

ADVANCE RATES NOTIFICATION NO.14 OF 2022 (Cog)

Sub: Appointment of Facilitators for issuing of unreserved tickets through ATVMs.
Ref: Railway Board's letter no. 2011/TG-I/10/ATVMs/Facilitators/e-file
Dt. 17/03/2022

Please find enclosed herewith a copy of Railway Board's letter No. 2011/TG-I/10/ATVMs/Facilitators/e-file Dated 17/03 /2022 on the above subject for information and necessary action.

Please circulate the instructions to all concerned staff & ensure that the same are followed strictly.

Compliance of these instructions may please be issued

(Ajay Kumar)
SCM (G)
/CCM (PM)

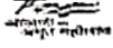
Memo No. C/CRS/BB-364/ATVMs/Facilitators/Pt.I

CCM [PM]'s Office
Mumbai CSMT
Date:25.05.2022

Copy forwarded for information and necessary action to:

DRM CSTM, BSL, NGP, SUR, PUNE
Sr. DCM/Sr.DFM -- CSTM/ BSL/NGP/SUR/PUNE
COM/CCM/CPTM/CPRO/SDGM/CAO © /CPO/ CEE/CCM(PS)/CCM(FS)/CCO
DY.CCM(PS)/DY.CCM(FS)/Dy.CCM(FOIS)/Dy.CCM(Claims)/DY.CCO/DY.COM(Cog)/DGM(G)/
DY.CVO(T).
FA & CAO/ FA & CAO(T)/ SR. AFA(T)/ Insp /AFA (T) Cog.
ACM (Res) Cog/ACM(TC)/ACM(PM)/ ACM(Refund), ACM (Claims)AS(PG), Gen Sec. IRCA,
NDLS/TCO,NAB.
CI-ATVM/., COS Rates (Cog) / DBS, CSTM/Hardware Supdtt.UTS/PRS
GM, CRIS, Mumbai, CCOR (HQ) GGM/IRCTC,CSMT.

(Ajay Kumar)
SCM (G)
/CCM (PM)



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



C8/ATVM-1
Plz circulate.
21/3/22
Dycom/22

No. 2011/TG-I/10/ATVMs/Facilitators/e-file

New Delhi, dated 17.03.2022

Principal Chief Commercial Managers,
All Zonal Railways.

Sub: Engagement of facilitators for issuing of unreserved tickets through ATVMs.

Ref: This office letter no. 2020/TG-I/10/Restarting ATVM dt. 08.12.2020.

Please refer to this office letter of even number dated 12.03.2021 wherein the scheme for engaging facilitator was extended upto 31.03.2022. The need for extension of this scheme further has been examined. It has been observed that the scheme of engaging facilitator was approved in 2011 as the Hand Holding measure for a temporary period of 6 months. However, based on the demands received from zonal Railways, this scheme has been extended as well as proliferated during the last more than 10 years. Zonal Railways have been requested from time to time to take necessary steps to educate passengers about the features of ATVMs. CRIS has also been requested to take necessary action to make ATVMs more user-friendly.

1.1 CRIS has informed that to maximize uses of ATVMs, facility of online recharge of ATVMs smart card has been implemented. Further, payment through Paytm and Freecharge dynamic UPI QR code has also been implemented in ATVMs and now passengers can use any UPI enabled payments app to buy tickets and recharge of smart cards through ATVMs. Zonal Railways have also taken steps to proliferate use of ATVMs. However, still the need of having facilitator is being felt to cater to the requirements of those passengers who hesitate in using machines/new technology.

1.2 Keeping in view the facts mentioned above and the demand of zonal Railway, it has been decided as under: -

- The scheme of facilitator may be extended by another one (01) year i.e. up to 31.03.2023 on the extant terms and conditions.
- Zonal Railways will take necessary action to educate/encourage passengers to use the ATVMs on their own instead of depending upon facilitator for purchase of tickets.
- CRIS will take necessary action to make ATVMs more user friendly.

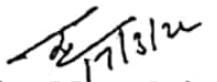
17/3/22
JDPM

17-03-2022

17-03-2022

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2. Necessary instructions may be issued to all concerned.
3. This issues with the concurrence of Finance Directorate of Ministry of Railways.


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

No. 2011/TG-I/10/ATVMs/Facilitators/e-file

New Delhi, dated .03.2022

Copy to:

PFA & CAO, All Zonal Railways.
Director (Audit), All Zonal Railways.


For Member Finance, Railways

Copy to:

1. CCM/PMs and CCM/PSs, all Zonal Railways.
2. ADG/PR, EDV(T),EDFC,DF(C),PPS/FC, 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. DG, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
6. The Principals, Zonal Railway Training Institutes, Central Railway/Bhusawal, Eastern Railway/Bhuli-Dhanbad, Northern Railway/Chandausi, East Central railway/Muzaffarpur, NF Railway/Alipurduar, Southern Railway/Trichy, South Central Railway/Moula Ali, SE Railway/Sini, North 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.
