



# SEASON TICKETS



## COMMERCIAL CIRCULAR No. 47 OF 2019 DRAFT NOTIFICATION FOR TRC NO.03 OF 2019 (Coaching)

**Sub:** Issue of Season tickets beyond 150 Kms.

**Ref:** (1) Railway Board's letter No.TC-II/2001/03/ST/Policy dated 06.12.2018  
(2) CCM/PM/SC office letter No.C/CR/518/UTS/Misc/18. dated 07.03.2019.

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As per the extant rules, Para 242.1(ii) of IRCA Coaching Tariff No.26 Part. I (Vol. I) "Season tickets are issued up to 150 Kms only. Season tickets for more than 150 Kms are issued only on those sections where they were being issued prior to 1951 (except on those sections where they have been withdrawn due to lack of demand)."

Now, Railway Board, vide letter under reference (1) above delegated powers to the General Managers of Zonal railways to decide exemptions in the distance limit beyond 150 kms, subject to maximum distance limit upto 160 kms for issue of season tickets. In this connection, Competent authority has decided to permit the issue of monthly season tickets for the following twelve pairs of stations:

Sl. No	From	To	Distance in km	Via
1.	Samalkot (SLO)	Visakhapatnam (VSKP)	151	DVD
2.	Raichur (RC)	Kurgunta (KQT)	153	WADI
3.	Yadgir (YG)	Vikarabad (VKB)	151	WADI
4.	Srikalahasthi(KHT)	Perambur (PER)	159	RU
5.	Guntakal(GTL)	Penukonda (PKD)	155	KLU,ZPL, DMM, SSPN
6.	Chittoor (CTO)	Rajampeta (RJP)	156	PAK, RU
7.	Kazipet (KZJ)	Lingampalli (LPI)	155	SC
8.	Jangaon (ZN)	Manchiryal (MCI)	155	KZJ
9.	Madhira (MDR)	Warangal (WL)	153	DKJ
10.	Hyderabad (HYB)	Warangal (WL)	152	SC, KZJ
11	Malkajgiri (MJF)	Nizambad (NZZ)	157	KMC
12.	Kacheguda (KCG)	Wanaparti (WPR)	159	MBNR

These instructions shall come into force with effect from 08.03.2019.

Divisions are advised to give wide publicity of the above pairs of stations within their jurisdiction and instruct concerned staff to issue Monthly Season Tickets accordingly.

AP - BA



# PERSONAL CASH



(भारत सरकार) GOVERNMENT OF INDIA  
(रेल मंत्रालय) MINISTRY OF RAILWAYS  
(रेलवे बोर्ड) (RAILWAY BOARD)  
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COMMERCIAL CIRCULAR NO. 32 OF 2017

No.TCII/2870/06

N.Delhi, dated 05.05.2017


The General Managers (Comml.),  
All Zonal Railways.

Sub:- Declaration of Private cash by staff before taking up duty

- Ref:- 1.This Office letter no.TC-II/2870/97 dated 19.04.2006  
2.Commercial Circular no.65 of 2013 dated 17.10.2013  
3.Commercial Circular No.13 of 2014 dated 24.03.2014.  
4.Letter No.C/173/P/Private Cash/2017 from CR dated 10/04/2017

In reference of the above, Ministry of Railways desire that if private cash is more than the prescribed ceiling, the denominations of the cash and its purpose should be mentioned in the private cash register and such cash should duly be got verified by supervisor, failing which DAR action may be initiated.

2. Necessary instructions may be issued to all concerned immediately.

  
(Vikram Singh)  
Director Passenger Marketing,  
Railway Board

No.TCII/2870/06

N.Delhi, dated 07.05.2017

Copy forwarded for information to:

1. The General Secretary, A.I.R.F., 4, State Entry Road, New Delhi-110055
2. The Secretary, RBSS Group 'A' Officers Association, Railway Board,
3. The Secretary, RBSS Group 'B' Officers Association, Railway Board,
4. The Secretary, Railway; Board Ministerial Staff Association, Railway Board.
5. The Secretary, Railway Board Group 'D' Employees Association, Railway Board.
6. The General Secy., National Federation of Indian Railwaymen, Room No. 256-E, Rly. Board.
7. The Secretary General, All India R.P.F. Association, Room No. 256-D, Railway Board.
8. The Secretary General, Federation of Railway Officers' Association, Room No.256A, Railway Board.
9. The Secy. General, Indian Railway Promotee Officers' Association, Room No, 268, Rail Bhavan.
10. General Secretary, IRCA, Chelmsford Road, New Delhi for issue of necessary correction slip to IRCA Coaching Tariff No. 26, Part 1 (Vol I).



