

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

No. 2015/TG-V/12/3

New Delhi, dated 4.10.2016

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

(Commercial Circular No.58 /2016)

Sub: Revision of Duty List of Ticket Checking Staff.

The list, highlighting some of the important duties/responsibilities of various categories of the ticket checking staff such as Train Superintendent, Conductor and TTEs were issued vide this office letter No. 98/TG-V/12/1 dated 11.09.1998. Subsequently, ticket checking staff has been entrusted with number of new sets of duties e.g. taking action against the persons smoking in public place, intimating about the carrying of inflammable and dangerous/prohibited goods, announcement by Train Superintendent in trains welcoming the passengers on board etc.

2. In view of the above, a modified consolidated duty list, adding the new sets of duties in the duties already stipulated in Board's letter No. 98/TG-V/12/1 dated 11.09.1998 with slight modification in some of them, is enclosed. These revised duty lists may be brought to the notice of all concerned.

DA: As above


(Vikram Singh)
Director Passenger Marketing
Railway Board

UPDATED DUTY LIST OF TRAIN SUPERINTENDENTS

1. The train Superintendents will report for duty one hour before the departure of the train. He must be in proper uniform with prescribed badges, scrolls and his name plate.
2. He will be the overall in-charge of the Conductors, TTEs, Coach Attendants, amenities staff like safaiwalas, Electric C&W, Air-conditioning staff, Catering Manager and Catering Staff on duty by the same train and will be responsible for exercising effective supervision on the quality of their work.
3. All the staff on duty in the train excepting the Guard would report to him well before the scheduled departure of the train at the train originating station. The staff en-route would also report to him at the point from where they are to board the train as per their scheduled link programme.
4. The TS will record in a register the names and designation of the staff who report to him for duty on the train and mention the particulars of the absentees in his trip report at the end of the journey.
5. After ascertaining the details of the staff who have turned up for duty he will allocate the work of manning of coaches to the Conductor, TTE, Coach Attendants, Safaiwalas, etc. to ensure that the coaches are properly manned.
6. The TS should ensure that the staff are in proper uniforms with name badges and perform their duties properly.
7. In trains provided with public address system, the TS will welcome the passengers on board and give his name and mobile number to be contacted for any assistance after departure from each stopping station.
8. The position regarding the details of the berths remaining vacant after allotment to RAC passengers and the RAC passengers left over in each coach will be reported to him by the Conductor and each TTE. He will have the vacant berths allotted to the RAC passengers still awaiting allotment of berths.

9. He will be responsible for giving the vacancy position of the berths/seats to the Commercial Controllers/S.M. of Road side stations if the berths are available in train after adjusting all the RAC passengers.
10. He will also exercise necessary checks on the reservations given to passengers and Excess Fare Ticket books of the TTEs and Conductors to ensure correct realization of dues.
11. Whenever the staff belonging to his railway do not cooperate with him, or do not attend their duties properly and promptly, he should send a report against such staff to Sr.DCM of the Division concerned and also to Chief Passenger Services Manager (CPSM) indicating the name and specific act of failure, impertinence, indifference or disobedience for which the person is held responsible.
12. In case of staff belonging to the other railway, if they do not report for duty or fail to perform their duty, he should immediately send a message reporting this matter to DRM concerned from the next halt station.
13. In his role as the Captain of the train, he will coordinate the work of all the team members and will always be vigilant in ensuring customer satisfaction.
14. At the train starting station, the TS will make a quick inspection of the train to ensure that the passenger amenity fittings are in proper working order. The defects and deficiencies should be reported to SM-in-charge and got rectified by the staff concerned and if necessary send advance information to the station ahead and get the defects attended to by the electrical and C&W staff at that station. He would also ensure that the coaches, bathrooms and toilets are intermittently swept and cleaned by the staff concerned.
15. The TS will ensure that proper precooling is done in AC coaches before start of the train.
16. The TS will ensure that the Coach Attendants of AC 2-tier coaches are carrying the bed rolls on trains to all the passengers ensure that the bed rolls are supplied as early as possible avoiding disturbance to passengers during the night.

17. The TS will also maintain a complaint book in his custody and make the same available to passengers on demand for recording complaints, if any. He should ensure that prompt action is taken to remove the cause of the complaint and render satisfactory service to the passengers.
18. The TS will exercise checks on the catering service on the train in respect of quality and quantity of food, cleanliness of uniform and utensils, behaviour of the Manager and bearers, production of vouchers by the bearers, timely service of meals, proper vending of tea, coffee, snacks and cold drinks.
19. He will be responsible for taking action against the persons smoking in public place under Tobacco Product Act 2003, as persons authorized in terms of Ministry of Health and Family Welfare, Government of India, Gazette Notification No.GSR/680(E) dated 15.09.2009.
20. He will be responsible for collecting of fine from passengers for activities affecting cleanliness, for throwing/deposit of refuse inside trains which tend to create unclean or unhygienic conditions.
21. TS will ensure that whenever inflammable and dangerous/prohibited goods are detected, intimation about the same is given to the station staff for necessary action.
22. Pantry Car Manager is to maintain complaint books separately. The TS will ensure that the complaint books are readily available with him. He will check the nature of complaints and their proper dispatch to Chief Catering Services Manager for further action. He will also take steps to rectify the deficiencies leading to complaints.
23. He should try to effectively prevent un authorized hawking and begging on his train, utilizing the TTE and other train staff for the purpose.
24. He should ensure that the sleeper coach TTEs, and Coach Attendants follow the standing instructions regarding the securing and latching of the doors on run and at stations and also closing and bolting the vestibuled doors at night.

25. In case of any incident of theft during the run of the train, he would guide the passenger to the GRP escort party, if travelling by the train. Otherwise, he will make a blank FIR for, available to the passenger for lodging the complaint. Such forms duly filled in should be handed over to the first GRP Post available at the scheduled stoppage of the train for further action.
26. TS will ensure that all necessary assistance is provided in using firefighting equipment available in the coach in case need arises. He will also ensure that all possible assistance is provided to passengers for providing first- aid to him/her.
27. At the end of each trip the TS should make out a brief report indicating special occurrence, if any, and commenting upon all aspects of passenger amenities namely Catering, supply of drinking water, filling up of water tanks, cleanliness of coaches, entry of unauthorized passengers in reserved coaches, working of lights, fans and other fittings, incidents of thefts of luggage, non-functioning of air-conditioning and other public complaints. Etc. The report should be submitted to the Lobby Office/SM (Comml.) at the destination station who should take necessary action for getting the deficiency rectified. A copy of the same should also be sent to SM(Commercial), Senior Divisional Commercial Manager (Sr. DCM/Divisional Commercial Manager (DCM) for initiating immediate necessary action.
28. In case of accident, TS will ensure proper coordination with RPF and other railway staff available at the site of the accident regarding safe custody and appropriate disposal of the luggage of the dead and injured passengers.
29. He shall be on the look out for any possible suspected trafficking of children in the trains or at stations by the middlemen who intend to use/sell them for various illegal tasks. Suspected cases may immediately be reported to GRP/RPF post and assistance booths available on the platforms at the next halt station of the run of the train.
30. Any other duty assigned to him from time to time.

DUTIES OF TTEs ASSIGNED TO SECOND CLASS SLEEPER COACHES

1. The Sleeper Coach TTEs shall report for duty atleast half-an-hour before the scheduled departure of the trains. In case he joins the train en route, and not at the train originating station he shall report for duty atleast 15 minutes before the scheduled arrival of the train.
2. He shall wear neat and clean uniform alongwith the TTE's Badge to distinguish him while on duty. He shall also wear the name badge provided for the purpose.
3. He shall obtain, at the starting station, complete particulars of reservations made in the Coach and shall maintain complete entries in respect of occupation of berths/seats on the run and hand over to his reliever complete and correct details clearly indicating the berths/seats that the vacant and are available for allotment.
4. He shall check the tickets of passengers of passengers in the Coach, guide them to their berths/seats and prevent unauthorized persons from entering the coach. He shall in particular ensure that persons holding platform tickets, who come to see off or received passengers, do not enter the coach.
5. He shall regulate the entry and exit of passengers so that the unauthorized passengers are not there in the coach.
6. He shall realize the fare/surcharge/reservation charges, etc. wherever required from passengers to whom berths are allotted and make EFTs/receipt.
7. He shall assist the passengers in depositing heavy pieces of luggage in the luggage booth where provided for the purpose and ensure that they are not taken inside the coach, causing inconvenience to other passengers.
8. He shall allot berths/seats, which are vacant to passengers at intermediate stations on realization of fare/surcharge as per rules on first come first served basis or according to the priority on the waiting list if such a list is kept at the station.
9. He shall ensure that berths/seats exclusively set aside for ladies are allotted to ladies only and shall prevent male persons from occupying such

accommodation.

10. He shall pay prompt attention to all complaints from passengers in regard to non- working of fans, lights, laps, etc, and take necessary remedial action to get them rectified.
11. He shall ensure the cleanliness of the Carriage and ensure that the safaiwalas are deputed to clean the coach at regular intervals.
12. He shall ensure that the doors of the Coach are kept latched when the train is on the move and open them up for passengers as and when required for entraining/detraining of authorized passengers.
13. He shall ensure that the end doors of vestibuled trains are kept locked between 22.00 and 0600 hrs to prevent outsiders entering the coach.
14. He shall remain vigilant particularly during night time and ensure that intruders, beggars hawkers and unauthorized persons do not enter the coach.
15. TTEs assigned to Sleeper coach shall ensure that unallotted vacant Sleeper berths are kept folded up and hinged so that they are opened up only on allotment to passengers.
16. The TTEs shall carry blank FIR forms for making them available to the passengers in case of any incident of theft of luggage, etc. Such forms duly filled in be handed over to the next GRP Post, at the scheduled stoppage for further action in the matter.
17. The TTEs shall make out a report of deficiencies, if any, in the coaches about passenger amenities and submit the same at the end of his duty to the lobby office set up at the station for terminating trains. If the TTE is detraining of the intermediate station, he will give the deficiency report to incoming TTE who will deposit the same at the destination. The Lobby Office shall take necessary action for getting the deficiency rectified and also report the matter to SM(Comml.), Divisional Commercial Manager(Comml.) or Senior Divisional Commercial Manager (Sr. DCM) of the concerned division.
18. He shall always tactful and courteous in his dealings with passengers leaving no room for complaint.

19. He will be responsible for taking action against the persons smoking in public place under Tobacco Product Act 2003, as persons authorized in terms of Ministry of Health and Family Welfare, Government of India, Gazette Notification No.GSR/680(E) dated 15.09.2009.
20. He will be responsible for collecting of fine from passengers for activities affecting cleanliness, for throwing/deposit of refuse inside trains which tend to create unclean or unhygienic conditions.
21. He will ensure that whenever inflammable and dangerous/prohibited goods are detected, intimation about the same is given to the station staff for necessary action.
22. He will ensure that all necessary assistance is provided in using firefighting equipment available in the coach in case need arises. He will also ensure that all possible assistance is provided to passengers for providing first- aid to him/her.
23. He shall be on the look out for any possible suspected trafficking of children in the trains or at stations by the middlemen who intend to use/sell them for various illegal tasks. Suspected cases may immediately be reported to GRP/RPF post and assistance booths available on the platforms at the next halt station of the run of the train
24. Such other duties at may be prescribed from time to time.

**DUTY LIST OF TRAIN CONDUCTORS IN 1AC, 2AC, 3AC
AND FIRST CLASS.**

1. He shall report for duty atleast one hour before the scheduled departure of the train at the train originating station and atleast half an hour before the schedule arrival of the train at the intermediate station.
2. He shall wear a neat and clean uniform alongwith number, badge, name plate, etc.
3. He shall sign On and Off Register maintained at the station.
4. He shall obtain complete position of the reservations, check the same on train, maintain record (charts, etc.) and hand over the reliever complete and correct details showing the vacant berths/seats.
5. He shall check the tickets of the passengers in the coach and guide the passengers in occupying their accommodation. He prevents illegal/unauthorized entry in the coach including the platform ticket holders.
6. He shall ensure that the number of passengers do not exceed the number of passengers indicated in the reservation chart.
7. He shall collect dues such as reservation fares/supplementary charges and issue EFTs.
8. He will ensure that passengers in the coach do not carry heavy luggage in their compartments causing inconvenience to fellow passengers and assists such passengers to transfer the luggage to Luggage Van/Cabin.
9. He shall take care of the passenger amenities and cleanliness of the coaches.
10. He shall ensure that the doors of the coaches are kept latched during run of the train and open them as and when required by the passengers.
11. He shall ensure that the end doors of the vestibuled coach are kept locked during 22.00 hrs to 06.00 hrs to prevent unauthorized entry.

