

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

No.2012/TG-V/4/12

New Delhi, dated 29.09.2014

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

COMMERCIAL CIRCULAR NO.41 OF 2014

Sub: Installation of CCTVs in PRS centres.

Based on the factual report submitted to the Central Vigilance Commission(CVC) on a complaint received regarding black-marketing of railway tickets at certain reservation centers of Northern Railway, the CVC has, inter alia, given the following suggestions:

- (i) CCTV cameras must be installed and should be in a working condition all the time at the reservation counters on 24 x 7 basis.
- (ii) The footage of CCTV cameras should be examined periodically (especially during the peak periods/hours) and these cameras should be used as better preventive vigilance tool.

2. In this connection, attention is invited to this office letter No.2010/TG-V/4/3 dated 31.10.2011 and letter of even number dated 16.11.2012 regarding installation of CCTV equipments at major computerised PRS locations and monitoring the footage and clipping of these CCTVs to detect the activities of unscrupulous elements and also to take action against touts/staff found indulging in malpractices.

3. The suggestion given by the CVC as mentioned in para 1 above has been examined and it is desired that wherever CCTVs have been installed, Commercial Inspectors may be deputed to monitor the footage of CCTVs on periodical basis and during peak rush periods, this monitoring should be on daily basis. These inspectors will submit their report to a nominated officer and will also bring any abnormality to the notice of senior officers for taking necessary remedial measures.

4. Necessary instructions may be issued to all concerned to ensure compliance of the suggestions of CVC.

V-27/7/14
(Vikram Singh)

**Director, Passenger Marketing
Railway Board**

Copy to:

- 1) CCM/PMs and CCM/PSs, all Zonal Railways.
- 2) 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.
- 5) Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- 6) The Principals, Zonal Training Centers, Central Railway/Bhusaval, Eastern Railway/Bhuli/Dhanbad, Northern Railway/Chandausi, NE Railway/Muzaffarpur, NF Railway/Alipurduar, Southern Railway/Trichy, South Central Railway/Maula Ali, SE Railway/Sini, North Western Railway/Udaipur.
- 7) Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Lucknow 226 011.
- 8) General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- 9) General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- 10) Secretary General, Federation of Railway Officers Association (FROA), Room No.370, Rail Bhawan, New Delhi.
- 11) Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
- 12) Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
- 13) CTM, Metro Railway, Metro Rail Bhavan, 33/1, J L Nehru Road, Kolkata-71.