# MEDICAL EXAMINATION



GOVERNMENT OF INDIA (भारत सरकार)  
MINISTRY OF RAILWAYS (रेल मंत्रालय)  
(RAILWAY BOARD) (रेलवे बोर्ड)

No.2020/TG-V/22/6

New Delhi, dated.// .08.2020

The Principal Chief Commercial Managers,  
All Zonal Railways.

**Sub: Periodical Medical Examination of ticket checking staff.**

During the preventive checks conducted by staff of Vigilance Directorate, it was observed that the ticket checking staff are not being sent for periodical medical examination as stipulated in para 514 (1) (B) of Indian Railway Medical Manual 2000. According to the said para, the railway staff classified under medical category B-2 is required to under periodical medical examination on attaining the age of 45 years, and thereafter at the termination of every period of 5 years. Since, ticket checking staff is classified under medical category B-2, they are required to under periodical medical examination on attaining the age of 45 years, and thereafter at the termination of every period of 5 years.

2. In view of above, it is desired that strict compliance the guidelines mentioned in para 514 (1) (B) of Indian Railway Medical Manual 2000 may be ensured and the staff may be relieved for periodical medical examination when due.

(Shelly Srivastava)  
Director Passenger Marketing  
Railway Board



# DETAILS OF PASSENGER ON EFT



Commercial Circular No. 172/2018

Draft Notification for TRC No. 07 of 2018 (Coaching)

Sub: -Taking the details of passenger while issuing Excess Fare Ticket by TTE..

(Authority: -Railway Board's letter no.2015/16-V/12/04/ID dated 12.01.2016 is reproduced below.

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As per extant provisions, while undertaking journey on reserved ticket any one of the passenger booked on the ticket is required to produce any one of the valid identity proof(in original) failing which all passengers are treated as without ticket: However, no clear cut instructions have been issued for taking proof of identity from passengers who are allotted available vacant accommodation en route by ticket checking staff on realization of requisite charges by issuing Excess Fare Ticket. (EFT)

Recently an incident of drugging a female passenger in the train has been brought to notice. On enquiry, it came to notice that some miscreants were travelling in the coach on Excess Fare Tickets issued by TTE who did not take names, addresses and mobile number of persons travelling.

This issue has been examined and it has been decided that, hence while issuing Excess Fare Ticket, on board ticket checking staff should verify the passengers identity by one of the prescribed proofs of identity and note the mobile number details on the EFT.

Proof identity to be accepted by on board ticket checking staff are as per Board's Commercial Circular No.68 of 2012 and Commercial Circular No.160/2018.

Necessary instructions may be issued to Ticket checking staff for compliance of above instructions

All concerned to note and act accordingly.

Previous Commercial Circular No. 171 of 2018 regarding Refund procedure against booking of Retiring Rooms/Dormitory

(Ch.Lakshmi Narasimham).  
SCM(Catg)

for Principal Chief Commercial Manager

SOUTH CENTRAL RAILWAY

Headquarters office,  
Commercial Branch,  
1<sup>st</sup> Floor, RailNilayam,  
Secunderabad: 500071

Date: 16 -07--2018

No.C.571/G-II/TC/Div/Review/Vol.XXII

Copy to: All SSs/SMs/CRIIs/CBSRs CTIs of South Central Railway.

DRMs/SC, HYB, BZA, GTL, GNT, NED, Sr. DCMs/Sr. DOMs/Sr. DFM/SC, HYB, NED, BZA, GTL, GNT. PCME, CCO, CCM (C & PS)/SC, CCM/FS/SC, FA (T), FA & CAO/G, SDGM/SC, CPTM, CPRO, CPO, Dy. COM/Chg., Principal Director of Audit/S.C. Rly/SC, Principal, ZRTI/MLY, Dy. CCM/FS/SC, Dy. CCM (G)/SC, Dy. CCM (PRS), SCM/G, SCM (Catg.), ACM (M & D), Dy. CCM (Claims & PO), Office Superintendents, PCCM/O/SC, Commercial Inspectors, PCCM/O/SC.

for Principal Chief Commercial Manager



# DIGITAL ADHAAR



GOVERNMENT OF INDIA (भारत सरकार)  
MINISTRY OF RAILWAYS (रेल मंत्रालय)  
(RAILWAY BOARD)

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No.2011/FG-I/20/P/ID

New Delhi, Dated: 28 .06.2018

The Principal Chief Commercial Managers,  
All Zonal Railways.