12. He shall remain vigilant particularly during the night time and prevent entry of unauthorized persons/beggars/intruders in the coach.
13. He shall always be polite, tactful and courteous in his dealings with the passengers leaving no room for any complaints.
14. He shall allot berths seats which are vacant to passengers at intermediate stations on realization of fare/surcharge as per rules on first come-first served basis or according to the priority on the waiting list if such a list is kept at the station.
15. He shall take assistance of GRP/RPF if necessary for removal of unauthorized occupants and deal with them under provisions of Section 155(I) of Railway Act, 1989.
16. He shall be present in the allotted coach during duty hours and if more than one coach are to be manned, give frequent visits to all the coaches to be manned or be seated on the berth earmarked for on-board Ticket Checking Staff in the coaches allotted to him.
17. He shall issue Guard Certificate/Receipt to AC passengers in case of failure of AC equipment or when passenger is compelled to travel in lower class with a higher class ticket for want of room/accommodation.
18. He shall carry blank FIR forms for making them available to the passengers in case of any incident of theft of luggage, etc. Such forms duly filled in the handed over to the next GRP Post at the scheduled stoppage for further action in the matter.
19. The conductors shall make out a report of the deficiencies, if any, of the whole train regarding passenger amenities and submit the same at the end of his duty to the Lobby Office set up at the station for terminating trains. If the Conductor is detraining at an intermediate station, he will give the deficiencies report to the incoming Conductor who will deposit the same at destination. The Lobby Office shall take necessary action for getting the deficiencies rectified and also report the matter to SM(Comm.) and Divisional Commercial Manager (DCM) or Sr. Divisional Commercial Manager (Sr. DCM) of the concerned Division.

20. He will be responsible for taking action against the persons smoking in public place under Tobacco Product Act 2003, as persons authorized in terms of Ministry of Health and Family Welfare, Government of India, Gazette Notification No.GSR/680(E) dated 15.09.2009.
21. He will be responsible for collecting of fine from passengers for activities affecting cleanliness, for throwing/deposit of refuse inside trains which tend to create unclean or unhygienic conditions.
22. He will ensure that whenever inflammable and dangerous/prohibited goods are detected, intimation about the same is given to the station staff for necessary action.
23. He will ensure that all necessary assistance is provided in using firefighting equipment available in the coach in case need arises. He will also ensure that all possible assistance is provided to passengers for providing first- aid to him/her.
24. He shall be on the look out for any possible suspected trafficking of children in the trains or at stations by the middlemen who intend to use/sell them for various illegal tasks. Suspected cases may immediately be reported to GRP/RPF post and assistance booths available on the platforms at the next halt station of the run of the train.
25. Such other activities as may be prescribed from time to time.

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25. Such other activities as may be prescribed from time to time.

63/11

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

No.2001/TG.I/20/Tatkal.

New Delhi, dated, 5-09-2001.

The Chief Commercial Managers,
All Zonal Railways.

Sub: Withdrawal of change of Name facility under Tatkal Scheme.

(Commercial Circular No.56 of 2001)

The issue regarding permitting change of name under Passengers (Change of Name) Rules, 1990 on the booking made under Tatkal Scheme has been examined in this office and it has been decided that the facility of change of name may not be permitted on the bookings made under Tatkal Scheme.

(Dr.P.K.Goel)

**Executive Director Passenger Marketing
Railway Board.**

Copy to:

1. CCM(PS)s & CCM(PM)s of all Zonal Railways.
2. OSDs/East Coast Railway, Bhubaneswar, East Central Railway, Hajipur, North Central Railway, Allahabad, North western Railway, Jaipur, South Western Railway, Bangalore, West Central Railway, Jabalpur.
3. EDV(T), EDPR, EDFC & V(SS), Railway Board.
4. Director/PRS, CRIS, Chanakayapuri, New Delhi.
5. Director General, Professor/Training & Professor/Comml., Railway Staff College, Vadodara.
6. The Managing Director, Mumbai Railway Vikas Corporation, 2nd Floor, Churchgate Station Building, Mumbai - 400020.
7. General Secretary, National Federation of Indian Railwaymen (NFIR), 3 Chelmsford Road, New Delhi.
8. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
9. Secretary General, Federation of Railway Officers Association (FROA), Room No. 265-A, Rail Bhavan, New Delhi.
10. Secretary General, Indian Railway Promotee Officer Federation (IRPOF), Room No. 268, Rail Bhavan, New Delhi.

भारत सरकार
रेल मंत्रालय (रेलवे बोर्ड)

सं० 2001/टी जी 1/20/तत्काल

नई दिल्ली, दिनांक 5. 07. 2001.

मुख्य वाणिज्य प्रबंधक,
सभी क्षेत्रीय रेलें.

(2001 का वाणिज्य परिपत्र संख्या 56)

विषय:- तत्काल आरक्षण प्रणाली में नाम परिवर्तन की सुविधा बन्द करने हेतु.

तत्काल स्कीम में की गई बुकिंग में यात्री (नाम परिवर्तन) नियम, 1990 के अन्तर्गत नाम परिवर्तन की सुविधा से संबंधित मुद्दे की समीक्षा की गई है तथा यह विनिश्चय किया गया है कि तत्काल स्कीम में की गई बुकिंग में नाम परिवर्तन की सुविधा की अनुमति नहीं दी जाए.

प्रदीप

(डा. पी. के. गोयल)

कार्यकारी निदेशक, यात्री विपणन,
रेलवे बोर्ड.

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

No.2014/V-1/VP/1/10

New Delhi, dt. 27.01.2015

**The SDGMs/CVO's
All Indian Railways**

Zonal Railways have made references from time to time regarding non-cooperation by Railway staff during vigilance checks, thereby impeding the work of vigilance officials.

Preventive checks, carried out by vigilance organization, are mandated in order to monitor the working of the Railway organization. Investigating Inspectors of Vigilance organization are empowered to call for documents, record statements and, if need be, ask any railway official for assistance during the check.

Non-cooperation during the vigilance checks is viewed seriously and may also give rise to suspicion for helping the guilty get away. Instructions as laid down vide L.No.2010/V-1/PC/1/1 dated 09.07.2010 & No.2007/V-1/VP/1/9 dated 20.02.2008 are enclosed for ready reference. Hence all concerned officials may be sensitized to extend full cooperation during vigilance checks. It should be explained to them that it would be in their interests to disclose the cash and contents of their bags/wallets/pockets etc as and when required, so that any resistance on this account is not interpreted as non-cooperation.

This issues with the approval of the competent authority.

Encl: as above.

रजि. नम्बर	27/1/15
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Handwritten note: It is to be noted that all concerned officials should be sensitized to extend full cooperation during vigilance checks.

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Vikram
(Vikas Purwar)
Director Vigilance (Mech)
Railway Board

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No. 2011/TG-I/20/P/R.Form

New Delhi, dated 17.12.2015

The Chief Commercial Managers,
All Zonal Railways.

(COMMERCIAL CIRCULAR NO. 73 OF 2015)

Sub: Booking of ticket by giving full name.

As per extant instructions, reservation should be made in the name of each individual by writing their name. However, instances have been brought to the notice of this office where reservation clerks generated reservation tickets using only such short names which can be easily misused by unscrupulous elements.

2. The matter has been examined and it is desired that while booking the ticket, the booking clerks will invariably mention the full name of the passenger and the surname wherever available in case of all the passengers subject to the maximum number of characters which can be filled in this column and in no case the ticket will be booked in the abbreviated names like A. Sharma, B. Sharma, etc. Any lapse on this account should be viewed seriously and the erring staff should be taken up under Disciplinary and Appeal Rule.

3. Necessary instructions may be issued to all concerned for strict compliance.

Vikram Singh
17/12/15

**Director Passenger Marketing
Railway Board**

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, Bank of Baroda Building, Parliament Street, New Delhi.
- 4) General Manager/PRS-I, CRIS, Chanakyapuri, New Delhi.

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

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No.2010/TG-V/10/03.

New Delhi, dated. 14. 11.2013

The General Managers,
All Zonal Railways.

Commercial Circular No. 71 /2013

**Sub: Recommendation of the Committee of Executive Director
to look into the grievances of ticket checking staff in TTEs
Rest Houses on Zonal Railways.**

The importance of the need to provide sufficient infrastructure to facilitate out-station rest for TTEs and to improve the condition of TTEs Rest Houses has been emphasized by the Committee of Executive Directors nominated on the above subject matter. The recommendations made by the Committee have been accepted by Board(MT), which are as under:

- a) Wherever, there is shortage of TTEs Rest Houses, Zonal Railway should identify useful built up areas, being used as store or for some other unproductive purpose and explore the possibility of their conversion into TTEs Rest House with necessary modification. After exploring the same, zonal railways should propose works under Plan Head 64 for constructions of new TTEs Rest House or renovation/moderation/up-gradation of existing ones.
- b) Appropriate lighting may be provided in TTEs Rest Houses by taking into consideration the requirement for screening out day-light, having low illumination level, for an environment conducive for rest. Night lights at Floor level and reading lamp at individual bed side for facilitating individual needs may also be provided.
- c) Beds in the TTEs Rest Houses may be numbered and name of the occupant of each bed on a small board be displayed outside each room.
- d) Desert coolers may be provided, whenever considered necessary and useful.
- e) Easily detachable window and doors curtains may be provided with enough spare stock for monthly wash.
- f) One toilet may be provided for every eight beds. All toilets and urinals should have flush type with proper drainage and disposal arrangement.

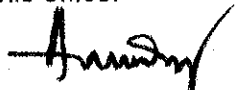
.....2/-

- g) Lockers may be provided to the ticket checking staff for keeping their personal belongings and valuables. The Locker Key should be issued to the ticket checking staff on arrival.
- h) Do's and Don'ts should be clearly exhibited at conspicuous location in the TTEs Rest Houses(e.g. Silence Please, Do not talk loudly, Do not smoke, and spit etc)
- i) First aid box and fire-fighting equipment may be provided in each floor, adequately. Staff of TTEs Rest Houses should be trained in giving first-aid and use of fire-fighting equipment.
- j) Officer In-charge of the TTEs Rest Houses and its supervisor may be liberally empowered. A suitable cash imprest should be provided with the officer in-charge of TTEs Rest House for petty engineering repairs and replacement of electrical fitting.
- k) There must be Suggestion Book/Register in every TTEs Rest Houses where TTE can register their requirement/complaint. This should be inspected every fortnight by a responsible controlling officer and higher officer. Inspection schedule for TTEs Rest Houses should be circulated to all Divisional and Headquarter Office and Inspectors.

2. It is requested that action may be taken to provide facilities in TTEs Rest Houses as per instructions contained in Board's letter No. 2010/TG-V/10/3 dated 08.02.2011, as per the suggestions of Joint Multi Disciplinary Inspection Team as constituted by railways on the recommendation of MT as contained in Board letter No. 2010/TG-V/10/3 dated 03.08.2012 and recommendation of the Committee as indicated above.

This issue with concurrence of Finance Directorate of Ministry of Railways.

Please ensure compliance under intimation to this office.

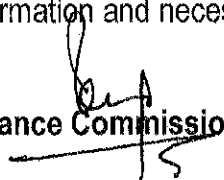

(A. Madhukumar Reddy)

Executive Director, Passenger Marketing
Railway Board

No.2010/TG-V/10/03.

New Delhi, dated. 14. 11.2013

Copy to FA & CAO of all zonal railways for information and necessary action.


for Finance Commissioner/Railways.

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

No.2012/TG-I/20/Pt.1

New Delhi, dated 13.08.2012

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

(Commercial Circular No.48 of 2012)

**Sub : Display of the names of the TTE/CORs on the
Reservation Charts.**

**Ref : Railway Board's letter No. 98/TG-V/12/1 dated
11.09.1998.**

The duties of the Ticket Checking Staff manning reserved coaches include guiding the passengers of the trains, and rendering assistance by coordinating with Railway staff of other department in case of need. The presence of on-board ticket checking staff in the assigned coaches wearing proper uniform and identity badge is essential for ensuring proper guidance and assistance to the passengers. However, several instances have come to notice in which the passengers could not be able to locate the ticket checking staff for seeking guidance.

In order to enable the passengers to locate easily the ticket checking staff manning the trains for seeking assistance in case of need, it has been decided that the names of the TTE/COR/Dy. TS/TS responsible for manning the coaches shall be printed on the respective reservation charts of coaches through the PRS from the train originating station.

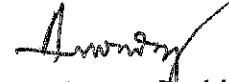
To begin with, the names of the TTEs/Conductors manning the coaches on end-to-end basis shall be printed on the reservation chart through the PRS. For all the other trains, the names of the ticket checking staff deployed on the 1st leg shall be printed on the chart at the train originating station. In case of a last minute change, the TTE/Conductor should make necessary correction in the chart by writing his name and designation on the chart.

Zonal Railways shall issue suitable instructions for ensuring the above system. Instructions should also be issued that the names of the outstation TTEs/Conductors manning the coaches may be obtained by the train originating station and incorporated in the reservation charts through PRS.

- 2/-

Printing of Reservation Charts at any location should not be, however, delayed on this count.

Please issue necessary instructions to all concerned and confirm action taken in this regard.



(A. Madhukumar Reddy)
Executive Director Passenger Marketing
Railway Board

Copy to:

1. CCM/PMs and CCM/PSs, all Zonal Railways.
2. EDV (T), EDFC, DF(C), OSD/TC, TG-V, F(C) & V (SS) branches of Railway Board.
3. MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
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, SE Railway, Sini, Western Railway, Udaipur.
7. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
8. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
9. Secretary General, Federation of Railway Officers Association (FROA), Room No.256-A, Rail Bhawan, New Delhi.
10. Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
11. Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi
12. CTM, Metro Railway, Metro Rail Bhavan, 33/1, J L Nehru Road, Kolkata-71.

