



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

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Sr.DCMs/ SC, HYB, BZA, GTL, GNT & NED

Sub: Complaints registered in Rail Madad portal regarding unauthorized passengers travelling in reserved coaches- Action plan

While reviewing the data of complaints registered in Rail Madad portal regarding unauthorized passengers travelling in reserved coaches in the current FY i.e. from April 2023 to 13th Sept 23, it was observed that in 61 trains, more than 35 complaints have been registered during the period. Based on the data, a total of 22 trains originating / Passing over SCR are identified and it has been decided by PCCM to take concerted efforts to minimize the complaints in these trains. The action plan to minimize the complaints by identified trains is as under:

1. At originating station, one hour before departure of the train, Ticket checking staff to check on platform where train is placed for any passengers not having valid tickets. If more passengers are found with general tickets, they should be advised 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.
2. Trains identified should be manned fully by deputing adequate number of Amenities staff.
3. Unauthorized passengers should not be allowed to board at Originating station. If any passenger has boarded, they should be deboarded at the originating station.
4. Ticket checking staff (Squad) along with RPF should be deputed in identified trains in respective jurisdiction of their Divisions.
5. Ticket Checking Staff should be instructed not to issue EFTs on platform for unauthorized travel for identified trains. Further, if any passenger is found in train after departure, Amenities/squad staff should charge them upto point of detection and detain at next station.
6. The entry of Season tickets into reserved coaches to be regulated.
7. PRS counter waitlist ticket (after preparation of chart) should also be deboarded. They should be guided to travel in General compartment, as per extant rules.
8. Staff manning the trains should be regularly moving in their assigned Coaches in uniform, so that any issues/grievances of Passengers can be addressed in advance, before they are translated as a complaint.
9. Ticket checking staff writing EFTs for the identified trains should be called for reasons for writing the EFTs.

The list of 22 trains with enroute points proposed for detrainng are enclosed. Sr.DCMs and Sr.DSCs of Originating, Passing through and detrainng stations should plan for deploying adequate staff.


(Bhaskar Reddy Pinreddy)
Dy.CCM/G

For Principal Chief Commercial Manager

C/- AGM/SCR –for kind information please

PCCM/SCR- for kind information please

CSC/SCR- for information and to issue necessary instructions to Sr.DSCs

Sr.DSCs/ SC, HYB, BZA, GTL, GNT & NED – for information and necessary action

List of Trains

Sl No.	Train No.	From	To	Originating Station	En-Route Station with Scheduled Arrival & Duration of stoppage	
				SC	GNT	BZA
1	12704	SC	HWH	15:55	20:20 (10Mts)	21:25(5 Mts)
2	17016	SC	BBS	16:50	21:35 (5 Mts)	22:30 (10Mts)
				HYB	SC	BZA
3	18046	HYB	SHM	08:00	08:25 (5 Mts)	14:10 (15 Mts)
4	12728	HYB	VSKP	17:05	17:25 (5 Mts)	22:50 (15 Mts)
5	12760	HYB	TBM	18:00	18:20 (5 Mts)	23:45 (10 Mts)
				HYB	SC	
6	12721	HYB	NZM	23:00	23:20(5 Mts)	
7	12723	HYB	NDLS	06:00	06:20 (5 Mts)	
8	12791	SC	DNR	09:25		
9	17007	SC	DBG	22:40		
				LPI	SC	
10	12738	LPI	COA	20:30	21:05 (10 Mts)	
				SC	NED	
11	17058	SC	CSTM	13:25	18:45(5 Mts)	
				NZB	SC	GTL
12	12794	NZB	TPTY	14:10	17:15 (5 Mts)	00:25 (5Mts)
				CCT	BZA	SC
13	17206	COA	SNSI	06:05	09:50(15 Mts)	16:10 (15 Mts)
				TPTY	BZA	
14	12763	TPTY	SC	16:55	23:15(5Mts)	
				TPTY	GTL	
15	12793	TPTY	NZB	17:30	22:20(5 Mts)	
				NED	PRLI	VKB
16	16594	NED	SBC	06:30	09:10 (10 Mts)	14:00 (10 Mts)
				NED	AWB	
17	17630	NED	PUNE	15:30	20:30(5Mts)	
18	17611	NED	CSTM	22:00	02:50(5Mts)	
				ADB	NED	PAU
19	11402	ADB	CSTM	13:00	16:40 (5Mts)	17:25 (5Mts)
					BZA	
20	12727	VSKP	HYB		23:25(15 Mts)	
21	17488	VSKP	HX		20:15 (10 Mts)	
22	12840	MAS	HWH		01:20 (10Mts)	