Help Document for utsonmobile - Android Phone

Unreserved Ticketing System is the predominant ticketing system on Indian Railways in terms of the number of passengers it serves. As of now, the passengers are allowed to book unreserved ticketing through the following mode

1. Face-to-face UTS counter.
2. Automatic ticket vending Machine (ATVM).

Now as a fourth option, Indian Railway is introducing the facility of booking paperless unreserved suburban tickets on the Smartphones. The application has been modified in-house by Centre for Railway Information Systems (CRIS).

Pre-requisite: The passenger should have GPS enabled smartphone to book paperless unreserved suburban ticket. The GPS co-ordinates of suburban Railway tracks plus 15 meters on either side of the tracks will be earmarked as Geo-Fencing area and No ticket booking is allowed within the Geo-Fencing area.
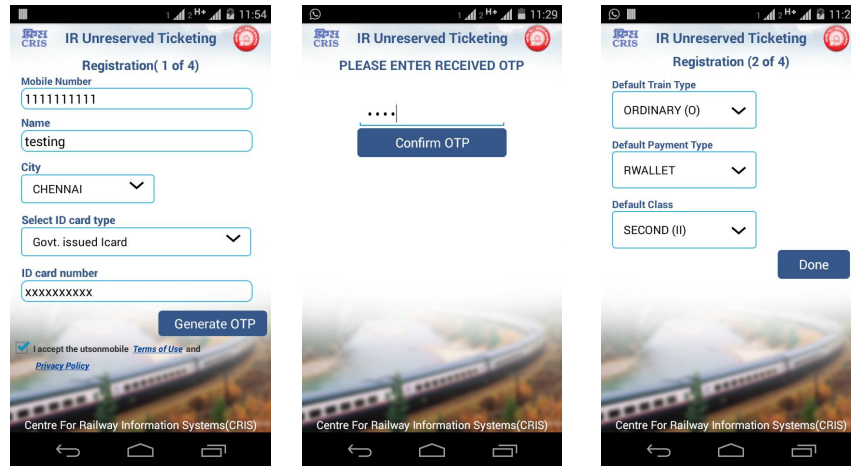
Mobile Application Availability/accessibility

The downloadable mobile application is uploaded in the OEMs application store (i.e.) Android app in Google play store. The passenger can download the mobile ticketing app from the appropriate application store.

Registration

➢ Registration can be done through mobile phone app or website (https://www.utsonmobile.indianrail.gov.in).
➢ The passenger first will get registered by providing his/her mobile number , name, Identification card number, city, default booking train type, class, ticket type, number of passenger, and frequently travelling routes.

Mobile Screen shots

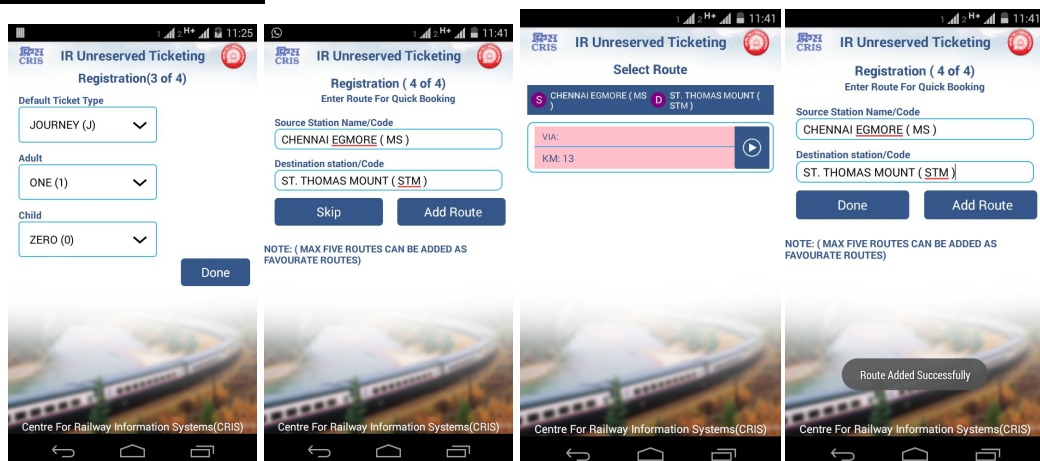> The passenger has to provide the following information at the time of registration:

Mobile Number	The passenger should give the mobile number of the mobile from which registration process is being performed and will be used for Ticket Booking. By default, Mobile number will be used as user id for application login.
Name	The name of the passenger.
City	The passenger resident city from where the passenger books the tickets. This information will be used to customize the application interface like filter source station at the time of booking ,etc
ID Card	The passenger has to give an ID card of any ID card type specified in the 'Select ID card Type' list. The passenger is responsible in case of defining wrong/fake ID card.

