

CASH/COIN & SMART CARD OPERATED TICKET VENDING MACHINES – ANOTHER MILESTONE FOR PASSENGER CONVENIENCE



INSERT A COIN OR A NOTE.....

TRAVEL ON A CONVENIENT NOTE.....

Cash/Coin & Smart Card operated Ticket Vending Machine more popularly referred to as CoTVM is a self-operated kiosk to buy unreserved tickets using **Currency notes/Coins** as well as **Smart Cards**. The kiosks have touch screens, are self operated and have user friendly graphical interface for easy & convenient ticket transactions. It is being introduced as a pilot project with 70 CoTVMs on the entire Western Railway network, including 20 CoTVMs in the Mumbai suburban section of Western Rly. It is planned to provide CoTVMs at Bandra Terminus, Dadar, Bandra, Andheri Borivali, Bhayander, Virar, Valsad, Udhna, Surat and Vapi in Mumbai Division besides 14 more locations on Western Railway including Ahmedabad, Indore, Vadodara, Rajkot etc. next 1-2 months.

SMART ATTRACTIONS

- **Issue of all types of tickets for suburban section** (*including renewal of non – concessional season tickets*)
- **Issue of general tickets for non-suburban section** (*Second Class non – concessional only*)
- The tickets can be issued for both **Western and Central Railway**.
- **Issue of Platform Tickets**
- **Recharge of smart cards** (*in denominations of Rs. 20/-, Rs. 50/-, Rs. 100/- and Rs. 500/-*)

HOW TO OPERATE YOUR CoTVM

The passenger can purchase ticket from a CoTVM machine by following these simple and easy steps:

1. Select the **language** of operation, **Destination station** (via point if any), **Class** of travel and **number of passengers** (adult/child)
2. Select the **mode of payment** – Cash or Smart Card
3. If mode of payment is selected as **Cash**, then the screen will show the message to insert the note & coin in cash acceptor within the pre – defined time.
4. Insert the note & coin (as the case may be) one by one. You have to insert the exact amount.
5. After inserting exact cash, **confirm** to print ticket. The ticket will be issued.

6. In case, mode of payment is selected as **Smart Card**, keep the Smart Card on the card reader and press the **print** icon. The ticket will be issued and amount of ticket will be deducted from the balance available in the smart card.

SALIENT FEATURES

- 24 hours service
- Helps to avoid queues
- Step-by-step tri-lingual instructions for the users are displayed on the kiosks.
- Additional feature for recharge of smart card. Recharge of smart card will happen with single note of denomination as selected by the passenger which is **Rs. 20/50/100/500**, i.e. for a Rs. 500/- recharge, one has to insert a single note of Rs. 500/- only.
- Additional 5% bonus on recharge of smart cards.

INSTRUCTIONS WHILE USING CoTVM

- The kiosk accepts **Indian coins** of **Rs 5/- & Rs 10/-** and **Indian currency notes** of denominations of **Rs 5/- to Rs 1000/-**, which shall be bearing the image of Mahatma Gandhi only.
- These machines do not accept soiled/cut/glued/taped/wet/coloured currency notes and currency notes other than the ones bearing the image of Mahatma Gandhi.
- These kiosks will only accept exact amount in currency notes & coins within the pre-defined time i.e 60 seconds for issue of ticket. If the passenger fails to insert the requisite amount, the transaction will be cancelled and the amount will be refunded to the passenger and he may start the transaction afresh.
- The Kiosk issues maximum 4 adult/child ticket on each second class ticket.
- Only one ticket will be issued in case of First Class ticket, Season ticket & Platform ticket.
- The refund of tickets issued through CoTVMs will be done as per extant refund rules.