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

No.2014/TG-V/05/01.

New Delhi, dated. 09.06.2014

The Chief Commercial Manager,
All Zonal Railways.

COMMERCIAL CIRCULAR NO. 27/2014

**Sub: Ticket Checking by TTE Squad of Zonal Railways in
Rajdhani, Duranto, Premium and Sampark Kranti Express
within Zonal jurisdiction**

Please refer to Board's letter No.93/Ticket Checking/5/11 dated 14.11.96, vide which CCM's Flying Squad/Headquarter Squad on Zonal Railways have been empowered to conduct checks in Rajdhani/August Kranti Express trains within the jurisdiction of respective zone.

2. After 1996, various new categories of trains with unique features have been introduced on Indian Railways such as Sampark Kranti Express, Duronto Express, and Premium Trains. Suggestions have been received from some of the zonal railways that in these prestigious trains including Rajdhani Express/August Kranti Rajdhani Express trains, ticket checking squad of Zonal Railways, should be permitted to conduct checks, within the zonal jurisdiction, to curb unauthorized travel in pantry car and reserved coaches, especially, during peak rush period.

2. The matter has been examined and it has been decided that CCM Flying Squad/Headquarter Squad of Zonal Railways can also conduct checks in Premium Trains, Duronto Express trains and Rajdhani/August Kranti Rajdhani Express trains, strictly within zonal jurisdiction. Since Sampark Kranti Express trains are normal express trains like other Mail/Express service, these trains can be checked by Zonal TTE Squads. It may please, however, be ensured that squads of zonal railways shall conduct check only after the regular coach manning staff have checked the train.

3. These instructions may please be brought to the notice of all concerned under intimation to this office. This disposes of South East Central Railway's letter No.C/SECR/BSP/TC Policy/14/3304 dated 21.05.2014.

(Vikram Singh)

Director Passenger Marketing
Railway Board.

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No. 2007/TG-V/26/1

New Delhi, dated 08.07.

The Chief Commercial Managers,
All Zonal Railways.

COMMERCIAL CIRCULAR NO. 75/2007

Sub: Realization of excess charge/penalty from passengers found traveling in higher class with lower class tickets.

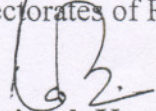
It has come to Board's notice that provisions contained in Section 137 and 138 of Railway Act, 1989 are not being properly followed by the zonal railways in respect of charging passengers traveling in higher class with lower class tickets. Minimum distance chargeable in distance restricted trains is also found to be ignored.

The matter has been examined in Board's Office and it is reiterated that the following provisions as stipulated in Railway Act 1989 and Para 229 of Commercial Manual may strictly be followed while charging a passenger found traveling with lower class ticket in upper class.

- a) Difference of fare between the two classes upto the point of detection or the minimum chargeable distance whichever is higher along with penalty. Penalty to be levied will be equal to the charge payable, subject to a minimum of Rs. 250/-.
- b) In distance restricted trains, the difference of fare paid and the minimum fare payable for the first station after the restricted distance where the train has a commercial halt plus the usual penalty as per rules should be levied irrespective of the point of detection.

This disposes of North Eastern Railway's letter no. TM/Cg/TTE/J.P.O./89/876 dated 21.12.2006.

This has the concurrence of the Finance and Accounts Directorates of Railway Board.


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

..... 2/-

Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralya)
Rail Bhawan

No.2008/TG-I/20/P

New Delhi, Dated: 09/07/2008

The Chief Commercial Managers,
All Indian Railways.

(Commercial Circular No. 45 of 2008)

Sub: Change of Boarding point.

As per extant instructions, passenger who has purchased a ticket from a particular station can change his boarding station 24 hours before the departure of the train as per provision of Para-637 of Indian Railway Commercial Manual (IRCM) Volume-1.

While referring to provisions of this para, clarification has been sought whether a passenger who has changed the boarding point can travel from original boarding point to the changed boarding point on the authority of the same ticket if there is vacancy in the train.

It is clarified that provision of Para 637 of IRCM Volume-1 is very clear wherein it has been indicated that the change of station once made will be final i.e. In case a passenger has changed the boarding point, he/she will lose all right to board the train from the original boarding point. If found travelling without any proper authority to travel, he/she will have to pay fare with penalty between original boarding point to changed boarding point.

Necessary instruction may be issued to all concerned and receipt of this letter may be acknowledged.



(Sanjay Manocha)
Dy. Director, Traffic Commercial (G)-II
Railway Board.

Copy to:

1. CCM/PMs and CCM/PSs, all Zonal railways.
2. MD, CRIS, Chanakayapuri, New Delhi.
3. MD, IRCTC, 9th Floor, Bank of Baroda Building, 16, Parliament Street, New Delhi – 110001.
4. EDV (T), OSD/TC, V (SS), TG-V branches of Railway Board.
5. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.

भारत सरकार
रेल मंत्रालय (रेलवे बोर्ड)

सं. 2008/टी जी -I/20/पी

नई दिल्ली, दिनांक १.7.2008

मुख्य वाणिज्यिक प्रबंधक,
सभी क्षेत्रीय रेलें.

(2008 का वाणिज्यिक परिपत्र सं. 45)

विषय: बोर्डिंग पॉइंट में बदलाव.

मौजूदा अनुदेशों के अनुसार, यात्री जिसने किसी स्टेशन विशेष से एक टिकट खरीदी है, भारतीय रेल वाणिज्यिक नियमावली (आईआरसीएम) वॉल्यूम-1 के पैरा-637 के उपबंध के अनुसार गाड़ी के प्रस्थान से 24 घंटे पहले अपना बोर्डिंग स्टेशन परिवर्तित कर सकता है.

इस पैरा के उपबंधों का उल्लेख करते समय स्पष्टीकरण मांगा गया है कि क्या एक यात्री जिसने बोर्डिंग पॉइंट बदला हो, उसी टिकट के प्राधिकार पर, यदि गाड़ी में स्थान है तो मूल बोर्डिंग पॉइंट से परिवर्तित बोर्डिंग पॉइंट तक यात्रा कर सकता है.

यह स्पष्ट किया जाता है कि भारतीय रेल वाणिज्यिक नियमावली (आईआरसीएम) वॉल्यूम-1 के पैरा-637 का उपबंध एकदम स्पष्ट है, जिसमें यह दर्शाया गया है कि एक बार किया स्टेशन परिवर्तन अंतिम होगा अर्थात् यदि एक यात्री ने बोर्डिंग पॉइंट बदला है, तो वह मूल बोर्डिंग पॉइंट से गाड़ी में चढ़ने के सभी अधिकार खो देगा. यदि कोई यात्री यात्रा के लिए किसी उचित प्राधिकार के बिना यात्रा करता हुआ पाया जाता है तो उसे मूल बोर्डिंग पॉइंट से परिवर्तित बोर्डिंग पॉइंट के बीच शास्ति सहित किराए का भुगतान करना पड़ेगा.

सर्वसंबंधितों को आवश्यक अनुदेश जारी किए जाएं और इस पत्र की पावती दें.

(संजय मनोचा)

उपनिदेशक, यातायात वाणिज्य (सा.)-II
रेलवे बोर्ड

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

No.2006/TG-V/10/2.

New Delhi, dated. 19.6.2006

Chief Commercial Manager,
All Zonal Railways.

COMMERCIAL POLICY CIRCULAR NO.42/2006

Sub: Allowing passengers to retain ticket at Exit Gate.

Numerous requests have been received to allow passengers to retain their tickets after the completion of journey in order to claim leave travel concession from their respective employers.

2. Board has examined the matter and decided that ticket collectors at exit gates may hand over the tickets back to the passengers after proper nipping if demanded for the purpose of LTC/Reimbursement of traveling expenses from their employers.

3. This issues with the concurrence of Finance and Accounts Directorates of Railway Board.

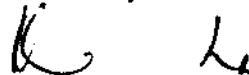


(Ravinesh Kumar)
Director Traffic Commi (G)
Railway Board

No.2006/TG-V/10/2.

New Delhi, dated. 19.6.2006

Copy to FA&CAO of All Zonal Railways for necessary action.



for Financial Commissioner/Railways.

Copy to: OSD/TC, AC-II , TC-I and F(C) Branches.

(Railway Board)

18 MAR 2014

CCM/
CCM/PS
CCM/Project
Dy. CCM/G
Dy. CCM/Co.
New Delhi, dated 14.02.2014.

No.97/TG-V/13/3.

The Chief Commercial Managers,
All Zonal Railways.

Sub: Revision of norms of manning of Coaches

The norms for manning coaches as stipulated in Board's letter No.97/TG-V/13/3 dated 17.04.2000 (Commercial Circular No.18/2000) and dated 15.02.2010 (Commercial Circular No.7/2010) have been reviewed, keeping in view of the need for optimal utilization of ticket checking staff. Accordingly, Board have decided that the following revised norms for manning of reserved coaches both for initial/subsequent legs be implemented in supersession of previous norms.

a. The norms for manning coaches in Duronto Express trains being manned on end-to-end basis.

Class	Existing Norms	Revised Norms
Upper Class i.e. IAC/2AC/3AC	One conductor for three coaches	One conductor for five coaches
Sleeper Class/ACC/2S	One TTE for Two Coaches	One TTE for three coaches

b. The norms for manning coaches in Mail/Express trains departing before 21.00 Hours.

Class	Existing Norms	Revised Norms
Upper Class i.e. IAC/2AC/3AC	One conductor for three coaches	One conductor/TTE for five coaches
Sleeper Class/ACC/2S	One TTE for Two Coaches	One TTE for three coaches

c. The norms for stationery ticket checking staff

Existing Norms	Revised Norms
One TC per 500 passengers	One TC per 1000 passengers

d. The norms for manning coaches in Mail/Express trains departing after 21.00 Hours shall remain same as stipulated in Board's letter No.97/TG-V/13/3 dated 17.04.2000 (Commercial Circular No.18/2000) and dated 15.02.2010 (Commercial Circular No.7/2010). The revised norms as applicable in respect of AC Duronto Express shall also be valid to Rajdhani/Shatabdi Express leaving before 21.00 Hours.

This has approval of Board & issues with the concurrence of Finance (Establishment) Directorate of Ministry of Railways. Please acknowledge receipt and ensure compliance.

(Dr. Monica Agnihotri)
Director, Passenger Marketing
Railway Board

1/1

No.97/TG-V/13/3.

New Delhi, dated 14.02.2014.

Copy to FA&CAO of all zonal railways for information and necessary action.



Rotate



Mark



Recognize



Share



Note

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No. 2014/TG-V/4/04

New Delhi, dated 17.12.2014

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

(COMMERCIAL CIRCULAR NO. 53 OF 2014)

Sub: Announcement regarding mobile number of TTE/Conductor in the trains.

Recently during the course of annual review meeting held with Central Vigilance Commission, it was inter-alia suggested that the name and mobile number of TTEs/Conductors should be displayed on every compartment of the trains so that public can contact them in case of any need.

2. In this connection, attention is drawn to instructions issued vide this office letter no. 2012/TG-I/20/Pt. 1 dated 13.08.2012 (CC no. 48 of 2012) wherein Zonal Railways were advised to print the name of the TTEs/Conductors manning the coaches on end-to-end basis on the reservation chart through the PRS. It was also informed that for all other trains, the names of the ticket checking staff deployed on the 1st leg should be printed on the chart at the train originating station. Compliance of these instructions may be ensured.

3. The suggestion of CVC as mentioned above was examined keeping in view the ground realities and it was not found practically feasible to implement the same. It is however, desired that in trains like Rajdhani, Shatabdi & Duronto Express trains where the provision of announcement is there, the name of the Conductor/TTEs manning the coaches earmarked to them and the coach in which they are available should be announced during the run of the trains after every Commercial halt so that the passengers in need can contact them for assistance.

Necessary instructions may be issued to all concerned.


(Vikram Singh)
Director Passenger Marketing
Railway Board

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

No.2012/TG-VI/2/3.

New Delhi, dated. 27.11.2013

W Key ✓
The Chief Commercial Managers
All Zonal Railways.
(except South Eastern, South Western and Western Railways)

Sub: Utilization of ticket checking staff for ticket checking purpose only.

On the basis of feedback received from Zonal Railways, it is observed that on some zonal railways ticket checking is being utilized for non ticket checking activities ignoring their prime duty to control ticketless travel.

2. It may kindly be appreciated that during the current year, there is a drop in the growth of number of passengers which is a matter of great concern. Board, has also emphasized from time to time for stepping up ticket checking activities by launching various ticket checking drives, manning of gates at station etc. Further the availability of ticket checking staff is not keeping pace with the introduction of new trains, augmenting of carrying capacity, extension of runs and increase in frequency of existing trains. Moreover, approximately 3000 posts of ticket checking staff are vacant. Posting of ticket checking staff for non ticket checking activities will further worsen the position.

3. All zonal railways should henceforth ensure that no ticket checking staff is posted for non ticket checking activities.