> The passenger will press the Generate OTP and OTP will be sent as SMS to the mobile specified in the application.
> The passenger has to type the received OTP in the application.
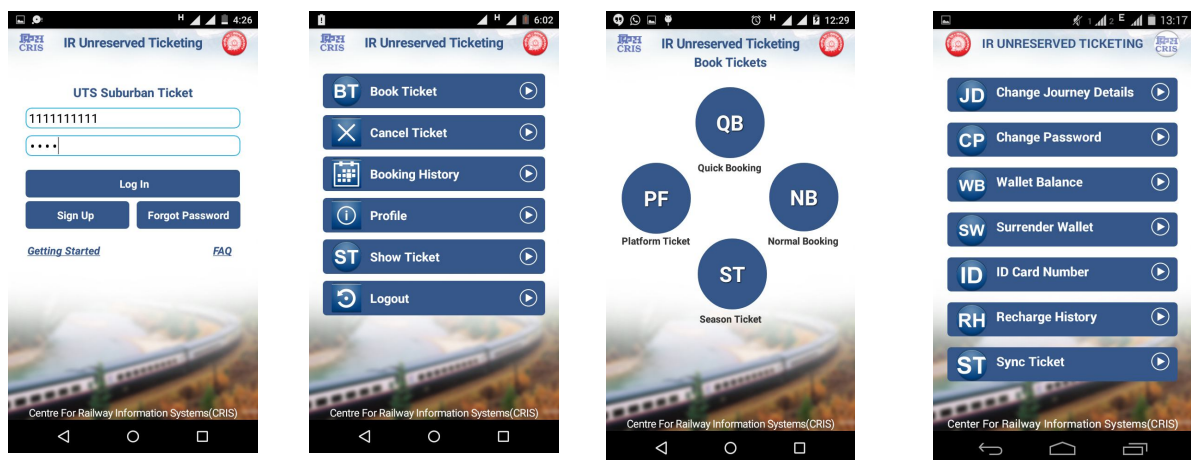
Mobile Screen shots

> The passenger has to select the most preferable booking information like Journey type, Ticket type, Class and number of passenger to be used as default while booking ticket.
> The passenger can also define frequent travel route which will be used for Quick Booking. This will enable the passenger to book the ticket by 2 or 3 clicks.
> After successful registration, an SMS will be sent to the user with login-id and password. The passenger can also register through the mobile phone and internet.

Login & Application feature

The passengers have to login to the application by giving their mobile number and password as the user credentials. Only registered users are allowed to access the application features.

If the login credential fails three times consecutively, then the user account will be locked. It will be unlocked automatically after 1 hour. The policy for automatic unlock may change time to time.

Application Feature

1. **Quick Booking** - Book Ticket using frequent travel routes.
2. **Normal Booking** - Book Ticket for any routes defined for the city.
3. **Season Ticket** - Book Season ticket for any routes defined for the city.
4. **Platform Ticket** - Book Platform ticket
5. **Cancel Ticket** - Cancel a Ticket before taking Ticket Printout @ Kiosk. However, Cancellation of Paperless ticket is not allowed.
6. **Booking History** - Show already booked tickets with rebook option.
7. **Show Ticket** - This feature will be used by the passenger as and when TTE/TC asked for ticket. This feature is for paperless ticket.
8. **Profile** - Manage the passenger profile and check RWallet balance.
9. **Sync Ticket** - The option is available under profile feature. This is used to remove the old expired tickets and sync latest valid ticket from the server.
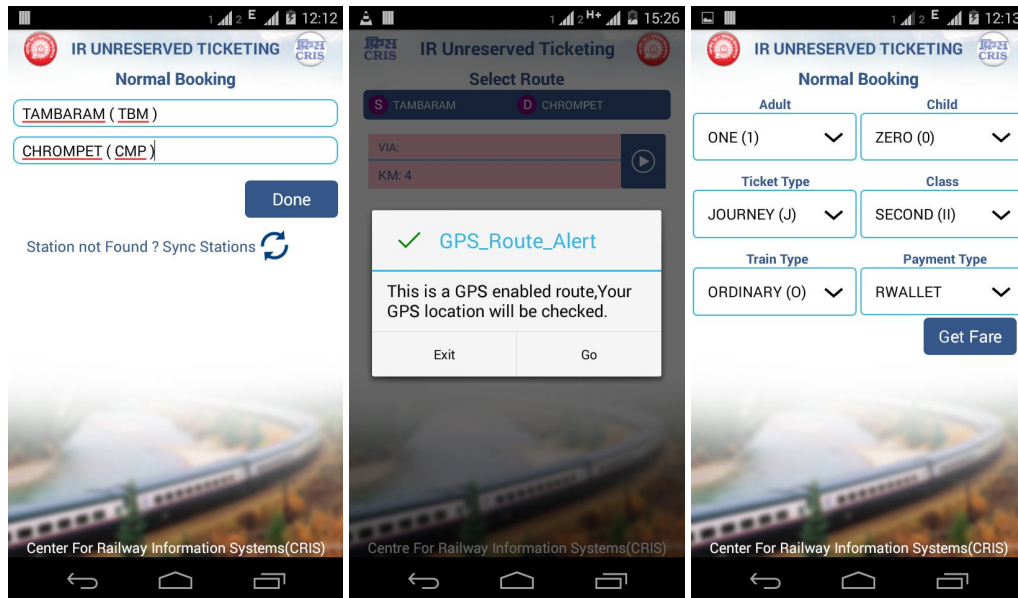10. **Logout** - The application will shutdown**.**

