatch of tickets

- 5.1 Thermal ticket rolls having 500 tickets will be used in CoTVMs. The thermal ticket stationary will be a stock item and stations can draw the supply from Stores Depot or as decided by Zonal Railway.
- 5.2 CBS will be responsible for indenting, collection from stores, safekeeping and accounting of these pre-printed thermal ticket roll. Upon receipt of the ticket stock, the CBS will check it, account for the same in the CoTVM ticket stock register and intimate the details to Dy CAO/TA- endorsing a copy to the Divisional office.
- 5.3 Any discrepancy noticed in the ticket roll shall be immediately brought to the notice of Dy CAO/TA-... and divisional office. The defective rolls should be destroyed in the presence of an officer not less than ACM along with CBS incharge, Sectional CMI and TIA endorsing a copy to the office of Dy. CAO/TA, divisional office and Dy. CMM-.....
- 5.4 If any CoTVM is not in use for a prolonged period, the unused ticket roll if any shall be used at other CoTVM after passing necessary remarks in the stock book. These remarks should invariably be passed on the continuity statements which are sent to traffic account office for internal check.
- 5.5 Stores department should ensure timely supply of adequate stock of ticket rolls at the station for smooth functioning of the system and intimate the details to Traffic accounts office
- 5.6 The accountal of ticket stock will be checked by TIA during regular inspection programme.
- 5.7 If any mismatch of preprinted ticket number and system generated ticket number is reported or noticed, CBS will suspend further operation of the

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machine. CBS will verify the physical ticket number/running ticket number from CoTVM, view transaction details of the particular transaction by placing Supervisor Card & Management Console terminal and set right the mismatch after recording the details in the mismatch register.

- 5.8 In case the passenger approaches CBS in-charge with not-printed/improperly printed ticket within one hour of issue, the same should be verified through the system, cancelled and a free EFT may be issued to the passenger instead of granting refund and remarks may be given in EFT returns against such EFTs as " Issued in lieu of not-printed/improper ticket of CoTVM". Each such instance should be verified and certified by the CBS and should be sent to Traffic accounts Office and also divisional office as well as CRIS office.
- 5.9 If passenger reports that ticket/Season ticket (issued through smart card) is not issued but amount is deducted from the machine then smart card available with the passenger will be verified to check whether money has been deducted from the smart card; the smart card is capable of storing the data of the last three transactions. Moreover, the CoTVM will also display last ten transactions on the machine after displaying supervisory card. If the ticket/season ticket, platform/tourist ticket is not printed but balance is deducted from the card, the procedure as described in para 5.8 will be followed.

6.0 Smart Card

- 6.1 The vendor will supply a CD containing SNR number along with Smart cards to the Zonal HQ and the CRIS shall load SNR numbers on UTS server. UTS console will receive Smart Cards from the vendor through an utility provided by CRIS. A receipt of the same will be generated by the system. Zonal HQ will supply the cards to the divisional store. Divisional store In-charge will receive the cards through the system after entering receipt number and transfer it to the station. A receipt for the same will be generated by the system. CBS will receive the cards through system and enter it in stock register maintained for the purpose. The cards will remain in the safe custody of the CBS/in-charge.
- 6.2 On receipt of stock of smart cards, all smart cards will be entered in the system by the CBS and its genuineness will be verified by the system while issuing the ticket.
- 6.3 The smart cards will be issued to the counter nominated for sale of the cards as per the requirement. The card will be stored in the counter in the special bin provided for the purpose.
- 6.4 A security deposit (as applicable from time to time) shall be collected while issuing fresh cards. Currently the security deposit is Rs 50/- as advised vide Railway Board's Commercial Circular no 50 of 2011 dated 22.9.2011.
- 6.5 The issuing station will issue smart cards in a sequential order and a periodical/monthly statement of cards issued/recharged/deposited will be sent to the traffic Accounts office along-with returns.

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- 6.6 The smart cards can be topped up with the values minimum of Rs. 20/- and thereafter, in the multiple of Rs 50/-+ up to the maximum limit of Rs 5000/- at a time with 5% additional usage value on ticket portion. The maximum amount permissible on a Smart Card is Rs 5250/- (inclusive of bonus) or as amended from time to time.
- 6.7 A flat 5% usage value is given to the passenger over and above the denomination of the card value as incentive as advised vide Commercial Circular no 66 of 2008 dated 01.12.2008 and as amended from time to time. If bonus usage value is in fraction, the same will be rounded off to the nearest lower rupee. However, bonus will not be allowed on the amount used for purpose of season tickets. Since, bonus is credited to the passenger at the time of issuing/ recharging of card; proportionate bonus value on season ticket fare will be deducted at the time of issuing of season ticket as per Railway Board's letter No. 2006/TG-I/10/ATVM dated 02.12.2008.
- 6.8 The validity period of the cards will be six months from the date of issue or last recharge as the case may be. However, a grace period of one month will be allowed only for the purpose of refunds of balance on card and security deposit as per Railway boards' letter No. 2006/TG-I/10/ATVM dated 02.12.2008 refund will be granted after deducting a clerkage charge of Rs 15/- and bonus on unused balance amount.
- 6.9 No duplicate smart card will issued in case of loss/theft of smart cards. However, the same can be locked to prevent the misuse of the card. The Smart card will be locked by the Supervisor after obtaining written request from the passenger along with submission of original receipt of card issued.
- 6.10 In case the card is mutilated and shows message "Balance tempered" or is not readable, data of card can be recovered by system, fresh card with balance and validity of old card may be issued on payment of clerkage charges of Rs.15/-. However, duplicate fresh card will be given on a clear understanding that if it is found later on that actual balance on the card is less than the amount transferred on the fresh card, Railway can deduct amount due to him from the fresh card for any transaction in the system. If the card is not readable due to manufacturing or any other technical problem, fresh card will be issued without collection of clerkage charges.
- 6.11 The balance on old card will be transferred on the new card at the time of issuing of duplicate card. However, if correct balance is not transferred on the new card due to the system problem, the matter should be immediately informed to the UTS console and referred it to the CRIS. CRIS engineer will issue a certificate in this regard after verifying the facts. Manual refund should be granted by the CBS in such cases after obtaining certificate from CRIS and post facto sanction should be taken from the officer of concerned Division. In cases where higher amount is transferred on card, such amount should be debited from the card balance with the passenger.