(COMMERCIAL CIRCULAR NO. 33 OF 2018)

**Sub: Acceptance of digital Aadhaar and Driving Licence from Digital Locker as proof of identity of passengers for undertaking journey by Train.**


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At present, the following proofs of identity are considered as valid for undertaking journey in any reserved class of Indian Railways:-

- (i) Voter Photo identity card issued by Election Commission of India.
- (ii) Passport.
- (iii) PAN Card issued by Income Tax Department.
- (iv) Driving Licence issued by RTO.
- (v) Photo identity card having serial number issued by Central/State Government.
- (vi) Student Identity Card with photograph issued by recognized School/ College for their students.
- (vii) Nationalised Bank Passbook with photograph.
- (viii) Credit Cards issued by Banks with laminated photograph.
- (ix) Unique Identification Card -Aadhaar, m-Aadhaar & e-Aadhaar.
- (x) Photo identity cards having serial number issued by Public Sector Undertakings of State/Central Government, District Administrations, Municipal bodies and Panchayat Administrations.
- (xi) In case of reserved tickets booked through computerised Passenger Reservation System(PRS) counters, for undertaking journey in Sleeper(SL) & Second Reserved Sitting(2S) classes, attested photocopy of Ration Card with photographs and Nationalized Bank Passbook with photograph are also accepted.

2. The issue regarding accepting Aadhaar and Driving Licence as valid proof of identity when presented from digital locker account of the passenger has been examined and it has been decided that while undertaking journey in a train, if a passenger shows the Aadhaar/Driving Licence from the 'Issued Documents' section by logging into his/her DigiLocker account, the same should be considered as valid proof of identity. It is, however, clarified that the documents uploaded by the user himself/herself (i.e. the documents in 'Uploaded Documents' section) will not be considered as a valid proof of identity.

3. Necessary instructions may be issued to all concerned to avoid inconvenience to the passengers. Wide publicity through all possible means should be given to this revised provision for information of general public.

  
(Sanjay Manocha)  
Jt. Director Passenger Marketing  
Railway Board



# ID CARD ISSUED TO ADVOCATES



GOVERNMENT OF INDIA (भारत सरकार)  
MINISTRY OF RAILWAYS (रेल मंत्रालय)  
(RAILWAY BOARD)

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No.2011/TG-I/20/P/ID

New Delhi, Dated: 08.10.2018

The Principal Chief Commercial Managers,  
All Zonal Railways.

(COMMERCIAL CIRCULAR NO. 57 OF 2018)

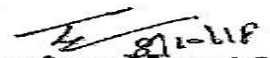
**Sub: Acceptance of Identity cards issued to Advocates by the Bar Councils of India as proof of identity of passengers for undertaking journey by Train.**  
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At present, the following proofs of identity are considered as valid for undertaking journey in any reserved class of Indian Railways:

- (i) Voter Photo identity card issued by Election Commission of India.
- (ii) Passport.
- (iii) PAN Card issued by Income Tax Department.
- (iv) Driving Licence issued by RTO.
- (v) Photo identity card having serial number issued by Central/State Government.
- (vi) Student Identity Card with photograph issued by recognized School/College for their students.
- (vii) Nationalised Bank Passbook with photograph.
- (viii) Credit Cards issued by Banks with laminated photograph.
- (ix) Unique Identification Card -Aadhaar, m-Aadhaar & e-Aadhaar.
- (x) Photo identity cards having serial number issued by Public Sector Undertakings of State/Central Government, District Administrations, Municipal bodies and Panchayat Administrations.
- (xi) In case of reserved tickets booked through computerised Passenger Reservation System(PRS) counters, for undertaking journey in Sleeper(SL) & Second Reserved Sitting(2S) classes, attested photocopy of Ration Card with photographs and Nationalized Bank Passbook with photograph are also accepted.

2. In pursuance of a judgement passed by Hon'ble High Court of Kerala in WP(C) No. 35073 of 2014 the matter has been examined and it has been decided that photo identity Cards with serial number issued to Advocates by the Bar Councils of India may also be accepted as proof of identity of passengers for undertaking journey by Train.

3. Necessary instructions may be issued to all concerned to avoid inconvenience to the passengers. Wide publicity through all possible means should be given to this revised provision for information of general public.

  
(Sanjay Manocha)  
Jt. Director Passenger Marketing  
Railway Board



# CHANGE OF BOARDING POINT



GOVERNMENT OF INDIA (भारत सरकार)  
MINISTRY OF RAILWAYS (रेल मंत्रालय)  
(RAILWAY BOARD) (रेलवे बोर्ड)

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No. 2018/TG-I/20/P/48

New Delhi, dated 15.03.2019

The General Managers,  
All Zonal Railways.