Ticket booking

The passengers are allowed to book normal (non-concession) journey/return paperless tickets. The journey date will always be current date. No advance ticket booking is allowed.

➢ Tickets can be booked by invoking the Mobile Apps on smart phones.

➢ The passenger will be login to the application by giving Mobile number and password for authentication, which will enable only users who have done the registration for mobile ticket to use the application.

➢ In case internet connection of the mobile is not working, the passenger will not be allowed to book ticket.

➢ The application will do the following

  o Get the GPS location of the passenger. In case, the GPS location of the passenger is not readable, the passenger will not be allowed to book ticket.

  o Journey ticket once booked cannot be cancelled to avoid refund after performing the journey. Hence, no refund should be permitted for the paperless tickets issued through Smartphone.

  o In case, the passenger is not able to show ticket to the ticket checking staff , then this should be considered as ticketless travel.

  o Paperless ticket is not allowed to take printout at the ATVM.

  o The journey should commence within 1 hour after booking the paperless ticket.

➢ There are three options given to the passenger to book paperless tickets
  1. Normal Booking
  2. Quick Booking
  3. Rebook

Transaction Flow in Normal Booking:

Mobile Screen Shots

- ➤ The passenger will be asked to select the source station
  - ▪ The application will show list of source station enabled for mobile ticket.
- ➤ Allow the passenger to enter the partial/full name of the destination station and shortlist the station using pattern matching software.
  - ▪ In case, there are multiple routes available between the source station and destination station, then the application shows the list of routes and passenger has to select the route.
  - ▪ In case of single route, the application will navigate to next screen.
- ➤ In case, the selected source and destination lies within the Geo-Fencing area , then the passenger will get an alert message saying "This is a GPS enabled route, Your GPS location will be checked". Booking is allowed within 5km radius from the source station as well as 15 meters away from the Railway Track/Station.
- ➤ The passenger will be allowed to select journey details like number of adult and child passengers who want to travel on a ticket.
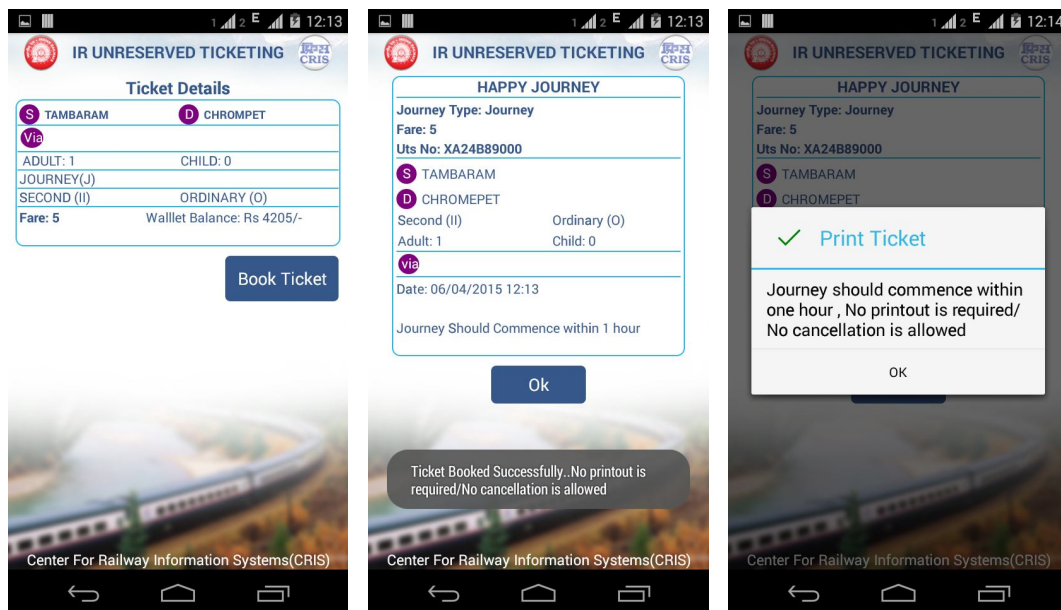
  Maximum number of passengers allowed per ticket is based on the Class