Dr
(Dr. Monica Agnihotri)
Director, Passenger Marketing
Railway Board

CCO	CCM (FM)	CCM (PS)
Dy. CCO	Dy. CCM (FM)	Dy. CCM (G)
Dy. CCM (C)	Dy. CCM (FM)	Dy. CCM (PS)



GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

CCM

No:2014/TG-V/2/3

New Delhi, dated 23-06-2014

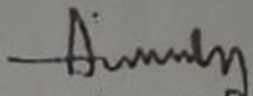
The Chief Commercial Managers
All Zonal Railways

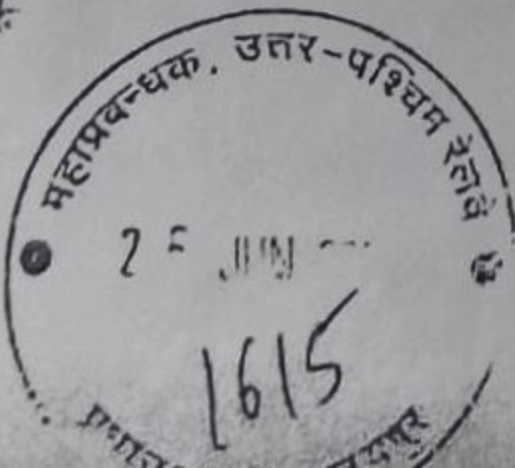
Sub: Withdrawal of ticket checking staff from Non-Ticket checking duties.

This refers to the instructions issued to all Zonal Railways on 27-11-2013, that ticket checking staff should not be deployed on non-ticket checking activities (Copy enclosed). The recent feedback obtained from Zonal Railways reveals that large numbers of ticket checking staff, both TTEs and TCs, are being utilized for non-ticket checking activities such as booking of Retiring Rooms, chart pasting, platform inspector duties and protocol duties etc.

Keeping in view the fact that the primary responsibility of ticket checking staff is to ensure that every passenger is in possession of a proper ticket or a valid authority to travel by the specific train/class and to ensure that there is no leakage of revenue, it is necessary to utilize the ticket checking staff only for such purposes. In the context of a substantial shortage of TTEs, both in terms of vacancies as well as the need for additional posts to be created, Board desire that Zonal Railways should immediately take steps to release staff from non-ticket checking duties. The non-ticket checking duties may be assigned to plus ECRCs/Ministerial staff. They may also be outsourced to the extent feasibility.

Kindly ensure compliance and advise action taken.


(A. Madhukumar R
Exe. Director (Passenger Mark
Railway



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

No. 2014/TG-V/23.

The Chief Commercial Managers,
All Zonal Railways.

New Delhi, dated 13.07.2015

Sub: Withdrawal of ticket checking staff from Non-ticket checking
duties.

Instructions were issued vide Board's letter No. 2014/TG-V/23 dated 27.11.2014 and 23.06.2014 wherein zonal railways asked to take immediate steps to release ticket checking staff from non-ticket checking/other jobs like EDR leading duty, Enquiry, Announcement, Operating of SIB, CIB Board, Booking of waiting room, Platform Inspector, Chart Printing/Protocol to Railway Officers and Commercial control etc and these duties may be assigned to surplus ECRG/Ministerial Staff.

2. It is stated during recent PNM meeting held between A/R and Board on 20/21.5.2015 it has been pointed out that ticket checking staff are still being used for non-ticket checking duties. It is, therefore, desired that detailed feedback on the withdrawal of ticket checking staff from non-ticket checking duties and assignment of such duties to surplus ECRG/Ministerial Staff, as envisaged in Board's letter referred to above, may be furnished at the earliest for the information of Board.

(Sanjay Manocha)
Dy. Director Traffic Comm/G/II
Railway Board

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

No. 99/TG-V/21/13

New Delhi, dated 31.8.2012

The Chief Commercial Managers
All Zonal Railways.

Group General Manager/PS
Centre for Railway Information Service (CRIS)
Chankyapuri
New Delhi

Commercial Circular No.53 of 2012

Sub: Remittance of TTEs cash at out station location.

Please refer to Railway Board's letter No. 99/TG-V/21/13 dated 13.09.2000 (Commercial Circular No.54 of 2000) that laid down guidelines regarding remittance of cash by TTEs and other related details. As per Para 1 (d) thereof TTEs keep the Government Cash realized through EFTs during outward journey from their Headquarters with them while taking rest at outstation where the outward duty journey ends and remit it at the nominated headquarters on return.

2. However, now the UTS system introduced in Indian Railways has a facility for grant of money receipt towards cash deposit. This enables the TTE to remit his earnings against UTS money receipt that indicates the name of the TTE, the Headquarter, EFT nos. and date of remittance and the Booking Office where the amount has been deposited, which could be submitted with monthly EFT returns as a token of proof of having deposited the cash realized through the EFTs issued by the TTE.

3. In light of the above, the matter has been examined further by Board and it is decided that TTEs shall deposit the amount realized from EFTs during their outward journey from HQ at a UTS counter at outstation where he ends/ breaks outward duty. Accordingly, relevant provisions of Commercial Circular 54 of 2000 are revised as under:

3.1 Item d) under **Para 1 Action by TTE** is amended as below-

Existing provisions	Amended as below
He/She will remit cash only at his nominated HQ station unless permitted to deposit it at one more nominated station.	TTE shall deposit the amount realized through EFTs issued immediately at the station where his/her duty schedule terminates. For instance, say a TTE with headquarter at KZJ (on SCR) performs outward journey on duty to BZA (on SCR), takes rest, performs 2 nd part of duty schedule in another train and proceeds from BZA to BPQ (CR) and later after rest takes up 3 rd part of duty schedule in another train at BPQ and finally terminates at WL (SCR) and returns spare to KZJ. In this entire duty round, TTE shall remit cash at the end of each schedule i.e. at BZA, BPQ and WL.

3.2 Item e) under **Para 1 Action by TTE** is amended as below-

Existing provisions	Amended as below
TTEs will give Cash Remittance Memo in duplicate, under acknowledgement, to the Booking Clerk indicating the specific numbers of EFTs used, amount and total thereof. Booking Clerk will paste this memo at the back of record foil of the money receipt issued. The TTE will paste the money receipt and memo at the back of the last foil of the EFT used where MR is issued in duplicate.	TTEs will prepare Cash Remittance Memo (CRM) in duplicate. In this CRM, all relevant details such as TTE's Name, PF no., EFT Nos. From---To Stations, issue date; breakup of the total earnings, i.e., fare, penalty, unbooked luggage earnings and total thereof should be recorded and one copy handed over to the Booking Clerk. The Booking Clerk, in turn, after receipt of cash shall generate a UTS money receipt duly feeding break up of the remittance and hand over the money receipt to the TTE. The Booking Clerk shall mention the UTS Money Receipt number and date on the duplicate copy of the CRM in token of correctness of the entries recorded therein under clear signature/station stamp. The Booking Clerk should preserve the original copy of CRM along with Daily Reports. The TTE shall paste the duplicate CRM on the back of the last record foil of the EFT used.

Right now there is no column for PF Number. CRIS shall make necessary provision in this regard and ensure that this field is mandatory so that no Money Receipt is issued without PF number of the employee. The Booking Clerk in turn after receipt of cash, shall generate a UTS money receipt duly feeding break up of remittance and hand over the same to the TTE. TTE shall mention the UTS Money Receipt number and date under clear signature/station stamp on the back side of last Record foil of EFT used.

3.3 Item h) ii under **Para 1 Action by TTE** is amended as below-

Existing provisions	Amended as below
Accounts copy of money receipts	UTS money receipts

3.4 Item a) under **Para 2 Action by Booking Clerk** stands deleted.

3.5 Item b) under **Para 2 Action by Booking Clerk** is amended as below-

Existing provisions	Amended as below
He/She will prepare money receipt in triplicate, handing over two copies to the TTE. However where MRs have only two foils, it will be prepared in duplicate and one copy will be handed over to the TTE, till the three foiled MR are supplied.	The Booking Clerk after receipt of cash shall generate a UTS money receipt duly feeding break up of remittance and hand over the money receipt to the TTE.

3.6 Item e) under **Para 4 Checks to be exercised by CTI** is amended as below-

Existing provisions	Amended as below
He will enquire into the case of loss of EFT book if any, reported by TTE and submit his report to Accounts within 7 days to avoid misuse of lost EFT.	In case of loss of EFT Book reported by TTE, CTI shall ensure/follow up action as envisaged in Railway Board's Commercial Circular No.8 of 2007.

4. In order to implement the new system, CRIS is advised to make suitable changes as detailed below:

4.1 Modify the present format of UTS Money Receipt system suitably such that TTEs PF Number, from and to stations and break up of remittance are incorporated as the same are mandatory.

4.2 The Daily/Periodical/Monthly Report of TTE remittance of a Station shall contain PF number and break up of earnings in addition to the other fields that are existing now. Further, the Report should be generated in such a manner that the remittances made appear in the order of Money Receipt Number wise irrespective of window of issue. *(At present, this Report that is sorting the remittances made, window wise, causing difficulty in verification of TTE remittance).*

4.3 A new Daily/Periodical/Monthly Report shall be designed by CRIS that gives TTE wise (with their PF No.) remittances made at various Stations either within the same zone or at other zonal railways. This shall facilitate easy reconciliation of TTE Returns submitted. The report should be generated zone wise and TTE's Headquarters wise.

4.4 A Report may be prepared giving details of remittances made by TTEs of Home Railway in Foreign Railway Station(s). This report shall be Location wise (i.e. Station wise) for each month.

4.5 This report shall be generated railway-wise for all the 16 zonal railways. This report would be very crucial for reconciliation, checks and subsequent transfer of earnings due to other railways. To enable fair & quick inter Railway transfer for each month, a matrix similar to UTS earnings should be prepared.

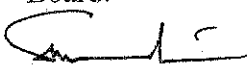
5. All other Paras of the Commercial Circular No.54 of 2000 stand reiterated.

6. CRIS should make necessary provisions in the UTS so as to incorporate the above procedures at the earliest. **The date of effect of the above software change may be informed to Zonal Railways under intimation to this office so that the above revised scheme could be implemented.**

7. The CCMs and FA&CAOs shall issue a detailed JPO covering all aspects mentioned above, to ensure smooth implementation of the revised procedure.

8. Zonal Railways should ensure that the above instructions be followed scrupulously.

This is issued with the concurrence of Finance and Account Directorate of Railway Board.


(S.N.Mathur)
Director Finance (CCA)
Railway Board


(Dr.Monica Agnihotri)
Director, Passenger Marketing
Railway Board

No.99/TG-V/21/13

New Delhi, Dated 31.08.2012

Copy for necessary action to:

- FA&CAO of All Zonal Railways
- ADAI (Railways) with 150 Spares
- General Manager/ UTS, CRIS

**Government of India
Ministry of Railways
Railway Board**

No. 2010/TG-IV/16/SAN/14/Fine

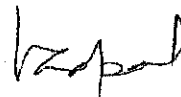
New Delhi, dated 14.12.2012

**The General Managers,
All Zonal Railways.**

Commercial Circular No. 76 of 2012.

Sub: Indian Railways (Penalties for activities affecting cleanliness at railway premises) Rules, 2012- Gazette Notification No.GSR 846(E) dt. 26.11.2012.

1. The 'Indian Railways (Penalties for activities affecting cleanliness at railway premises) Rules, 2012' have been notified in the Extraordinary Gazette of India, Part II, Section 3, Sub-Section (i) vide Gazette Notification No.GSR 846(E) dt. 26.11.2012. A copy of the notification is enclosed.
2. In view of the provisions available in the above mentioned rules, the following action should be taken by the Zonal Railways:
 - (i) Wide publicity should be given to the rules through advertisements in various newspapers (including vernacular ones), pasting of posters at all railway stations, putting up of notices inside the coaches, announcement through public address system at stations, advertisement over Radio/TV etc.
 - (ii) Zonal Railways should frame the procedure for guiding the authorised officials keeping in view the local conditions and accordingly nominate officials for the purpose.
3. Realisation of fine amount would be chargeable to the Head Abstract Z-Sundry Other Earnings, Z-652- Other Sundry Receipts as per Board's letter No. 2012/ACII/45/15 Dated 12.12.2012.
4. CCMs should indicate the amount of fine collected on this account in the MCDO to Railway Board.
5. This issues with the concurrence of finance directorate of Ministry of Railways.
6. Hindi version is enclosed.
7. Kindly acknowledge receipt of the letter.



