

S.No. - 2

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**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 522(b) of Indian Railways 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.

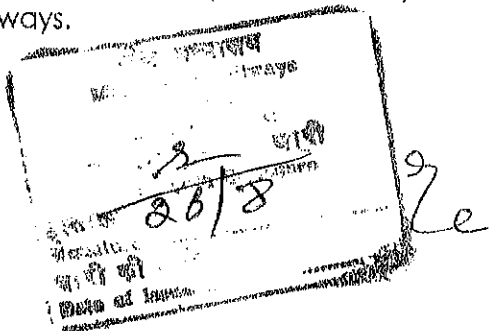
2.2. Checking staff be suitably instructed that the tickets in reserved coaches should normally be checked between 0600 hours and 2200 hours.

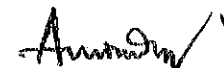
2.3. In case of reserved passengers ticket should be checked initially after passengers board the trains to begin their journey.

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.




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