  Second Class   - 4 passengers
  First Class   - 1 passenger

- ➤ The passenger can select class of journey; the allowed entries are II for Second class and FC for first class or go with default selected option.
- ➤ The passenger will be allowed to select Journey type. The allowed journeys are Single/Return.
- ➤ In case of Return Journey, the passenger will not be prompted for Train Type because Return tickets are allowed only in Ordinary Trains.
- ➤ The passenger will get fare for the ticket and available balance in the RWallet.
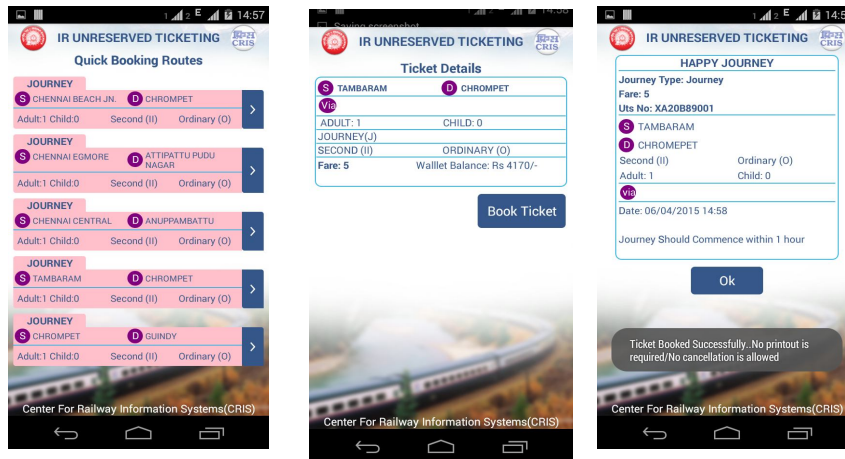
➢ The passenger selects the payment option as Railway wallet.

➢ The passenger will confirm the ticket by pressing 'Book Ticket' button. Now, the system will capture the passenger's current GPS location and check whether the passenger is within the Geo-fencing area. If the passenger GPS location lies within the geo-fencing area, then ticket booking will not be allowed. Otherwise, Ticket booking will be allowed.

➢ If RWallet is having sufficient balance to book the ticket, then the money will deducted from the passenger RWallet and ticket will be booked with confirmation message. Otherwise, the application will give a message "Insufficient balance".

➢ The passenger will be prompted to save this ticket information in Frequent Travel Information (FTI) in case the route is not available in the passenger FTI profile.

Transaction Flow in Quick Booking:
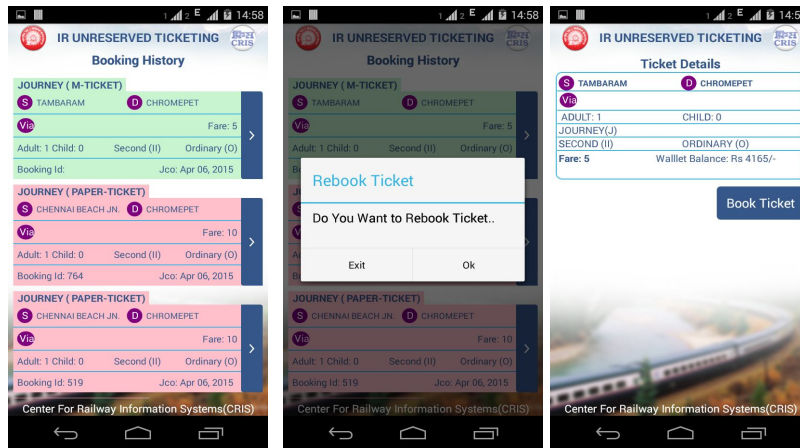
(Mobile Screen Shots)

- The frequent travel routes will be displayed along with default class, ticket type, train type, number of passengers.
- The passenger will select the route.
- The passenger will get fare for the ticket and available R-Wallet Balance.
- The passenger will confirm the ticket by pressing 'Book Ticket' button. Now, the system will capture the passenger's current GPS location and check whether the passenger is within the Geo-fencing area. If the passenger GPS location lies within the geo-fencing area, then ticket booking will not be allowed. Otherwise, Ticket booking will be allowed.
- The system will check whether the passenger RWallet is having sufficient balance. If the RWallet is having sufficient balance to book the ticket, then the ticket fare amount will deducted from the passenger RWallet and ticket will be booked with confirmation message. Otherwise, the application will give a message "Insufficient balance".
- The passenger will be allowed to book ticket for the current day.