**(Vaidehi Gopal)
Joint Director Traffic Commercial/G
Railway Board.**

No. 2010/TG-IV/16/SAN/14/Fine

New Delhi, dated 14.12.2012

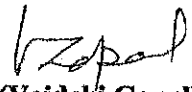
**Copy to Deputy Comptroller and Auditor General of India (Railways) Room No. 222,
Rail Bhavan, New Delhi (40 spares)**



For Financial Commissioner/Railways

Copy to:

1. The G.M, N.F. Railway(const.), Southern Railway(const.) and Central Railway(const.)
2. CCMs, CPROs, FA&CAOs, All Zonal Railways.
3. The Director General and Ex.-Officio General Manager, RDSO/Lucknow.
4. GM, Metro Railway, Kolkata.
5. The CAO and FA&CAO, COFMOW/New Delhi
6. The General Manager and FA&CAO, CORE/Allahabad.
7. The Chairman and Managing Director, Konkan Railway Corporation Limited, Belapur Bhavan, Sector-II, Navi Mumbai-400614.
8. Managing Director, Centre for Railway Information system, Chanakypuri, New Delhi.
9. The Managing Director, IRCON, IRFC, MRVC, IRWO, IRCTC, CONCOR, Executive Director, CRIS/
10. The Pay & Accounts Officer, Ministry of Railways (Railway Board).
11. The General Secretary, IRCA/New Delhi.
12. The Chief Commissioner of Railway Safety/Lucknow.
13. The Editor, "Bharatiya Rail".
14. The Editor, "Indian Railways".
15. Chairman, RITES.
16. Chairman, CAT.
17. The Managing Director, Rail Vikas Nigam Ltd., plot No.25, First Floor, August Kranti Bhawan, Bhikaji Cama Place, New Delhi-110066.
18. CAO@, SEC Railway, Bilaspur-495004.
19. Railway Staff College, Vadodara.
20. Indian Railway Institute of Transport Management, Lucknow.
21. Chief Vigilance Officer, All Zonal Railways.
22. Chief Security Commissioner, All Zonal Railways


(Vaidehi Gopal)

Joint Director Traffic Commercial/G
Railway Board.

Copy to:- PPS/PS/PAs to: CRB, FC, MS, MT, ME, ML, MM, DG(RHS), DG(RPF), All Additional Members/ Advisors/Executive Directors/Directors, IG/RPSF, JS, JS@, JS(G), JS(E)JS(P), JD(P), JDF(E), JDE(N), JDE(P&A), JDE(W), DS(G), DDF(E), DDF(E)III, DDE(LR)I, DDE(LR)-II, DDE(Rep), US(Protocol) and DDE@II (with 2 spares).

All Officers & Branches in Board's office

भारत सरकार
रेल मंत्रालय (रेलवे बोर्ड)

सं.2010/टीजी-IV/16/एसएएन/14/फाइल

नई दिल्ली, 14-12.2012

महाप्रबंधक,
सभी क्षेत्रीय रेलें.

(2012 का वाणिज्यिक परिपत्र सं.76.....)

विषय: भारतीय रेल (रेल परिसरों पर स्वच्छता को प्रभावित करने वाले क्रियाकलापों के लिए शास्तियां) नियम, 2012- दिनांक 26.11.2012 की राजपत्र अधिसूचना सं.साकानि 846 (अ)।

1. 'भारतीय रेल (रेल परिसरों पर स्वच्छता को प्रभावित करने वाले क्रियाकलापों के लिए शास्तियां) नियम, 2012' को दिनांक 26.11.2012 की राजपत्र अधिसूचना सं.साकानि 846 (अ) के तहत भारत के राजपत्र के भाग-II, धारा 3, उप-धारा (1) में अधिसूचित किया गया है। अधिसूचना की एक प्रति संलग्न है।

2. ऊपर उल्लिखित नियमों में उपलब्ध प्रावधानों को देखते हुए क्षेत्रीय रेलों द्वारा निम्नलिखित कार्रवाई की जाए:

- (i) इन नियमों को विभिन्न समाचार-पत्रों (देशी भाषाओं के समाचार-पत्रों सहित), सभी रेलवे स्टेशनों पर पोस्टर चिपकाकर, सवारी डिब्बों के अंदर सूचना लगाकर, स्टेशनों पर जन उद्घोषणा प्रणाली के जरिए उद्घोषणा करके, रेडियो/टीवी पर विज्ञापन आदि के माध्यम से इनका व्यापक प्रचार किया जाए।
- (ii) क्षेत्रीय रेलें, स्थानीय स्थितियों को ध्यान में रखते हुए प्राधिकृत अधिकारियों के मार्गदर्शन के लिए प्रक्रिया निर्धारित करें और तदनुसार इस प्रयोजनार्थ अधिकारियों को नामित करें।

3. बोर्ड के दिनांक 12.12.2012 के पत्र सं.2012/एसी11/45/5 के अनुसार वसूल की गई जुर्माने की राशि शीर्ष सार जेड-अन्य फुटकर आमदनी जेड-652- अन्य फुटकर प्राप्ति को प्रभार्य होगी।

4. सीसीएम, वसूल किए गए जुर्माने की राशि को एमसीडीओ में दर्शाते हुए रेलवे बोर्ड को सूचित करें।

5. इसे रेल मंत्रालय के वित्त निदेशालय की सहमति से जारी किया जा रहा है।

6. कृपया इस पत्र की पावती दें।



(वैदेही गोपाल)

संयुक्त निदेशक यातायात वाणिज्य/सामान्य
रेलवे बोर्ड



भारत का राजपत्र The Gazette of India

असाधारण
EXTRAORDINARY
भाग II—खण्ड 3—उप-खण्ड (i)
PART II—Section 3—Sub-section (i)
प्राधिकार से प्रकाशित
PUBLISHED BY AUTHORITY

सं. 600]

नई दिल्ली, सोमवार, नवम्बर 26, 2012/अग्रहायण 5, 1934

No. 600]

NEW DELHI, MONDAY, NOVEMBER 26, 2012/AGRAHAYANA 5, 1934

रेल मंत्रालय

(रेलवे बोर्ड)

अधिसूचना

नई दिल्ली, 26 नवम्बर, 2012

सा.का.नि. 846(अ).—केन्द्रीय सरकार, रेल अधिनियम, 1989 (1989 का 24) की धारा 198 के साथ पठित धारा 60 की उप-धारा (2) और उप-धारा (3) के खंड (छ) द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए, निम्नलिखित नियम बनाती है, अर्थात् :—

1. संक्षिप्त नाम और प्रारंभ:- (1) इन नियमों का संक्षिप्त नाम भारतीय रेल (रेल परिसर में स्वच्छता को प्रभावित करने वाले क्रियाकलाप हेतु शास्त्रियां) नियम, 2012 है।

(2) ये राजपत्र में प्रकाशन की तारीख को प्रवृत्त होंगे।

2. परिभाषाएं:- इन नियमों में, जब तक संदर्भ से अन्यथा अपेक्षित नहीं है:-

(क) 'अधिनियम' से रेल अधिनियम, 1989 अभिप्रेत है;

(ख) 'कूड़ा-कचरा' से ऐसे सभी कचरे अभिप्रेत हैं और कोई अन्य अपशिष्ट पदार्थ शामिल है जो, यदि फेंकी जाए या निक्षिप्त की जाए, अस्वच्छ या अस्वास्थ्यकर परिस्थिति या जीवन को संकट, पर्यावरणीय प्रदूषण, लोक स्वास्थ्य, संरक्षा और कल्याण के लिए एक खतरे का सृजन करने का प्रवृत्ति रखती है;

(ग) 'कूड़ा फैलाना' से अभिप्रेत है -

(i) कूड़ा ऐसे अवस्थान पर रखना जहां से वह गिर जाता है, नीचे आता है, उड़ जाता है, धुल जाता है, टपकता है या अन्यथा निकल जाता है; या वह किसी लोक

स्थान में या पर गिर जाने, नीचे आने, उड़ जाने, धुल जाने, टपकने या अन्यथा निकल जाने की संभावना रखता है; या

- (iii) कूड़े को किसी लोक स्थान में या पर गिरने, नीचे आने, उड़ने, धुलने, टपकने या अन्यथा निकल जाने का कारण बनना, अनुमति देना या होने देना;
- (घ) 'रेल परिसर' से रेलगाड़ियों सहित स्टेशन इमारत, प्लेटफॉर्म, रेलपथ और रेल से संबंधित अन्य संपत्ति अभिप्रेत है;
- (ङ) 'व्यक्ति' से यात्रा करने के आशय या बिना आशय के रेल परिसर में आने वाला या आने वाले व्यक्ति अभिप्रेत हैं;
- (च) "गाड़ी" से रेल प्रशासन द्वारा यात्रियों या सामानों को वहन करने वाली गाड़ी अभिप्रेत है।

3. रेल परिसर में स्वच्छता और स्वास्थ्य को प्रभावित करने वाले क्रियाकलाप का निषेध:-

1. कोई व्यक्ति -

- (क) किसी प्राधिकृत स्थान के सिवाय किसी भरे हुए या खाली रेल परिसर या डिब्बे में कूड़ा-कचरा नहीं फैकेगा या निक्षिप्त नहीं करेगा;
- (ख) रेल परिसरों में पाक क्रिया, नहाना, थूकना, मूत्रत्याग, मलत्याग, जानवरों या पक्षियों को चारा देना, वाहनों की मरम्मत या धुलाई करना, बर्तन या कपड़े या कोई अन्य उपकरण धोना या किसी प्रकार का भंडारण सिवाय ऐसी सुविधाओं या शौचालयों में जो उपर्युक्त किसी प्रयोजन के लिए विनिर्दिष्ट रूप से उपलब्ध कराई गई हैं, नहीं करेगा;
- (ग) रेल या रेल परिसर के किसी कम्पार्टमेंट या सवारीडिब्बे में, किसी विधिपूर्ण प्राधिकार के बिना, कोई पोस्टर चिपकाना या लगाना या कुछ भी या विषयवस्तु लिखना या अंकित करना, अभिकार्य नहीं करेगा;
- (घ) रेल संपत्ति को विरूपित करने में संलिप्त नहीं होगा;
- (2) प्राधिकृत विक्रेता/फेरी वाले कूड़ा एकत्रित करने और उसका उचित निपटान करने के लिए कंटेनर या कूड़ा टोकरी रखने के लिए आवश्यक व्यवस्था करेंगे।

4. इन नियमों के उल्लंघन हेतु शास्तियां - जो कोई भी इन नियमों के किसी उपबंध का उल्लंघन करेगा या इन उपबंधों के अनुपालन में विफल रहेगा, उसे जुर्माने से दंडित किया जाएगा जो पांच सौ रुपये से अनाधिक नहीं होगा।

5. इन नियमों के अधीन जुर्माना संग्रह के लिए प्राधिकृत अधिकारी - निम्नलिखित अधिकारी इन नियमों में उल्लिखित जुर्माना संग्रह के लिए प्राधिकृत हैं, अर्थात्:-

- (क) स्टेशन मास्टर या स्टेशन प्रबंधक;
- (ख) ऐसा अधिकारी जो वाणिज्य विभाग के टिकट कलक्टर से निम्न पंक्ति का नहीं हो या परिचालन विभाग के समतुल्य पंक्ति का अधिकारी;
- (ग) इन नियमों को प्रवृत्त करने के प्रयोजन के लिए रेल प्रशासन द्वारा प्राधिकृत कोई अन्य अधिकारी (अन्य अधिकारी)।

[फा. सं. 2010/टीजी-IV/16/एसएन/14/फाइन]

ए. मधुकुमार रेड्डी, कार्यकारी निदेशक (यात्री विपणन)

MINISTRY OF RAILWAYS

(RAILWAY BOARD)

NOTIFICATION

New Delhi, the 26th November, 2012

G.S.R. 846(E).—In exercise of the powers conferred by Clause (g) of sub-section (2) and sub-section (3) of Section 60 read with Section 198 of the Railways Act, 1989 (24 of 1989) the Central Government hereby makes the following rules, namely:—

1. Short title and Commencement.—(1) These rules may be called the Indian Railways (Penalties for activities affecting cleanliness at railway premises) Rules, 2012.

(2) They shall come into force on the date of their publication in the Official Gazette.

2. Definitions.—In these rules unless the context otherwise requires,—

- (a) 'Act' means the Railways Act, 1989;
- (b) 'litter' means all refuse and include any other waste material which, if thrown or deposited, tends to create unclean or unhygienic conditions or a danger to life, environment pollution, public health, safety and welfare;
- (c) 'littering' means,—
 - (i) putting litter in a location from where it falls, descends, blows, is washed, percolates or otherwise escapes; or is likely to fall, descend, blow, be washed, percolate or otherwise escape into or onto any public place; or
 - (ii) causing, permitting or allowing litter to fall, descend, blow, be washed, percolate or otherwise escape into or onto any public place;
- (d) 'railway premises' means station building, platforms, railway track and other property belonging to railways including trains;
- (e) 'person' means any person or persons coming to railway premises with or without the intention of travelling;
- (f) 'carriage' means the carriage of passengers or goods by a railway administration.

3. Prohibition of activities affecting cleanliness and hygiene in the railway premises.—

(1) No person shall,—

- (a) throw or deposit litter in any occupied or unoccupied railway premises or the carriage except in authorized places;

- (b) cook, bathe, spit, urinate, defecate, feed animal or birds, repair or wash vehicles, washing utensils or clothes or any other objects or keep any type of storage in any railway premises except in such facilities or conveniences specifically provided for any of these purposes;
 - (c) paste or put up any poster or write or draw anything or matter in any compartment or carriage of the railway or any premises thereof, without any lawful authority;
 - (d) indulge in defacing railway property.
- (2) Authorised Vendors/hawkers will make necessary arrangement to keep the container or waste basket for collecting litter and proper disposal of its contents.