(Commercial Circular No.17 of 2019)

## Sub: Change of boarding point.

Ministry of Railways have decided that Para 637 of Indian Railways Commercial Manual Vol.I may be revised as per correction Slip No.26 enclosed herewith.

2. CRIS will make necessary modifications in the software and advise the date of effect to all zonal Railways as well as this office which in no case shall be later than 01.05.2019.

3. Necessary instructions may be issued to all concerned accordingly. Wide publicity necessary should be given for information of general public, after the date of effect is advised by CRIS.

(Shelly Srivastava)  
Director Passenger Marketing  
Railway Board

### Copy to:

1. PCCMs, CCM/PMs and CCM/PSs, all Zonal Railways.
2. EDV(T),EDFC,DP(C),FPS/FC, OSD/TC, F(C) & V(SS) branches of Railway Board.
3. MD/IRCTC, B 148,11th Floor, Statesman House, Barakhamba Road, New Delhi-110001.
4. MD/CRIS & General Manager/PRS, CRIS, Chanakyapuri, New Delhi.
5. DG, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
6. The Principals, Zonal Railway Training Institutes, Central Railway/Bhusawal, Eastern Railway/Bhull-Dhanbad, Northern Railway/Chandausi, East Central railway/Muzaffarpur, NF Railway/Alipurduar, Southern Railway/Trichy, South Central Railway/Moula Ali, SE Railway/Sini, North Western Railway/Udampur.
7. Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Lucknow-2260011.
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.379, Rail Bhawan, New Delhi.
11. Secretary General, Indian Railways 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. C/TM, Metro Railway, Metro Rail Bhawan, 33/1, J.L. Nehru Road, Kolkata-71.
14. GS, IRCA, New Delhi.
15. TC(FM) Branch, Railway Board (with 10 spares).

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## Correction slip no. 26 to the Indian Railway Commercial Manual Volume- I

Para 637 may be replaced as under:-

“Permission to entrain from stations other than those from which accommodation is reserved. – Passengers who have purchased tickets and reserved the accommodation thereon from a particular station but desire to entrain and occupy the accommodation from another station en route may be permitted to do so provided:

- (i) A specific request is made before preparation of the first reservation chart of the train, through
  - a. an application to the Chief Reservation Supervisor/Reservation Supervisor ‘on duty’ during working hours at any computerised Passenger Reservation System (PRS) center or
  - b. through website of Indian Railway Catering & Tourism Corporation (IRCTC) or
  - c. through 139

The facility is for the tickets booked through computerised PRS counters as well as those booked through internet.

- (ii) The train is booked to stop at the station at which the passenger desires to entrain and the desired station falls on the route of the originating and terminating stations indicated on the ticket;
- (iii) There is no objection to the accommodation being used, if necessary, from the initial station upto the station at which the passenger is due to entrain;
- (iv) No refund is claimed for the portion of the journey not performed;
- (v) In case the boarding point is changed within 24 hours of departure of train, no refund shall be permissible in normal circumstances; however, in exceptional circumstances like cancellation of train, non-attachment of coach, late running of train by more than three hours, normal refund rules shall be applicable;
- (vi) However, after applying for change of boarding point, if a passenger requests to board from original boarding point instead of changed boarding point, in that case:-

- a. if accommodation is available from original boarding point to changed boarding point, the passenger will be provided vacant accommodation without payment of fare.
- b. If the accommodation is not available, the passenger will not be allowed to board the reserved coach in which the accommodation was originally booked. If passenger is detected travelling in the train, he will be treated as without ticket and will be required to pay single fare from original boarding point to changed boarding point along with penalty.
- c. The above provisions will be applicable to all types of trains including Rajdhani/Shatabdi etc.”

- (vii) Passengers have been provided with the option of booking ticket with different ‘boarding station’ and ‘station from which accommodation is reserved’. Exercise of the option at the time of booking of ticket shall not debar the passenger from making request for change of boarding point subsequently. Implying, different boarding point at time of booking of ticket shall not be considered as first request for change of boarding point as per provisions of this para.

