

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

No.2010/TG-V/26/17

dated 18.04.2011

The Chief Commercial Manager,
All Zonal Railways.

Commercial Circular No. 15 /2011

Sub : Wearing of Uniform by ticket checking staff.

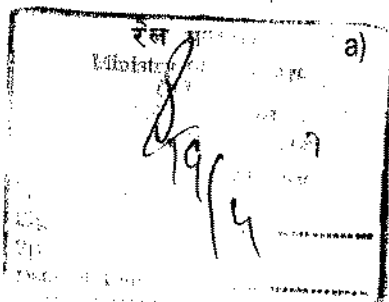
Ref : Board's letter No.2000/TG-V/11/1 dated 02.02.2001
(Commercial Circular No.7)

Instructions were issued by the Board, vide commercial circular no. 7/2001 regarding wearing of uniform by the ticket checking staff with certain exceptions as contained therein. However, complaints are being received regarding ticket checking by un-uniformed persons and also about checking staff refusing to show identity card when demanded to establish their genuineness. In the back drop of such incidents, the matter has been reconsidered by the Board in the light of following guidelines/rationale,

- i) The Indian Railways Traffic Code (Commercial) under para 919 stipulates as follows:-

"Ticket checking staff while on duty must be properly dressed in the uniform prescribed by the administration and put on name plate, distinguishing number, rank badge, armlet headgear etc. where supplied. Travelling Ticket Examiners will also carry with them their duty card pass and authority letters which must be produced on demand by an authorized official or by the travelling public..."

- ii) Prescription of uniform for ticket checking staff of Indian Railways has the following underlying rationale :-



- a) The uniform of ticket checking officials which includes the name badge and identity card, generates official identity by virtue of which the officials cause no doubt in the minds of the passengers. Apart from clarifying the bonafides of the ticket checking officials the uniform also provides the squad a smart and distinctive appearance and engenders a sense of professional pride.

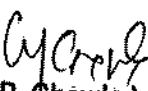
- b) The uniform also brings in a deterrent effect on the ticketless travellers as the uniform reflects the presence of the organization and its conspicuous corporate image.
- c) Easy identification of the ticket checking staff also helps in minimizing the chances of imposters/miscreants causing mischief and harassment to passengers. It would also point out to the passengers as whom to approach for seeking help and guidance.
- d) Most importantly, it eliminates the element of stealth, shock and surprise which may be useful for policing but not for a commercial organization like Indian Railways which wants to make its customers feel secure and comfortable. **The entire process of ticket checking shall become comprehensively transparent.**

2.0

Therefore, In supersession of the instructions issued in Board's letter dated 02.02.2001, the following instructions are issued for strict compliance :-

- (a) All Ticket Checking Staff, while on duty, shall compulsorily wear the prescribed uniform alongwith the name badge and laminated identity card issued by the Zonal Railways.
- (b) It is clarified that wearing of uniform for all Ticket Checking Staff is compulsory irrespective of their location of deployment-whether at stations, on reserved/unreserved coaches of trains or on special squads for ticket checking.
- (c) The staff deployed on special squads under CCMs, staff of CTC squad of Railway Board shall also compulsorily wear the prescribed uniform while on duty.
- (d) There shall be no exceptions in this regard.

Please acknowledge receipt and ensure compliance.


(O.P. Chawla)
Director Traffic Commercial(G)
Railway Board