4. Penalties for contravention of these rules.—Whosoever contravenes any of the provisions of these rules or fails to comply with such provisions shall be punished with a fine which shall not exceed five hundred rupees.

5. Officials authorized to collect penalties under these rules.—The following officials are authorized to collect fine mentioned in these rules, namely :—

- (a) The Station Master or Station Manager;
- (b) An officer not below the rank of Ticket Collector of the Commercial Department or an officer of equivalent rank of the Operating Department;
- (c) Any other official (s) authorized by the Railway Administration for the purpose of implementing these rules.

[F. No. 2010/TG-IV/16/SAN/14/Fine]

A. MADHUKUMAR REDDY, Executive Director, Passenger Marketing

GOVERNMENT OF INDIA.
Ministry of Railways.
(Railway Board).
Rail Bhavan, New Delhi-110001.

ANNEXURE-A/1.

No.TCII/2870/97.

The General Manager (Comml),
South Central Railway,
Secunderabad.

Dated: 16.11.2000.

Sub:- Mixing of private cash with railway cash – Item in the
agenda of PNM meeting.

It has been brought to the notice of Railway Board by NFIR that S.C. Railway has issued some guidelines under Para 2429 of Indian Railway Commercial Manual, Vol. II. One of the guidelines is regarding barring railway staff from mixing private cash with railway cash.

Under the powers conferred on the railway administration vide Para 2429 of IRCM, Vol. II and Board's letter of even number dated 22.08.97, railways are only authorized to add, if needed to the categories of staff who are required to declare their private cash. Railway administrations should not make any new provision in the rules without the approval of Railway Board. Rules do not prohibit the staff from mixing private cash with railway cash. Therefore, Board desires that the orders issued in this regard may be withdrawn immediately.

Sd/- Mani Anand
Director (Passenger Marketing),
Railway Board.

Copy to :

1. Chief Commercial Manger, S. C. Railway.
2. E(LR) Br. TG-V Branch, Railway Board.
3. The General Secretary, All India Railwaymen Federation,
Room No.253, Railway Bhawan, New Delhi.
4. The General Secretary, National Federation of Indian Railwaymen,
Room No.256-E, Rail Bhawan, New Delhi.
5. Secretary, Staff Side, National Council, 13-C, Ferozeshah Road, New Delhi.
6. The Secretary General, Federation of Railway Officers Association,
Room No.256-A, Rail Bhawan, New Delhi.
7. Indian Railway Promotee Officers Association,
Delhi

Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralya)
Rail Bhawan

No. 94/TG-I/20/P/Pt. RAC

New Delhi, Dated: 03.06.2013

1. The Chief Commercial Managers,
All Zonal Railways.
2. MD/PRS/CRIS,
Chanakypuri, New Delhi

(Commercial Circular No.41 of 2013)

Sub: RAC system in LHB/Hybrid coaches.

As per existing policy, the maximum limit of RAC berths to be earmarked in different classes is as under:-

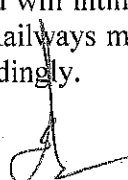
Class	No. of berths earmarked for RAC passengers	No. of RAC passengers provided accommodation sitting
1 st AC	Nil	Nil
AC 2-Tier	2 LB (in cabin)	4
1 st Class	2 LB	4
AC 3-Tier	2 side lower berth	4
Chair Car	Nil	Nil
Sleeper Class	5 side lower berths	10

2. On receipt of references from zonal Railways for enhancing RAC accommodation in LHB coaches, the matter has been examined and it has been decided to enhance the accommodation in LHB coaches in Rajdhani and Duronto Express trains as under:-

Class	No. of berths earmarked for RAC passengers	No. of RAC passengers provided accommodation sitting
AC 2-Tier	3 Side Lower berths	6
AC 3-Tier	3 Side Lower berths	6

3. CRIS will make necessary modification in the software and will intimate the date of effect to all Zonal Railways as well as this office. Zonal Railways may take necessary action immediately thereafter to define these trains accordingly.

DA: As above


(Dr. S.K. Ahirwar)
Director Traffic Commercial (G)
Railway Board

GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (Rail Mantralaya)
(Railway Board)

No. 2001/TG-V/11/31

New Delhi, dated 7.01.2016

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

Commercial Circular No. 01 of 2016

Sub: - Misuse of Senior Citizen Concession as well as Senior Citizen Quota.

In terms of IRCA Coaching Tariff No. 26/Part-I/Vol.-II, w.e.f. 01.04.2008, male senior citizen of the age of 60 years and above, women senior citizen of the age of 58 and above are granted 40% and 50% concession respectively in all classes of Mail/Express/Rajdhani/Shatabdi etc. trains. No proof of age is required at the time of purchasing tickets, however, during journey the senior citizen is required to carry prescribed documentary proof issued by any Government agency showing their age or date of birth. In case the senior citizen is not able to produce the requisite proof of age during the journey, he/she is charged only the difference of fare (between full fare and concessional fare).

- 1.1 Senior citizens have also been provided a facility to get confirmed lower berths under Senior Citizen Quota.
2. Instances have been brought to the notice of this office regarding misuse of Senior citizen concession as well as quota as under:-
 - (i) The passengers book the ticket under Senior Citizen Quota by giving wrong age. In case they are detected they give the difference of fare otherwise they go undetected resulting in loss of revenue to the Railways.
 - (ii) Some passengers also book confirmed lower berths under Senior Citizen Quota and in case they get detected, they pay the difference of fare and enjoy the benefit of senior citizens concession/as well as quota unauthorisedly.

- (iii) Some agents use this method to cheat the passengers. They book the ticket by giving wrong declaration of age and subsequently modify the e-ticket by giving correct age and dupe the passengers.

3. Matter has been examined in the office and the following has been decided:-

- (i) CRIS/IRCTC will make a provision that whenever a passenger enquires about the PNR status, the fare charged on the ticket should be reflected. Feasibility of displaying other relevant details like full form of quota under which booked, age of passenger shall also be explored by CRIS/IRCTC so that the passengers do not get cheated by unscrupulous ticketing agents.
- (ii) Whenever any passenger is found travelling in the train on the berths booked under Senior Citizen Quota by declaration of wrong age depriving the genuine eligible passengers he/she should be treated as travelling without ticket and charged accordingly. This penalty is suggested as the person is not only cheating on fare part but is also getting a confirmed berth on false declaration depriving the eligible passengers of a confirmed lower berth.
- (iii) Whenever any passenger is found travelling in the train by declaration of wrong age so as to get senior citizen concession only, they should be charged penalty in addition to difference of fare.

4. These instructions will be made effective w.e.f. 01.02.2016. Necessary instructions may be issued to all concerned specifically ticket checking staff with a note of caution to be patient and tactful while handling such passengers to avoid any complaint regarding any harassment.

VSS/1/16

(Vikram Singh)
Director Passenger Marketing
Railway Board

The Chief Commercial Managers,
All Zonal Railways.

Sub: Ticket Checking Performance.

Member Traffic in his DO letter No.2005/TG-V/5/5 dated 19/12/2005 had desired introduction of ticket checking at three levels, viz. normal ticket checking by the checking squads and special ticket checking at headquarters and Divisional level. In addition surprise ambush/fortress checks by checking squads of the Divisions and Headquarters involving DRMs/ADRM and officers from the Headquarters office should also be organized taking assistance of RPF staff and the Railway Magistrates. The performance of the ticket checking staff in regard to number of ticketsless/irregular travel detected per TTE should be monitored. He had also desired that a performance of three cases per TTE should be achieved.

Reports received from the Railways indicate that while Central, North Central, Southern and West Central Railways could achieve the performance of three cases per TTE per day during October, November and December 2006 and Western Railway could achieve this performance in December 2006, other railways have yet to achieve this level of performance.

Board desires that Railways need to achieve an average of three cases of ticketsless/irregular travel per TTE per day. Staff who are not up to the mark needs to be identified and necessary action taken against them. A report in this regard should be furnished regularly in the Commercial MCDO.

H. V. Sharma

(H. V. Sharma)

Executive Director Passenger Marketing
Railway Board.

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

TELEMAX
ISSUED ON 22.12.2004

CHIEF COMMERCIAL MANAGER,

CENTRAL RAILWAY, MUMBAI
EASTERN RAILWAY, KOLKATA
EAST CENTRAL RAILWAY, HAJIPUR
EAST COAST RLY., BHUBANESWAR
NORTHERN RAILWAY, NEW DELHI
NORTH CENTRAL RLY, ALLAHABAD
NORTH EASTERN RLY, GORAKHPUR
NORTHEAST FRONTIER RLY, GUWAHATI

NORTH WESTERN RLY., JAIPUR
SOUTHERN RAILWAY, CHENNAI
SOUTH CENTRAL RLY., SECUNDERABAD
SOUTH EASTERN RAILWAY, KOLKATA
SOUTH EAST CENTRAL RAILWAY, BILASPUR
SOUTH WESTERN RAILWAY, HUBLI
WESTERN RAILWAY, MUMBAI
WEST CENTRAL RAILWAY, JABALPUR

COMMERCIAL CIRCULAR NO. 51 OF 2004.

NO.2004/TG-V/26/1 (.) IT HAS BEEN DECIDED THAT HENCEFORTH BOARDING THE TRAIN AT INTERMEDIATE STATION WILL BE PERMITTED AS PER INSTRUCTIONS GIVEN IN THE TABLE GIVEN BELOW (.)

CATEGORY OF TRAIN	CLASS OF TRAVEL	MINIMUM CLASS OF TICKET REQUIRED FOR PERMISSION TO BOARD FROM INTERMEDIATE STATIONS
(i) RAJDHANI/SHATABDI	1A, FC, 2A, 3A, CC	I CLASS ORDINARY
(ii) JANSHATABDI	CC 2S	I CLASS ORDINARY II MAIL/EXPRESS
(iii) MAIL/EXPRESS	FC, 1A, 2A, 3A CC, SL, 2S	I CLASS ORDINARY II MAIL/EXPRESS

THE PASSENGER WILL BE REQUIRED TO PURCHASE THE TICKET FOR THE FULL JOURNEY TO BE UNDERTAKEN BY HIM AS PER THE ABOVE TABLE BEFORE APPROACHING THE TS/DY. TS CONDUCTOR/TTE OF THE TRAIN(.) THE TS/DY.TS/CONDUCTOR/TTE WILL ENSURE THAT THE VACANT ACCOMMODATION IS ALLOTTED ONLY WHEN THE PASSENGER APPROACHES WITH THE STIPULATED CLASS OF TICKET AS MENTIONED ABOVE(.) IT IS CLARIFIED THAT THE PASSENGER CAN NOT BOARD THE RESERVED COACHES WITHOUT THE PERMISSION OF ON-BOARD TICKET CHECKING STAFF(.) THE DIFFERENCE OF FARE WILL BE REALISED

.....2/-

AFTER VACANT ACCOMMODATION IS ALLOTTED BY THE STAFF (.) THE DIVISIONS WILL ISSUE INSTRUCTIONS TO ALL THE BOOKING OFFICES TO ISSUE I CLASS TICKETS FOR SUCH PURPOSES ON OUT OF TURN BASIS FROM II CLASS BOOKING WINDOW WHERE THERE IS NO SEPARATE COUNTER FOR ISSUE OF UPPER CLASS TICKETS(.) INDICATION TO THIS EFFECT SHOULD ALSO BE DISPLAYED AT THE BOOKING COUNTERS(.) THESE INSTRUCTIONS WILL BE MADE EFFECTIVE FROM 01.01.2005 (.) ALL FIELD UNITS AND CONCERNED STAFF SHOULD BE ISSUED PROPER INSTRUCTIONS ENCLOSING A COPY TO THIS OFFICE(.) WIDE PUBLICITY SHOULD BE GIVEN BY ZONAL RAILWAYS AND THE DIVISIONS THROUGH VARIOUS MEDIA FOR INFORMATION OF GENERAL PUBLIC(.) ACKNOWLEDGE RECEIPT (.) RAVINESH / RAILWAYS (.)



(RAVINESH KUMAR)
DIRECTOR, TRAFFIC COMMERCIAL (G)
RAILWAY BOARD

COPY TO: 1. FA&CAO, ALL ZONAL RAILWAYS
2. DIRECTOR OF AUDIT, ALL ZONAL RAILWAYS



FOR FINANCIAL COMMISSIONER/RAILWAYS

NO.2004/TG-V/26.1.

NEW DELHI, DATED .12.2004.

COPY TO:

1. MD/KONKAN RAILWAY CORPORATION, BELAPUR, NAVI MUMBAI.
2. RAILWAY STAFF COLLEGE, VADODARA
3. F(C), V(SS), BUDGET BRANCHES, RAILWAY BOARD

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No.2005/TC-V/26/1

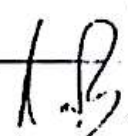
New Delhi, dt. 6.10.05

Chief Commercial Manager,
All Zonal Railways,

Commercial Circular No. 42 of 2005

In continuation of Board's Commercial Circular No.51 of 2004 (No. 2004/TC-V/26/1 dated 22.12.2004) & No. 22 of 2005 (No.2005/TC-V/26/1 dated 2.6.2005) regarding granting of permission to the passengers to board the trains from intermediate & originating stations respectively, Board desire that passengers approaching the Ticket Checking Staff even with IInd class mail/express ticket should be allowed to upgrade their tickets in upper class of all Mail/Express trains except Rajdhani/Shatabdi Express trains provided the vacant accommodation is available in that class. All concerned ticket checking staff should be strictly instructed not to refuse accommodation in any class including upper class to the passengers holding IInd Class Mail/Express unreserved tickets.