Booking History with Rebook

- The passenger can view the last 5 booked ticket details.
    - The paperless ticket will be highlighted in pista colour with caption M-TICKET and other ticket with ATVM print will have caption 'Paper Ticket'.
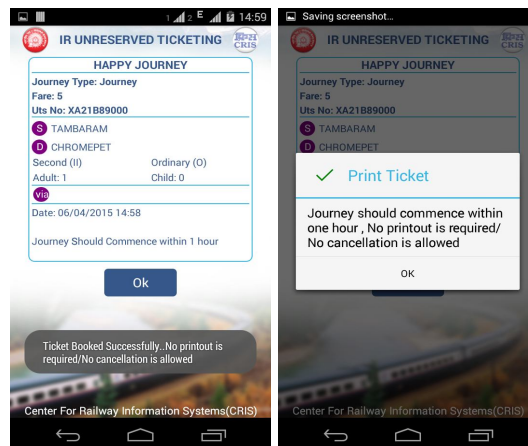   - **Mobile Screen Shots**

Rebooking Tickets

➢ There will be an option to re-book the ticket for the current date; the system will automatically change the journey date to current date and calculate the fare.

➢ The passenger will confirm the ticket by pressing 'Book Ticket' button. Now, the system will capture the passenger's current GPS location and check whether the passenger is within the Geo-fencing area. If the passenger GPS location lies within the geo-fencing area, then ticket booking will not be allowed. Otherwise, Ticket booking will be allowed.

➢ The system will check whether the passenger RWallet is having sufficient balance. If the RWallet is having sufficient balance to book the ticket, then the ticket fare amount will deducted from the passenger RWallet and ticket will be booked with confirmation message. Otherwise, the application will give a message "Insufficient balance".

➢ The passenger will be allowed to book ticket for the current day.

Season Ticket

Two types of season tickets are being issued/renewed through UTS.

1. Single route season ticket (i.e.) Journey is allowed between a pair of stations.

2. Multi-route season ticket (i.e.) Journey is allowed between multiple sources and destinations.
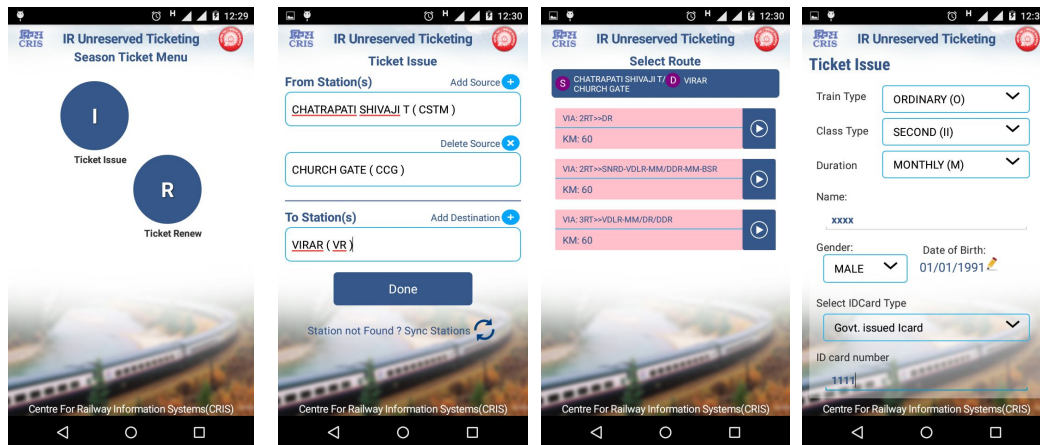
In Unreserved Ticketing System, currently, the multi-route season ticketing is allowed only in for Mumbai and Kolkata passengers.

