



Office of the Principal Chief Commercial Manager
South Central Railway, Ministry of Railways, Government of India,
Rail Nilayam, Secunderabad-500 025 (Telangana)

No.C.Comp/HQ/PG/Railmadad

Date: 17.02.2024

Sr.DCMs/ SC, BZA & GNT

Sub: Action plan for restricting travel of unauthorized passengers in reserved coaches by 12704 SC-HWH & 12721 HYB-NZM Express- Reg

Ref: This office letter No.C.571/TC/Div/Review/Vol.XXIII dated 21.09.23.

Please connect this office letter under reference wherein instructions were issued regarding restricting travel of unauthorized passengers in reserved coaches of 22 identified trains, including train No 12704 SC-HWH Falaknuma Express and 12721 HYB-NZM Dakshin express. In this regard, PCCM has expressed concern regarding regular travel of unauthorized passengers by Train No. 12704 & 12721, resulting in Rail Madad complaints and inconvenience of reserved passengers. In this regard, the following instructions are issued for strict implementation from 18.02.24 by Train No. 12704 & 12721:

- At originating station, one hour before departure of the train, ticket checking staff to check on platform where train No. 12704 & 12721 are placed for any passengers not having valid tickets. If more passengers are found with general tickets, they should be advised through Hand mike announcement not to board reserved coaches and warn that if they board, they will be deboarded at originating/enroute stations. Such passengers should also be guided about alternate trains available.
- Trains 12704 & 12721 should be manned fully by deputing adequate number of Amenities staff. If required, additional Amenity staff to be deputed in jurisdiction of SCR.
- Unauthorized passengers should not be allowed to board at Originating station (HYB & SC) for 12721 and at SC for 12704. RPF & Ticket checking staff should be deputed at respective originating stations :
 - Division should depute one ticket checking staff along with RPF for each entrance of the sleeper coach on platform side.
 - To prevent possibility passengers trying to board AC coaches, additional ticket checking staff may be deputed near each AC coaches along with RPF.
 - Staff booked to man should be instructed to be invariably available outside the coach in full uniform till departure of the train and coordinate deputed staff in restricting the unauthorized passengers boarding the coaches.
 - The offside doors of the coaches to be closed

- Season ticket holders, passengers with PRS counter waitlist ticket (after preparation of chart) should not be allowed to board.
- Ticket checking staff (Squad) along with RPF should be deputed in these two trains in respective jurisdiction of their Divisions.
- Squad staff along with RPF should be deputed from SC Division staff(SC-NLDA), GNT Division staff (NLDA-BZA)& BZA Division staff (BZA-VSKP) for 12704 Express and SC Division staff (SC-BPQ) Squad for 12721 express to deboard the unauthorized passengers found after departure of the train duly charging upto point of detection.
 - Despite the above efforts, if any unauthorized passengers are still found in train, they should be excess charged upto point of detection, duly informing before issuing EFT that they will be deboarded at the next halt of the train.
 - Ticket checking staff writing EFT upto point of detection should invariably mention the details of FROM & TO stations and class of travel. Further, it should be clearly mentioned on TOP of the EFT in **BOLD** that passenger is penalized in sleeper upto next point of detection (duly mentioning station i.e NLDA/KZJ etc)
- Staff manning the trains should be regularly moving in their assigned Coaches in uniform.
- Ticket checking staff writing EFTs for the T.No. 12704 & 12721 should be called for reasons for writing the EFTs.
- Adequate number of Ticket checking and RPF staff should be deputed at NLDA ,GNT, BZA & RJY to coordinate with onboard Ticket checking staff for extending necessary assistance in deboarding unauthorized passengers for 12704 FALAKNUMA express and at KZJ for 12721 Dakshin express.

This issues with Approval of CCM/PS


(K.Hari Kishore)

Assistant Commercial Manager/Resv
For PCCM

C/- CSC: For kind information and necessary action

ADRM/O/ SC, BZA & GNT: For kind information and necessary action

Sr.DSCs/SC,BZA & GNT: For information and necessary action