These instructions will come into force with immediate effect.


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

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

No.2005/TG-V/26/01.

New Delhi, dated. 24.08.2015.

The Chief Commercial Managers,
All Zonal Railways.

Commercial Circular No. 49 /2015.

**Sub: Allowing ticket checking staff to permit the passengers to board Suvidha Express
in case vacant accommodation is still available after the stopping of booking at
current reservation counter.**

Please refer to this office letter No.TC-II/2910/2013/Dynamic Pricing/C dated 02.06.2015 (Commercial Circular No.33/2015 dated 02.06.2015) wherein the details about running of Suvidha Trains were circulated to all Zonal Railways. It was inter-alia advised that the vacant accommodation in trains after preparation of reservation charts can be booked at the current counter of the train originating station at the last price sold for that class and other supplementary charges like reservation fee, superfast charges, service tax, if applicable etc to be levied in full. Instances were, however, brought to notice where after departure of train, although accommodation was available but the same could not be offered to the passengers available at road side station as no clear cut guidelines were available on this account.

2. The matter has been examined in consultation with Finance Directorate of Ministry of Railways and it has been decided as under.

- If vacant berths are available in Suvidha Trains after preparation of charts, first these berths should be made available at the current counter for booking at the train originating stations for booking on first come first serve basis at the last price sold for that class after levying of supplementary charges in full.
- After booking at the current counter has been stopped and vacant accommodation is still available, the onboard ticket checking staff should be authorized to allow passengers, at train originating station to board the train on the authority of prescribed minimum class of ticket required for that class and on realization of difference, between fare indicated on the ticket and the last price sold for that class in Suvidha trains, along with other supplementary charges, to be levied in full.
- For booking from intermediate station against vacant accommodation available on board ticket checking staff may be allowed to book passengers on the same pattern.
- The passenger should purchase minimum class of tickets, as indicated below, both at originating and intermediate station, from general booking counter, before boarding permission is granted by on-board ticket checking staff. Under no circumstances passenger should board the reserved coaches without the permission of onboard ticket checking staff.

Class of Travel	Minimum class of Ticket required for boarding at Originating and Intermediate Station.
AC First Class, AC Two Tier, AC Three Tier	Ist Class Ordinary Tickets
Sleeper Class/Reserved Seating	II Mail/Express

3. This issue with the concurrence of Finance Directorate of Ministry of Railways .

Mansur

NSD
25/8/15
(Vikram Singh)
Director, Passenger Marketing
Railway Board
-----2/-

No.2005/TG-V/26/01.

New Delhi, dated 25.08.2015.

Copy for information and necessary action to:-

- I. DAI(Railways), New Delhi.
- II. FA&CAO, All Zonal Railways
- III. Principal Directorate of Audit

Manoj
(M. K. Dubeey)

for Financial Commissioner (Railways)

No.2005/TG-V/26/01.

New Delhi, dated. .08.2015.

Copy for information and necessary action to:

- I. AM(B), Adv(Finance), AM(IT), AM(C), Adv(Vig),
- II. EDF(C), ED(Chg), ED(C&IS), ED(T&C), EDV(T),
- III. MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
- IV. The Principals, Zonal Training Centres, Central Railway/Bhusawal, Eastern Railway/Alipur duar, Southern Railway/Trichy, South Eastern Railway/Sini, Western Railway/Udaipur.
- V. General Secretary, All India Railwaymen Federation (AIRF), National Federation of Indian Railwaymen(NFIR);
- VI. Secretary General, Federation of Railway Officers Association(FROA), Indian Railway Promotee Officer Federation (IRPOF).All India RPF Association, National Federation of Railway Pensioner Organization.



Vikram Singh
28/8/15

Vikram Singh)
Director, Passenger Marketing
Railway Board

भारत सरकार
रेल मंत्रालय
(रेलवे बोर्ड)

सं. 2005/टीजी-V/26/01

नई दिल्ली, दिनांक 25.08.2015

मुख्य वाणिज्य प्रबंधक,
सभी क्षेत्रीय रेलें.

2015 का वाणिज्य परिपत्र सं. 49

विषय: यदि करंट आरक्षण काउन्टर पर बुकिंग रुकने के बाद भी खाली बर्थ उपलब्ध हो तो ऐसी स्थिति में यात्रियों को सुविधा एक्सप्रेस में चढ़ने के लिए टिकट जांच कर्मचारियों द्वारा अनुमति दी जाना।

कृपया इस कार्यालय के दिनांक 02.06.2015 का पत्र सं. टीसी-II/2910/2013/डायनेमिक प्राइसिंग/सी (दिनांक 02.06.2015 का वाणिज्यिक परिपत्र सं. 33/2015) का अवलोकन करें जिसमें सभी क्षेत्रीय रेलों को सुविधा गाड़ियों के चलने के बारे में ब्यौरे परिपत्रित किए गए थे। अन्य बातों के साथ-साथ यह सूचित किया गया था कि आरक्षण चार्ट तैयार होने के बाद गाड़ियों में खाली पड़ी बर्थों को उस श्रेणी के लिए बिक्री किए गए अंतिम मूल्य पर गाड़ी आरंभ होने वाले स्टेशन के करंट काउन्टर पर बुक किया जा सकता है और अन्य अनुपूरक प्रभार जैसे, आरक्षण शुल्क, सुपरफास्ट प्रभार, सेवा कर, यदि लागू हो, की पूरी राशि ली जाएगी। बहरहाल, ऐसे मामले ध्यान में लाए गए, जहां गाड़ी के प्रस्थान के बाद यद्यपि बर्थ उपलब्ध थी, परन्तु मध्यवर्ती स्टेशन पर उपलब्ध यात्रियों को नहीं दी जा सकी क्योंकि इस संबंध में कोई स्पष्ट दिशा-निर्देश उपलब्ध नहीं थे।

2. इस मामले की रेल मंत्रालय के वित्त निदेशालय की सहमति से जांच की गई और इस संबंध में निम्नानुसार निर्णय लिया गया है:

- यदि चार्ट तैयार होने के बाद सुविधा गाड़ियों में खाली बर्थ उपलब्ध हो तो सबसे पहले इन बर्थों को पूरी राशि में अनुपूरक प्रभार लगाने के बाद उस श्रेणी के बेचे गए अंतिम मूल्य पर पहले आओ, पहले पाओ के आधार पर गाड़ी आरंभ होने वाले स्टेशन पर बुकिंग के लिए करंट काउन्टर पर उपलब्ध कराना चाहिए।
- जब करंट काउन्टर पर बुकिंग बन्द हो गई हो और खाली बर्थ अभी भी उपलब्ध हो, तो ऑनबोर्ड टिकट जांच कर्मचारियों को उस श्रेणी के लिए अपेक्षित टिकट की निर्धारित न्यूनतम श्रेणी के प्राधिकार पर तथा टिकट पर दर्शाए गए किराए और लगाए जाने वाले अन्य अनुपूरक प्रभारों की पूरी राशि के साथ-साथ सुविधा गाड़ी में उस श्रेणी के बेचे गए अंतिम मूल्य के बीच का अंतर वसूल करके गाड़ी आरंभ होने वाले स्टेशन पर यात्रियों को गाड़ी में चढ़ने की अनुमति देने के लिए प्राधिकृत करना चाहिए।
- उपलब्ध खाली बर्थों के तहत मध्यवर्ती स्टेशन से बुकिंग के लिए ऑन बोर्ड टिकट जांच करने वाले कर्मचारियों को उसी तरीके से यात्रियों को बुक करने की अनुमति दी जाए।
- ऑन बोर्ड टिकट चेकिंग स्टाफ द्वारा गाड़ी में चढ़ने की अनुमति दिए जाने से पूर्व यात्री को आरंभिक और मध्यवर्ती दोनों स्टेशनों पर सामान्य बुकिंग काउन्टर से नीचे

दर्शाए गए अनुसार न्यूनतम श्रेणी की टिकटें खरीदनी चाहिए। किसी भी परिस्थिति में ऑन बोर्ड टिकट चेकिंग स्टाफ की अनुमति के बिना यात्री को आरक्षित कोच में नहीं चढ़ना चाहिए।

यात्रा की श्रेणी	आरंभिक और मध्यवर्ती स्टेशन पर गाड़ी में चढ़ने के लिए अपेक्षित टिकट की न्यूनतम श्रेणी
वातानुकूलित प्रथम श्रेणी, वातानुकूलित टू टियर, वातानुकूलित थ्री टियर	प्रथम श्रेणी सामान्य टिकटें
शयनयान श्रेणी/आरक्षित सीटिंग	द्वितीय श्रेणी मेल/एक्सप्रेस

3. इसे रेल मंत्रालय के वित्त निदेशालय की सहमति से जारी किया जाता है।


(विक्रम सिंह)

निदेशक, यात्री विपणन
रेलवे बोर्ड

सं. 2005/टीजी-V/26/01

नई दिल्ली, दिनांक 25.08.2015

सूचना एवं आवश्यक कार्रवाई के लिए प्रतिलिपि प्रेषित:

- I. डीएआई (रेलें), नई दिल्ली
- II. वित्त सलाहकार एवं मुख्य लेखा अधिकारी, सभी क्षेत्रीय रेलें
- III. प्रिंसिपल, लेखा निदेशालय

521/-
कृते वित्त आयुक्त (रेलें)

सं. 2005/टीजी-V/26/01

नई दिल्ली, दिनांक 25.08.2015

सूचना और आवश्यक कार्रवाई के लिए प्रतिलिपि प्रेषित:

- I. एएम(बजट), सलाहकार(वित्त), एएम(आईटी), एएम(सी), सलाहकार(सतर्कता)
- II. ईडीएफ(सी), ईडी(कोचिंग), ईडी(सी एण्ड आईएस), ईडी(टी एण्ड सी), ईडीवी(टी)
- III. प्रबंध निदेशक/आई आर सी टी सी, बैंक ऑफ बड़ौदा बिल्डिंग, संसद मार्ग, नई दिल्ली।
- IV. प्रिंसिपल, क्षेत्रीय प्रशिक्षण केन्द्र, मध्य रेलवे/भुसावल, पूर्व रेलवे/अलीपुरद्वार, दक्षिण रेलवे/त्रिची, दक्षिण पूर्व रेलवे/सीनी, पश्चिम रेलवे/उदयपुर।
- V. जनरल सेक्रेटरी, ऑल इण्डिया रेलवेमेन फेडरेशन (एआईआरएफ), नेशनल फेडरेशन ऑफ इण्डियन रेलवेमेन (एनएफआईआर)।
- VI. सेक्रेटरी जनरल, फेडरेशन ऑफ रेलवे ऑफिसर्स एसोसिएशन (फ्रोआ), इण्डियन रेलवे प्रमोटी ऑफिसर्स फेडरेशन (आईआरपीओएफ), ऑल इण्डिया आरपीएफ एसोसिएशन, नेशनल फेडरेशन ऑफ रेलवे पैसनर्स ऑर्गनाइजेशन.


(विक्रम सिंह)

निदेशक, यात्री विपणन
रेलवे बोर्ड

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

No.2010/TG-V/12/P/01.

New Delhi, dated 25.08.2010.

The Chief Commercial Managers,
All Zonal Railways.

Commercial Circular No.78/2010.

Sub: Checking of tickets during night time in reserved coaches.

Instances have come to the notice of Railway Board that passengers are being asked to produce tickets for checking frequently by ticket checking staff during their journey, sometimes during night journey, which causes undue harassment to passengers. In this regard attention of zonal railways is invited to Para (22(b)) of Indian Commercial Manual which is reproduced below for ready reference.

"In their dealing with the travelling public, Travelling Ticket Examiners should always bear in mind that passengers holding proper tickets sometime feel annoyed at being called upon to produce their tickets, particularly if this is required frequently during their journey and such passengers are likely to look on the work of ticket checking as involving harassment. Ticket checking staff should, therefore, note that in the performance of their duties, the greatest tact and politeness is no less important than the necessary firmness".

2. Having considered the problems and relevant rules further instructions are given below for strict compliance.

2.1. Ticket Checking Staff may be sensitized adequately about the above provisions of the Commercial Manual.

2.2. Checking staff be suitably instructed that the tickets in reserved coaches should normally be checked between 0600 hours and 2200 hours.

2.3. In case of reserved passengers ticket should be checked initially after passengers board the trains to begin their journey.

2.4. Bonafide reserved passengers whose tickets have already been examined and verified should not be disturbed between 2200 Hours and 0600 hours without a valid reason.

2.5. In the case of passengers where tickets have not been checked after boarding, checks should also be made between 2200 hours and 0600 hours. However, care should be taken by the ticket checking staff, that the passengers are not unduly disturbed during the night time.

