

21/Issued 21/12/06

SND. 56

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

No.2004/TG-V/10/20

New Delhi, dated 23 .01.2007

The Chief Commercial Managers,  
All Zonal Railways.

**Commercial Circular No. 8/2007**

**Sub: Procedure Order to deal with cases of Loss of EFT Book.**

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Please refer to Board's letter of even number dated 16.03.2006 on the above subject wherein instructions regarding dealing with the cases of loss of EFT Books were issued. The matter has been further examined in Board's office and it has been decided that the following procedure should be followed:

- i. The staff, whose EFT Book has been lost, will immediately issue XXR Message on the same day to Chief Ticket Inspector (CTI) at the base station, Divisional office/Traffic Accounts Office giving details of the lost book/foils.
- ii. On receipt of the wire, the Divisional Office shall arrange to notify the loss, through railway gazette warning the staff to guard against the fraudulent use of missing tickets and to CCMs and FA&CAOs(T) of all railways including home railway to instruct the staff concerned to be on look out for the tickets in daily collections and to question the persons found in possession of such ticket/s as to source thereof and send a report on action taken and outcome within a month's time.
- iii. Apart from the above, a Committee should be constituted comprising ACM of the concerned division and AAO from the Traffic Account Office who shall make arrangements to conduct enquiry based on FIR and relevant collateral evidence/documents to ascertain the cause of loss.
- iv. The Committee will examine the material on record including outcome of the notification referred to in para (ii) above, service record of the employee concerned, his general performance including earning during the last three years taking into account cases of short and delayed cash remittances and other irregularities.

- v. Enquiry report of the Committee should be put up to DRM within one month of its constitution.
- vi. However, if the enquiry establishes negligence on the part of the employee, action under D&AR for major penalty may be initiated. Recovery for the loss of the EFT Book, as assessed and advised by Traffic Accounts Branch, may be ordered by the Divisional Office from the salary of the employee within two months of the reported loss. D&AR action has no bearing on the recovery of the loss from the employee.
- vii. In case the report of the Enquiry Committee does not hold the employee responsible for the loss and result of the enquiry shows that tickets were lost due to fire, dacoity, floods etc. i.e. circumstances beyond the control of the employee, a proposal to write off the actual loss may be prepared by DRM and forwarded to CCM for further processing in consultation with FA&CAO/T and AGM. The debits raised by Traffic Accounts Office towards value of missing tickets shall, however, be withdrawn.
- viii. In case where EFT book/foils reported lost, is subsequently found misused, the matter will be reported to Traffic Accounts Office and debits will be raised for value of the lost tickets against the concerned staff, besides taking him/her under D&AR suitably.

This issues with the concurrence of Finance Directorate of the Ministry of Railways.

Please acknowledge receipt.

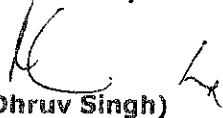


(Ravinesh Kumar)  
Director Traffic Commercial (G)  
Railway Board.

No. 2004/TG-V/10/20.

New Delhi, dated 23 .01.2007

Copy to (1) FA&CAOs, Zonal Railways for information and necessary action.  
(2) ADAI (Railways) with 140 spares.



(Dhruv Singh)  
Director Finance (Commercial)  
Railway Board.

Copy to: EDF(C), EDF(A), DF(C),DF(CCA), DF(A) and AC-II, F(C) Branches.