The paperless season ticket will be issued with validity period starting from next day only. In case of advance renewal of season ticket, the new validity period logic is as follows:
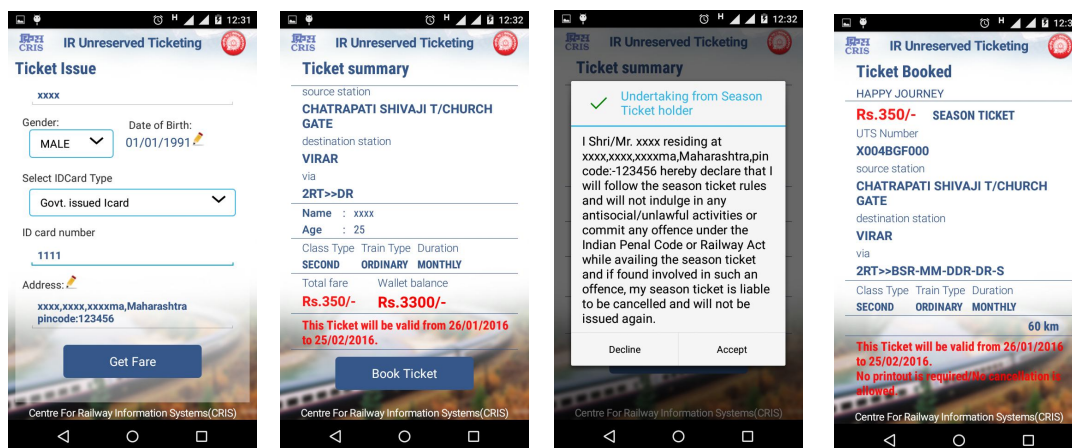
1. In case the season ticket validity period is active, then the new validity period will be effective from existing validity period plus one day.

2. In case the season ticket validity period is expired, then the new validity period will be from next day (i.e. current date plus one).

➢ **There is no check for passenger GPS location.**

➢ Also, only Adult the paperless season ticket will be provided to the passenger because the **utsonmobile** service is not available to persons under the age of 17.

➢ The system will allow only non-concessional season ticket.

➢ The declaration form as per Railway Board's order is enabled at the time of season ticket issuance.

➢ Whenever TTE/TC asks for the season ticket, the passenger can open show ticket option in the app and display the ticket to the TTE.

➢ The show ticket option will work in offline mode in case GPRS link is not available.

➢ Season ticket once booked cannot be cancelled.

➢ The validity of the fresh season ticket will start from next day of the issuing date.

➢ The passenger can book Second/First Class season ticket.

➢ The passenger can book Ordinary/Express/Superfast season ticket. However, first class season ticket on mail/express/superfast is not allowed.

➢ The passenger can book Monthly/Quarterly/Half-yearly/Yearly season ticket.

Transaction flow for issuance of paperless season tickets:

1. The passenger will login to the utsonmobile application on smart mobile phones.
2. The passenger will select 'Season Ticket ' option and then select sub option 'Issue'.

3. The application will check whether any valid season ticket is associated with the mobile number. If there is already a valid season ticket, the system will not allow second season ticket.
4. The application will prompt the passenger to feed ticket details like Source Station, Destination Station, Via, Class, Adult/Child, Name, Age, Gender, I-Card number and address.
5. In case of multi-route season ticket, the passenger can add multiple sources /destination station.
6. The passenger can book Second/First Class season ticket.
7. The passenger will be responsible for the age, date of birth, gender, I-card and address details as the system will not validate these information. The age will be automatically calculated based on the date of birth provided by the passenger.
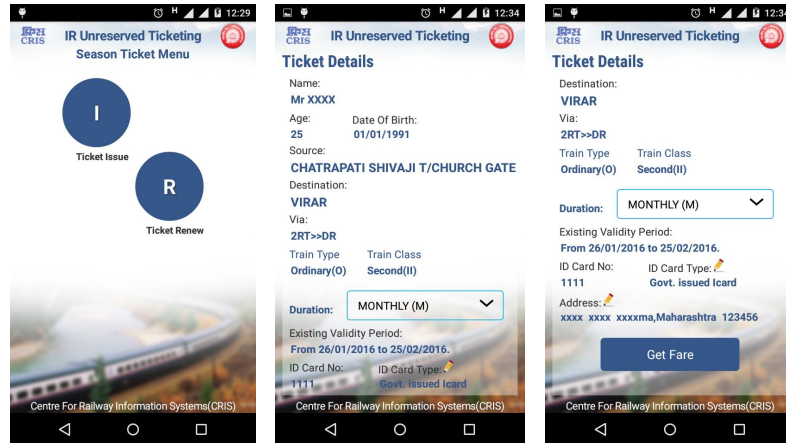

8. The passenger will get the total fare of the ticket.
9. The passenger will select payment option.
10. The System will check whether the passenger Railway Wallet (R-Wallet) has sufficient balance. If the R-Wallet has sufficient balance to book the ticket, then the money will deducted from the passenger R-Wallet and season ticket will be issued. Otherwise, the application will give a message **"You have insufficient funds, Please recharge your R-Wallet"**. In case of insufficient balance, the passenger can use the web facility to recharge the R-wallet. He can then purchase the season ticket, following the steps detailed above.