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# INTERLINKING OF PNR



भारत सरकार / GOVERNMENT OF INDIA

रेल मंत्रालय / MINISTRY OF RAILWAYS

रेलवे बोर्ड / RAILWAY BOARD

Commercial Circular No. 6 of 2019

No.TCII/2003/2018/3/Refund

New Delhi, dated 07.02.2019

The Principal Chief commercial Managers  
All Zonal Railways

**Sub: Provision of linking of PNRs for two connecting Journeys and cancellation of such tickets and refund of fare rules in case of misconnection of trains.**

**Ref: Rule No. 13(3) of Railway Passengers (cancellation of Ticket and Refund of Fare) Rules 2015**

As per rule no. 13(3) of Railway Passengers (Cancellation of tickets and refund of fare) Rule, 2015, cancellation of continued journey tickets and refund of fare in case of misconnection of subsequent trains due to late running of first train is made as under:-

'Where a passenger holding a ticket, with or without reservation, misses connection for continued journey by another train at any junction station owing to late running of the train by which he had been travelling, the fare for travelled portion shall be retained and the balance amount of ticket shall be refunded as the fare for untraveled portion, without levying any cancellation or clerkage charge, if he surrenders the ticket for such refund within three hours of the actual arrival of the train by which he had travelled and the refund shall be granted at the junction station.'

- Instances have occurred where due to non linkage of two PNRs for connecting journey, problems are faced by Railway Passengers for cancellation of ticket in case of misconnection of train due to late running of first train.
- In passengers interest, it has now been decided to allow linking of two PNRs for connecting journey for both e-ticket and PRS counter tickets or combination of both, without giving any telescopic benefit. Hence, facilitating rail passengers in case of misconnection of train due to late running of first train applicability of rule no. 13(3) of Railway Passengers (Cancellation of tickets and refund of fare) Rule, 2015 as mentioned in para 1 above.
- This scheme shall be implemented w.e.f. 01.04.2019.

- Wide publicity should be given through different media at regular intervals and changes may also be updated on the different locations on the website of Zonal Railways, Indian Railways, CRIS, IRCTC website etc.

This issues with the concurrence of the Finance directorate of Ministry of Railways.

CRIS & IRCTC may make necessary changes in the software.

Necessary instructions shall be issued to the all concerned.

(Shelly Srivastava)  
Director Passenger Marketing  
Railway Board

No.TCII/2003/2018/3/Refund

New Delhi, dated 07.02.2019

Copy forwarded to:

- Dy. Comptroller & Auditor General of India (Railways), Room No.224, Rail Bhavan, New Delhi.
- Principal Financial Adviser, All Zonal Railways.
- Principal Directors of Audit, All Zonal Railways.

For Financial Commissioner Railways

No.TCII/2003/2018/3/Refund

New Delhi, dated 07.02.2019

Copy forwarded for information & necessary action to:

- CCM(PM)s, All Zonal Railways.
- CRB, MT, FC, Secretary Railway Board.
- Adv (Vig), EDF(C), ED(C&IS), DPR Railway Board.
- Managing Director, Centre for Railway Information System (CRIS), Chanakyapuri, New Delhi.
- Managing Director, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot No.6, Sector 11, CBD Belapur, Navi Mumbai-400 014.
- CMD, IRCTC, B-148, 11<sup>th</sup> Floor, Statesman House, Barakhamba Road, New Delhi.

(Shelly Srivastava)  
Director Passenger Marketing  
Railway Board





# ONLINE CANCELLATION



Government of India (Bharat Sarkar)  
Ministry of Railways (Rail Mantralaya)  
Railway Board

## Commercial Circular No. 20 of 2016

No.TCII/2003/2015/Comp Project

New Delhi, dated 19.04.2016

The General Managers  
All zonal Railways

Sub: Cancellation of PRS counter tickets through IRCTC website or through 139 and collection of refundable amount across the PRS counter within the prescribed time limit.

It has been decided to allow cancellation of PRS counter tickets through IRCTC website or through 139 and collection of refundable amount across the PRS counter within the prescribed time limit. The detailed procedure shall be as under:-

- Cancellation of tickets and refund of fare shall be permitted only on fully confirmed PRS counter tickets in normal circumstances only and not in case of late running of trains/cancellation of trains etc.,
- This facility shall be available only in case the mobile number has been given at the time of booking the ticket.
- Online cancellation or cancellation through 139 shall be permitted only upto 4 hours before the scheduled departure of the train.
- Refund of fare amount shall be collected only at the journey commencing station or nearby satellite PRS locations defined by Zonal Railway as under:-
  - During first two hours of the opening of PRS counters on the next day for the tickets for the trains whose scheduled departure time is (i) between 1801 hours and 0600 hours.
  - Upto 4 hours after the scheduled departure of the train during the working hours of PRS counters/current counters/special counters where cancellation is permitted round the clock on the tickets for the trains whose scheduled departure time is (i) between 0601 hours and 1800 hours.
  - No refund of amount would be given after the above mentioned prescribed time limit.
- A new page will be given on IRCTC website ([www.irctc.co.in](http://www.irctc.co.in)) without any login for purpose of cancellation of PRS counter tickets.
- Passenger will be asked to enter PNR number & Train number on IRCTC website along with captcha.
- The details entered by passenger shall be validated and an OTP will be sent to the passenger on his mobile no. given at the time of booking the ticket. The OTP received on the mobile will be entered by the passenger in the web page and it will be validated by the system. For this purpose, OTP service of IRCTC shall be used. IRCTC will bear the cost of SMS and also ensure that the quality service is maintained.