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- 6.12 For faulty smart card received at terminal, provision is available in the system to rectify smart cards at the terminal level so that no need to sent the cards at division/zonal level and cards may be used immediately at the station itself and rectified cards will again be issued to the passenger. If due to manufacturing defect, smart card are not rectified at the terminal then faulty smart cards collected at the terminal will remain in the custody of the operator. The CBS will tally faulty cards with the report of faulty cards generated daily and receive the faulty cards from terminal to location through system. CBS will send faulty cards to the Division at the end of each period of the month. Division will send the cards to the UTS console. UTS console will inform details of those smart cards to CRIS and hand-over those smart cards to vendor for rectification. After receiving rectified smart cards from vendor, UTS console will inform to CRIS regional data centre for checking and feeding of those smart cards details in the system.
- 6.13 At the end of every shift CBS shall verify whether clerkage charges have been collected or not by the operator on every damaged/mutilated card deposited and proper endorsement should be made on daily report of deposited cards.
- 6.14 In case of unused or partially used smart cards, refund will be given after deducting unused bonus value and Rs 15/- as clerkage charges as advised vide Commercial Circular No. 19 of 2013 dated 12.03.2013 and as amended from time to time.
- 6.15 The smart card will be treated as money value item and in case of loss of the same (unused card); a debit of Rs 50/- will be raised against the concerned staff. In case of loss of faulty smart card, Rs 50/- plus balance amount on card will be raised as debit against the concerned staff.
- 6.16 The valid cards which are surrendered by the passengers for cancellation will be deposited and placed on the top of the bin and subsequently be issued to the passengers.
- 6.17 The daily stock position of the smart card will be closely monitored by the Division.
- 6.18 Division will prepare indent based on the sale and estimated requirement for procurement through HQ.

7.0 Disposal of defective/broken cards

- 7.1 Card received at Zonal level are thoroughly checked and those card which can be rectified on reformatting will be rectified and will be sent back to station through Division for reissue.
- 7.2 Card received at Zonal levels which are having manufacturing defects should be sent back to vendors for replacement and the card so received should be reissued.
- 7.3 Cards received at Zonal level which are broken/mutilated are destroyed in presence of representative of concerned Division office, CRIS, TIA and Commercial Inspect of HQ, the list of the same should be sent to Traffic Accounts office,

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7.4 The cards which are broken/mutilated should be removed from the database by CRIS.

8.0 RFID Card Reader

- 8.1 The card Reader will be used for issuing of card at the time of the sale, recharging the card, cancellation of the card, enquiry of the card etc. The Card Reader is connected at the Terminal nominated for issuing Smart cards.
- 8.2 The Card Reader supplied to the station will be in the custody of CBS as a T&P item in the T & P register.
- 8.3 A card reader register will be maintained for the same wherein the detail of failure, engineers visits etc will be recorded.


9.0 Refund on tickets

- 9.1 The refund of tickets issued through CoTVMs will be done as per extant refund rules.
- 9.2 The operator, after verifying the time, will grant manual refund as per existing refund rules applicable for unreserved tickets.

10.0 Accountal

- 10.1 The additional reports will be sent to Accounts Office.
- 10.2 The m9 and cash info will show the accountal of CoTVM.
- 10.3 Existing ATVM reports will populate the CoTVM data for sale of tickets, smartcard recharged, etc.
- 10.4 The following items shall be shown in the balance sheet separately:
 - 10.2.1 Recharge of smart cards,
 - 10.2.4 Sale of Platform tickets,
 - 10.2.3 Sale of Journey Tickets,
 - 10.2.4 Sale of Season Tickets
 - 10.2.5 Clerkage Charges from CoTVM
- 10.5 The top-up value of the smart cards should be taken in the head "coaching earnings" in the balance sheet.
- 10.6 The sale of tickets from CoTVM will be taken into the accountal of earnings. However, the originating passengers will be calculated from the sale of ticket details.
- 10.7 Clerkage charges collected separately for depositing and issuing of fresh cards in lieu of quality cards should be included in Other Coaching Earning.
- 10.8 The statement of originating passengers will be generated at the end of each 10-day period and send to Dy. CAO (TA)-.....

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11.0 Registers

- 11.1 Failure register
- 11.2 CoTVM smart Card stock register
- 11.3 CoTVM Ticket roll stock register
- 11.4 Mismatch register
- 11.5 Dead stock register of hardware
- 11.6 Non-Issued ticket register
- 11.7 Continuity register
- 11.8 CoTVM manual refund entry registers for post-facto sanction.

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