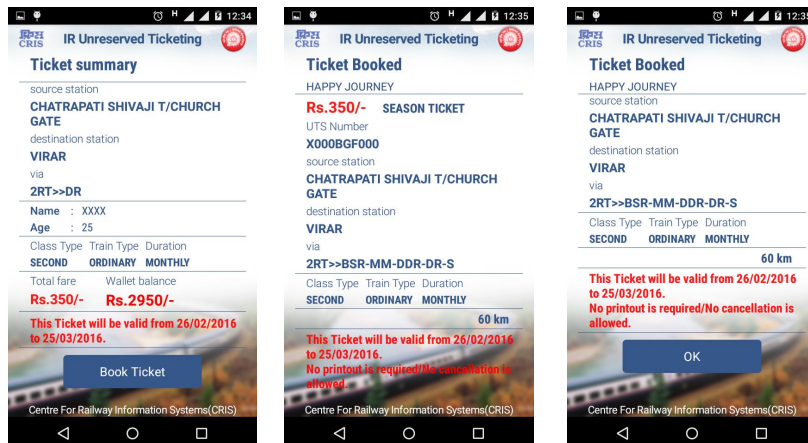**Transaction flow for renewal of paperless season tickets:**

The system will give automatic notification to the passengers regarding the expiry of paperless season ticket 10 days in advance, which will help the passenger to renew the season paperless ticket well in advance using the R-wallet.

1. The passenger will login to the utsonmobile application on smart mobile phones.

2. The passenger will select 'Season Ticket'option and then select the sub option 'Renewal'.

3. Based on the passenger registered mobile number or UTS number, the application will check in the backend system for any existing valid season ticket. If there is any valid ticket available in the system, which is going to expire within 10 days or ticket validity period is already expired, but still within the grace period, will be displayed by the application.
4. Details of old season ticket will be displayed on screen with renew option.
5. The passengers are allowed to change the duration, ID card and address.
6. The passenger can book Second/First Class season ticket.
7. The passenger age will be automatically calculated based on the date of birth provided by the passenger.

8. The passenger will get the total fare of the ticket.
9. The passenger will select payment option.
10. The System will check whether the passenger R-Wallet has sufficient balance. If the R-Wallet has sufficient balance to book the ticket, then the money will deducted from the passenger R-Wallet and season ticket will be renewed. Otherwise, the application will give a message **"You have insufficient funds, Please recharge your R-Wallet"**. In case of insufficient balance, the passenger can use the web facility to recharge the R-wallet. He can purchase a season ticket as detailed above.
11. Once the ticket validity period plus grace period is expired, then passenger can obtain a fresh season ticket.
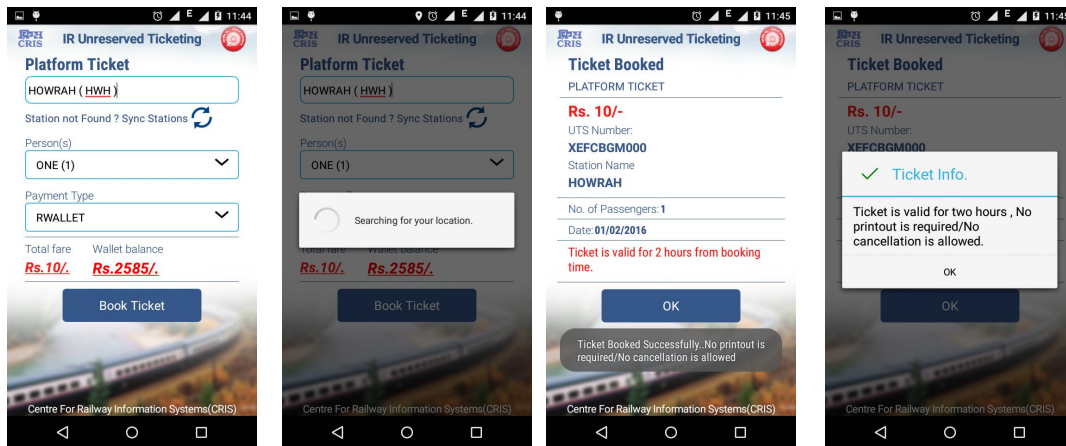

Platform Ticket

1. The paperless PF ticket is valid only for 2 hours from the booking time.

2. Ticket booked cannot be cancelled.

3. At the time of Ticket Sync, those tickets whose validity period is more than 2 hours will be removed automatically from the application.