3. The above provisions may be included in the Ticket Checking Manual of zonal railways.

A. Madhukumar Reddy
(A. Madhukumar Reddy)

Executive Director (Passenger Marketing)
Railway Board

GOVERNMENT OF INDIA (Bharat Sarkar)
MINISTRY OF RAILWAYS (Rail Mantralya)
(RAILWAY BOARD)

No.2010/TG.I/20/P

New Delhi, dated 19.10.2010

General Managers,

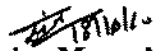
1. Central Railway, Mumbai.
2. Eastern Railway, Kolkata.
3. East Central Railway, Hajipur.
4. East Coast Railway, Bhubaneswar
5. Northern Railway, New Delhi
6. North Central Railway, Allahabad
7. North Eastern Railway, Gorakhpur.
8. Northeast Frontier Railway, Guwahti.
9. North Western Railway, Jaipur.
10. Southern Railway, Chennai
11. South Central Railway, Secunderabad.
12. South Eastern Railway, Kolkata
13. South East Central Railway, Bilaspur.
14. South Western Railway, Hubli.
15. Western Railway, Mumbai.
16. West Central Railway, Jabalpur.

(Commercial Circular No. 52 of 2010)

**Sub: Ticket left behind – Amendment to Para 320 of Indian Railways
Commercial Manual Vol-I.**

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Ministry of Railways have decided that para 320 of 1992's Third Edition of Indian Railways Commercial Manual Vol. I may be revised as per correction slip No.23 enclosed.


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

Copy to:

- 1) MD, CRIS, Chanakayapuri, New Delhi.
- 2) CCM/PMs and CCM/PSs, all Zonal Railways.
- 3) MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
- 4) EDV (T), EDFC, DF(C), OSD/TC, F(C) & V (SS) branches of Railway Board.
- 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, SE Railway, Sini, Western Railway, Udaipur.

- 7) General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- 8) General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- 9) Secretary General, Federation of Railway Officers Association (FROA), Room No.256-A, Rail Bhawan, New Delhi.
- 10) Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
- 11) Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
- 12) Secretary General, National Federation of Railway Pensioners' Organisation, 825, Supertech Residency, Sector-5, Plot No.6 A, Ghaziabad - 201 010.

**Correction slip No. 23 to Indian Railways Commercial Manual Vol.I
Para 320 may be revised as under:**

The following procedure should be adopted when passengers, leave their tickets behind:-

320: Tickets left behind - When passengers, leave their reserved tickets behind, the Station Master concerned, on finding/getting such tickets will send a control message through control phone or any other mode of communication, free of charge to the nearest convenient station giving the details of the tickets, viz. PNR Number, Train Number, Coach Number, Berth/Seat, Class, station from, station to and the name of the passenger/passengers, if known. The Station Master of the message sending station will ensure that the message has reached at the desired destination. The Station Master of the station to whom the message has been communicated will on receipt and the authority of this message, issue a free excess fare ticket to destination and hand it over to the passenger. The Station Master of the station, where the left behind tickets are found/made available, will cancel the original tickets and submit the same along with his report to the Traffic Accounts Office. A copy of the report should also be sent to the Sr. Divisional Commercial Manager/Divisional Commercial Manager.

भारत सरकार
रेल मंत्रालय (रेलवे बोर्ड)

सं.2010/टीजी -I/20/पी

नई दिल्ली, दिनांक 19.10.2010

महाप्रबंधक,

1. मध्य रेलवे, मुंबई.
2. पूर्व रेलवे, कोलकाता.
3. पूर्व मध्य रेलवे, हाजीपुर.
4. पूर्व तट रेलवे, भुवनेश्वर
5. उत्तर रेलवे, बड़ौदा हाउस, नई दिल्ली
6. उत्तर मध्य रेलवे, इलाहाबाद
7. पूर्वोत्तर रेलवे, गोरखपुर
8. पूर्वोत्तर सीमा रेलवे, मालीगांव, गुवाहाटी
9. उत्तर पश्चिम रेलवे, जयपुर
10. दक्षिण रेलवे, चेन्नै
11. दक्षिण मध्य रेलवे, सिकंदराबाद
12. दक्षिण पूर्व रेलवे, कोलकाता
13. दक्षिण पूर्व मध्य रेलवे, बिलासपुर
14. दक्षिण पश्चिम रेलवे, हुबली.
15. पश्चिम रेलवे, मुंबई.
16. पश्चिम मध्य रेलवे, जबलपुर.

(2010 का वाणिज्य परिपत्र सं.52)

**विषय : पीछे छूट गए टिकट - भारतीय रेल वाणिज्य नियमावली जिल्द - I के
पैरा 320 का संशोधन.**

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रेल मंत्रालय ने विनिश्चय किया है कि भारतीय रेल वाणिज्य नियमावली, जिल्द I, तीसरा संस्करण, 1992 के पैरा 320 को शुद्धि पर्ची सं.23 के अनुसार संशोधित किया जाए.


(संजय मनोचा)

उप निदेशक, यातायात वाणिज्य (सामान्य)-II
रेलवे बोर्ड

प्रतिलिपि :

1. प्रबंध निदेशक, चाणक्य पुरी, नई दिल्ली.
2. सीसीएम/पीएम तथा सीसीएम/पीएस, सभी क्षेत्रीय रेलें.

3. प्रबंध निदेशक, आईआरसीटीसी, बैंक ऑफ बडौदा बिल्डिंग, संसद मार्ग, नई दिल्ली.
4. ईडी वी(टी), ईडीएफसी, डीएफ(सी), ओएसडी/टीसी, एफ (सी) एवं सतर्कता (एसएस) रेलवे बोर्ड की शाखाएं.
5. महानिदेशक, प्रोफेसर/प्रशिक्षण एवं प्रोफेसर/वाणिज्य, रेलवे स्टाफ कॉलेज, वडोदरा.
6. प्रधानाचार्य, क्षेत्रीय प्रशिक्षण केंद्र, मध्य रेलवे/भुसावल, पूर्व रेलवे/धनबाद, उत्तर रेलवे/चंदौसी, पूर्वोत्तर रेलवे/मुजफ्फरपुर, पूर्वोत्तर सीमा रेलवे/अलीपुरद्वार, दक्षिण रेलवे/त्रिची, दक्षिण पूर्व रेलवे/सिनी, पश्चिम रेलवे/उदयपुर.
7. महासचिव, नेशनल फेडरेशन ऑफ इंडियन रेलवेमेन (एनएफआईआर), 3, चेम्सफोर्ड रोड, नई दिल्ली.
8. महासचिव, आल इंडिया रेलवेमैन फेडरेशन (एआईआरएफ), 4, स्टेट एंट्री रोड, नई दिल्ली.
9. महासचिव, फेडरेशन ऑफ रेलवे ऑफिसर्स एसोसिएशन (एफआरओए), कमरा नं. 256-ए, रेल भवन, नई दिल्ली.
10. महासचिव, इंडियन रेलवे प्रमोटी ऑफिसर्स एसोसिएशन (आईआरपीओएफ), कमरा नं. 268, रेल भवन, नई दिल्ली.
11. महासचिव, ऑल इंडिया आर पी एफ एसोसिएशन, कमरा नं. 256 डी, रेल भवन, नई दिल्ली.
12. महासचिव, नेशनल फेडरेशन ऑफ रेलवे पेंशनर्स ऑर्गेनाइजेशन, 825, सुपरटेक रेजिडेंसी, सेक्टर-5, प्लॉट नं.6 ए, गाजियाबाद - 201 010

भारतीय रेल वाणिज्य नियमावली, जिल्द I, पैरा 320 की शुद्धि पृथी सं.23 को निम्नानुसार संशोधित किया जाए:

जब किसी यात्री का टिकट उसके चले जाने के बाद पीछे छूट जाए तो निम्नलिखित प्रक्रिया अपनाई जानी चाहिए:-

320: पीछे छूट गए टिकट - जब यात्रियों के आरक्षित टिकट पीछे छूट जाएं तो उन टिकटों के मिलने/पाए जाने पर संबंधित स्टेशन मास्टर निकटतम स्टेशन को निःशुल्क कंट्रोल फोन या संप्रेषण के किसी अन्य माध्यम से कंट्रोल मैसेज भेजेगा जिसमें टिकटों का ब्यौरा देगा जैसे पीएनआर नंबर, गाड़ी संख्या, डिब्बा संख्या, बर्थ/सीट, श्रेणी, स्टेशन से, स्टेशन को और यात्री/यात्रियों के नाम, यदि पता हों तो. संदेश भेजने वाले स्टेशन का स्टेशन मास्टर यह सुनिश्चित करेगा कि संदेश अपेक्षित गंतव्य तक पहुंच गया है. उस स्टेशन का स्टेशन मास्टर जिसे यह संदेश दिया गया हो, इस संदेश के आधार पर यात्री को गंतव्य स्थान तक निःशुल्क अतिरिक्त किराया टिकट जारी करेगा और उसे यात्री के हवाले कर देगा. जिस स्टेशन पर टिकट पीछे रह गए थे, उसका स्टेशन मास्टर मूल टिकटों को रद्द कर देगा और अपनी रिपोर्ट के साथ उन्हें यातायात लेखा कार्यालय को भेज देगा. रिपोर्ट की एक प्रति वरिष्ठ मंडल वाणिज्य प्रबंधक/ मंडल वाणिज्य प्रबंधक को भी भेजी जानी चाहिए.

* * * * *

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

No. 99/TG-V/21/13

New Delhi, dated 07.11.2016

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

(Commercial Circular No. 57 of 2016)

Sub: Remittance of cash collected by TTEs and its correct accountal.

Please refer to this office letter of even No. dated 13.09.2000 (Commercial Circular No. 54 of 2000) wherein in para 1(f) it has been advised that the TTE will not keep more than one local and one foreign EFT book at a time. Further, he/she may, however, draw the third book only if five or less (inadvertently mentioned as "more") blank foils are left in the previous book.

2. A Suggestion was received that due to increase in passenger traffic, frequency of trains, introduction of number of new trains etc., the number of EFT books to be issued to ticket checking staff may be revised upwardly.

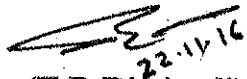
3. The matter has been examined in consultation with Accounts, Finance and Vigilance Directorate of Ministry of Railways and it has been decided to maintain the status quo and the TTE will not keep more than one local and one foreign EFT book at a time. He/She may, however, draw the third book only if 5 or less blank foils are left in the previous book.

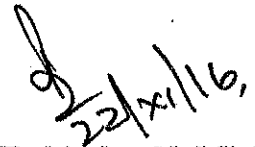
4. However, the issuance of third EFT book shall also be subject to the following conditions:

- a. All the books should not be used simultaneously i.e. additional book should be put to use only after exhausting all the foils of the book on hand.
- b. The continuity of the used foils should be strictly watched.
- c. The prevailing rules for loss/damage of the EFT books shall be applicable for the additional book also.

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


(Vikram Singh)
DPM/Railway Board


(T.D. Diwivedi)
DF(A)/Railway Board


(Rabindra N. Mishra)
DF(C)/Railway Board

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

File No. 2008/TG-V/5/1.

New Delhi, dated. 19.01.2009

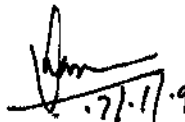
The Chief Commercial Managers,
All Zonal Railways.

Commercial Circular No. 2/2009.

**Sub: Collection of penalty from persons found loitering
in Platform without Platform ticket/travel authority.**

A Consumer Case was filed in the District Consumer Forum at Mysore regarding collection of penalty from a person not having platform ticket and the Forum in its decision had decreed that anybody found on the railway platform without any authority is a trespasser and offence committed by him attracts penalty under Section 147 of the Railways Act.

2. In the light of the above, the matter has been examined in Board's office and it has been decided that persons found on platform without any ticket/travel authority may be treated as trespasser and be charged as per the provisions of Section 147 of Railways Act which specifies that if any person enters upon or into any part of railway without lawful authority, he may be prosecuted or removed from the premises of Railway by any Railway servant or by any other persons who may be called for this purpose. If he refuses to leave, he shall be punishable with imprisonment for a term which may extend to six months or with fine which may extend to one thousand rupees or with both. Such punishment shall not be less than a fine of five hundred rupees.
3. Please ensure compliance under intimation to this office.
4. This disposes of South Western Railway's letter No.C/568/Ticket Checking/P/Penalty/08 dated 17.09.2008.


(V.K.Sharma)

Director, Traffic CommI (G)
Railway Board

File No. 2008/TG-V/5/1.

New Delhi, dated 01.01.2009.

Copy for information and necessary action to:-

- a) FA&CAO of all Zonal Railways.
- b) Indian Railway Conference Association, DRM Office, New Delhi.
- c) Managing Director, Konkan Railway Corporation, Belapur, Navi Mumbai.
- d) Indian Railway Catering and Tourism Corporation, New Delhi.


27/1/09
(V.K.Sharma)

**Director, Traffic CommI (G)
Railway Board**

Copy to EDV(T), ED(PG), ED(C&T) DPM for information and necessary action.