VSP  
19/4/16

(viii). After receiving the confirmation OTP number from the passenger, full cancellation of PNR will be done and PNR will be marked as Cancelled but not refunded in the system. Seat/berth will be released and would be made available for booking both at PRS & IRCTC Website. Refund amount due will also be displayed to the passenger on the website.

(ix). An SMS will be sent to the passenger with PNR and fare details. Sample format: "Your ticket has been cancelled. PNR, xxxxxx, Amt,xxxxx. Refund of fare amount shall be collected only at the journey commencing station or nearby satellite PRS locations as per the notified time".

(x). All the privilege/duty pass/PTOs/complimentary pass tickets shall be allowed to be cancelled through website or through 139. In the case of privilege/duty pass, zero refund is permissible however, to enable validity of the pass for fresh booking the passenger shall approach the counter within prescribed time limit to get the pass re-validated as per extant instructions by marking the same cancelled against the earlier booked tickets. Such facility shall also be applicable in case of booking on Privilege ticket order, along with admissible refund.

(xi). All types of PNRs including i-tickets (after printing) and system tickets booked across counter/post office/YTSK/Go India terminals/Bank terminals etc.' will be allowed to be cancelled on website except the following:

- Circular Journey tickets and onwards tickets booked against CJT.
- Foreign tourists PNRs against which berth allotment has been done
- ATAS generated new PNR
- Duplicate ticket.
- Cluster ticket and pre-bought ticket.

(xii). For implementing the feature on 139, backend changes will be done by CRIS. However, IRCTC will have to make the front end changes.

(xiii). The above facility shall be started on a pilot basis for six months and the same shall be reviewed based on the feedback & suggestions from the Zonal Railways, CRIS & IRCTC. During this period, no service charge shall be levied for providing this service.

(xiv). This scheme shall be implemented w.e.f. 25.04.2016.

This issues with the concurrence of the Finance directorate of Ministry of Railways.

VSP  
(Vikram Singh)  
Director Passenger Marketing  
Railway Board

No.TCII/2003/2015/Comp Project

New Delhi, dated 19.04.2016

Copy forwarded to:

- Dy. Comptroller & Auditor General of India (Railways), Room No.224, Rail Bhavan, New Delhi.
- FA&CAOs, All Indian Railways.
- Principal Directors of Audit, All Indian Railways.

19/4/16  
For Financial Commissioner/ Railways



# MISUSE OF Sr.CTZN CONC



GOVERNMENT OF INDIA (BHARAT SARKAR)  
MINISTRY OF RAILWAYS (Rail Mantralaya)  
(Railway Board)

No. 2001/TG-V/11/31

New Delhi, dated 7.01.2016

The Chief Commercial Managers,  
All Zonal Railways.

Commercial Circular No. 0 of 2016


Sub: **Misuse of Senior Citizen Concession as well as Senior Citizen Quota.**

In terms of IRCA Coaching Tariff No. 26/Part-I/Vol.-II, w.e.f. 01.04.2008, male senior citizen of the age of 60 years and above, women senior citizen of the age of 58 and above are granted 40% and 50% concession respectively in all classes of Mail/Express/Rajdhani/Shatabdi etc. trains. No proof of age is required at the time of purchasing tickets, however, during journey the senior citizen is required to carry prescribed documentary proof issued by any Government agency showing their age or date of birth. In case the senior citizen is not able to produce the requisite proof of age during the journey, he/she is charged only the difference of fare (between full fare and concessional fare).

- 1.1 Senior citizens have also been provided a facility to get confirmed lower berths under Senior Citizen Quota.
2. Instances have been brought to the notice of this office regarding misuse of Senior citizen concession as well as quota as under:-
  - (i) The passengers book the ticket under Senior Citizen Quota by giving wrong age. In case they are detected they give the difference of fare otherwise they go undetected resulting in loss of revenue to the Railways.
  - (ii) Some passengers also book confirmed lower berths under Senior Citizen Quota and in case they get detected, they pay the difference of fare and enjoy the benefit of senior citizens concession/as well as quota unauthorisedly.