The passengers may be allowed to take paperless platform tickets within 2 km radius from station and 25 meters for Chennai, 30 meters for Mumbai, 20 meters for Delhi, 20 meters for Kolkata and 15 meters for Secunderabad on either side of the tracks/station premises.

This option enables users to buy platform ticket over mobile phone.

1. User needs to select station name, number of passengers and payment.
2. The application will check for GPS location.
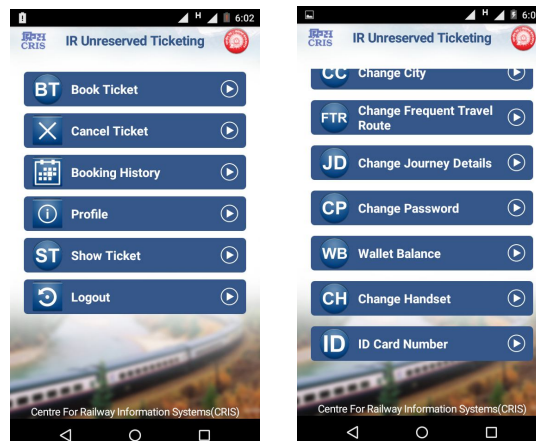3. After successful payment, platform ticket will be booked.

Change Handset & Recovery of Ticket

UTS on mobile Ticketing user can send Mobile Handset change request in cases:
1. The passenger wants to change the mobile handset.
2. The passenger has lost the mobile.
3. The passenger mobile is not repairable.

Case 1: The passenger wants to change the mobile handset.

The passengers are allowed to give change the handset from website. However, there should not be any active journey paperless ticket associated with the mobile number. In case, the passenger is having valid journey/season/platform ticket, then the passenger has to initiate the request from the mobile app only using the option "Change Handset" under "profile".

After change Handset request, if the user tries to login to the old handset, the application will message **"Please Login using registered Handset or give Handset Change Request from website"** is reflecting at the time of login from UTS app. The user will not be able to use the application with old handset.

The Change Handset request will be allowed once in three months.

Case 2: The passenger has lost the mobile

In case, the passenger lost the mobile handset and he/she is having any active ticket, then a change request letter with following document should submitted to CCM/PM office of the concerned Railway.
1. Copy of the FIR/CSR

2. Copy of the Duplicate SIM CARD request letter given to Mobile Network Operator.

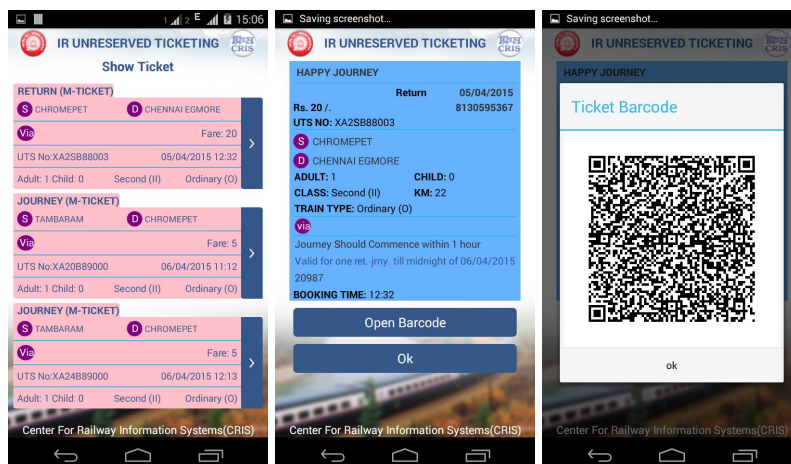### Case 3: The passenger mobile is not repairable

In case, the passenger mobile handset is in non-repairable condition and he/she is having any active ticket, then a change request letter with following document should submitted to CCM/PM office of the concerned Railway.
1. Copy of the letter from the dealer or service centre saying that the mobile is non repairable.

In case, the passenger is not having any valid ticket, then the change request may be initiated from website for all cases mentioned above.

Show Ticket

a. This option will display all the paperless ticket booked.

b. The passenger should start the journey within one hour after booking the ticket.

  i. Whenever TTE/TC asks for the journey ticket, the passenger can select "show ticket" option in the app and show the ticket. There is an option to display QRcode on the mobile screen.

  ii. The ticket will show the source, destination station, booking time and other journey information.

  iii. The TTE/TC can check the validity of the ticket.

iv. The TTE can also use the Ticket validator device to read the QR code. The passenger has to press the 'Open QR code' button to show the QRcode. The TTE/TC will read the QRcode and validate the ticket.

C. In case GPRS link is not there, then "show ticket" option in offline will be provided to the passenger.