(iii) Some agents use this method to cheat the passengers. They book the ticket by giving wrong declaration of age and subsequently **modify the e-ticket by giving correct age and dupe the passengers.**

3. Matter has been examined in the office and the following has been decided:-
  - (i) CRIS/IRCTC will make a provision that whenever a passenger enquires about the PNR status, the fare charged on the ticket should be reflected. Feasibility of displaying other relevant details like full form of quota under which booked, age of passenger shall also be explored by CRIS/IRCTC so that the passengers do not get cheated by unscrupulous ticketing agents.
  - (ii) Whenever any passenger is found travelling in the train on the berths booked under Senior Citizen Quota by declaration of wrong age depriving the genuine eligible passengers he/she should be **treated as travelling without ticket and charged accordingly.** This penalty is suggested as the person is not only cheating on fare part but is also getting a confirmed berth on false declaration depriving the eligible passengers of a confirmed lower berth.
  - (iii) Whenever any passenger is found travelling in the train by declaration of wrong age so as to get senior citizen concession only, they should be **charged penalty in addition to difference of fare.**
4. These instructions will be made effective w.e.f. 01.02.2016. Necessary instructions may be issued to all concerned specifically ticket checking staff with a note of caution to be patient and tactful while handling such passengers to avoid any complaint regarding any harassment.

  
(Vikram Singh)  
Director Passenger Marketing  
Railway Board



# TRANSFER OF TICKET



## Extracts of Sections 53 and 142 of the Railway Act, 1989

### **Section - 53:** Prohibition against Transfer of Certain Tickets

A ticket issued in the name of person shall be used only by that person.

Provided that nothing contained in this section shall prevent mutual transfer of a seat or berth by passengers travelling by the same trains.

Provided further that Railway Servant authorized in this behalf may permit change of name of passenger having reserved a seat or berth subject to such circumstances as may be prescribed.

### **Section - 142:** Penalty for transfer of Tickets.

(1) If any person not being a Railway servant or an Agent authorized in this behalf:-

- (a) Sells or attempts to sell any ticket or any half of a return ticket; and
- (b) Parts or attempts to part with the possession of ticket against which reservation of a seat or berth has been made or any half of a return ticket or a season ticket, in order to enable any other person to travel there with he shall be punishable with imprisonment for a term which may extend to three months or with a fine which may extend to five hundred rupees or with both and shall also forfeit the tickets which he sells or attempts to sell or parts or attempts to part.

(2) If any person purchases any ticket referred to in clause (a) of Sub-Section (a) or obtains the possession of any tickets referred to in clause (b) of that sub section from any person other than Railway servant or an Agent authorized in this behalf, he shall be punishable with imprisonment for a term which may extend to three months and with fine which may extend five hundred rupees and if the purchaser are holder of any ticket aforesaid travels or attempts to travel there with he shall forfeit the ticket which he so parched are obtained and shall be deemed to be travelling without a proper tickets and shall be liable to be dealt with under Section 138.

Provide that in the absence of Special and adequate reasons to the contrary to be mentioned in the judgment of the court the punishment under sub-section (1) or sub-section (2) shall not be less than a fine of two hundred and fifty rupees.

Contd.....2

:: 2 ::

To,  
The Chief Comml. Manager,  
South Central Railway,  
Secunderabad - 500071.

Train No. \_\_\_\_\_  
Date of Journey \_\_\_\_\_  
Coach No. \_\_\_\_\_  
Berth No. \_\_\_\_\_  
Class \_\_\_\_\_  
Ticket No. \_\_\_\_\_  
From \_\_\_\_\_ to \_\_\_\_\_

Sir,

Ticket with PNR No. \_\_\_\_\_ was purchased on the Name of \_\_\_\_\_ valid from \_\_\_\_\_ to \_\_\_\_\_ stations with reserved accommodation in berth No. \_\_\_\_\_ coach No. \_\_\_\_\_ by train No. \_\_\_\_\_ of \_\_\_\_\_ date at \_\_\_\_\_ through \_\_\_\_\_ on \_\_\_\_\_ (Date)

2). I am travelling in the name of \_\_\_\_\_  
Whose age is \_\_\_\_\_ years. My name is \_\_\_\_\_  
And I am aged \_\_\_\_\_ years.

3). I am proceeding to \_\_\_\_\_ and request you to permit me to continue my journey further and I am prepared to pay the charges due to the Railways in this connection as I have contravened Section-53 of the Railway Act, 1989.

Yours faithfully,

Date:

Details of fresh ticket

Address of the Passenger :-

EFT No. \_\_\_\_\_ DATE \_\_\_\_\_  
Fare Rs. \_\_\_\_\_

Name of the TTE who dealt with the cases.

Excess Charge Rs. \_\_\_\_\_  
Surcharge Rs. \_\_\_\_\_  
Total Rs. \_\_\_\_\_

(EXTRACT OF SECTIONS 53 & 142 of the Railways Act.-Overleaf)



# GROUP BOOKING



## दक्षिण मध्य रेलवे SOUTH CENTRAL RAILWAY

प्रधान कार्यालय /Headquarters Office,  
वाणिज्य शाखा /Commercial Branch,  
रेल निलयम/Rail Nilayam,  
सिकंदराबाद/Secunderabad-500 071

सं./No. C/CR/Group Booking Policy/Vol. I

दि./Dt: 02/07/2018

Dy. CCM (PRS)/SC,  
Sr. DCMs/SC, HYB, BZA, GTL, GNT, NED

**विषय/Sub: -Revision in the existing competency and limit in the Group booking.**

\* \* \* \* \*

PCCM has revised the existing competency and limit in respect of the booking as given below: -

Existing Competency and Limit			Revised Limit
Permitting Authority	Class	Number of seats/berths	
<u>CRI/CRS or SS</u>	Sleeper/Sitting	Upto 24	Upto 100
<u>ACM/AO/SM (GAZ.)</u>		25-48	Above 100
DCM		49-72	
Sr. DCM		Above 72	
<u>CRI/CRS or SS</u>	Upper Classes Viz. First class and all AC classes.	NIL	Upto 30
<u>ACM/AO/SM (GAZ.)</u>		12-24	Above 30
DCM		25-30	
Sr. DCM		Above 30	

The other terms and conditions governing the issue of group booking tickets will remain the same.

(सी.एच. लक्ष्मीनरसिंहम / Ch. Lakshmi Narasimham)

ववाप्र (खानपान)/SCM (Catg.)

कृते प्रधान मुख्य वाणिज्य प्रबंधक  
for Principal Chief Commercial Manager



# HALT STATION - UTS TICKET

भारत सरकार / GOVERNMENT OF INDIA  
रेल मंत्रालय / MINISTRY OF RAILWAYS  
रेलवे बोर्ड / (RAILWAY BOARD)

## JOINT PROCEDURE ORDER FOR ISSUING OF UTS TICKETS BY HALT CONTRACTORS

No. 2017/TG-1/10/UTS/PCTs

New Delhi, 14.05.2019

The Principal Chief Commercial Managers,  
All Zonal Railways.

(Commercial Circular no. 25 of 2019)

**Sub: Replacement of printed card tickets (PCTs) with UTS tickets for use at halts.**

**Ref: (i) This office letter no. 2018/RS/PTG & STNY/AP/PP/IR dated 23.03.2018.  
(ii) This office letters of even no. dt. 28.03.2018, 05.04.2018, 23.08.2018 & 06.11.2018.**

Due to closure/merger of Printing Press, there has been a shortage of PCTs, in view of which a pilot was launched on Southern & South Western Railways to replace PCTs with UTS tickets at Halt stations. In due course, the pilot (operational up to 30.11.2018) was extended to all Zonal Railways. The duration of the pilot project was later extended for another six months (up to 31.05.2019).

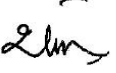
2. Based on feedback of the pilot furnished by Zonal Railways, it has been decided to launch a full-fledged scheme for issue of UTS tickets for Halt stations by getting the tickets printed through UTS terminals provided at the serving stations identified by Zonal Railways. The scheme shall be operational on all Zonal Railways till further orders.

2.1 A JPO of the scheme has also been finalised, a copy of which is enclosed herewith.

3. Necessary instructions may be issued to all concerned accordingly.

4. This issues with the concurrence of Finance and Accounts Directorates of the Ministry of Railways.

DA: As above.

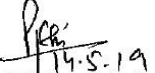
  
(Shelly Srivastava)  
Director, Passenger Marketing  
Railway Board

No. 2017/TG-1/10/UTS/PCTs

New Delhi, Dated: 14.05.2019

Copy forwarded to:

**PFA & CAO, All Zonal Railways.  
Director (Audit), All Zonal Railways.**

  
for Financial Commissioner, Railways

### 1. INTRODUCTION

It has been decided that wherever issuing of card tickets is being stopped, serving station of Halt station will issue unreserved tickets to Halt contractor through Unreserved Ticketing System (UTS) of Indian Railways.

### 2. PREPARATION OF INDENTS

(a) Tickets should be obtained by Halt Contractor on indent Form from the serving station notified by the railway administration for this task. The indents should be prepared in triplicate separately for season tickets and normal UTS tickets. Two of the copies should be retained at the station, one for Station and one for onward submission to Traffic Accounts.

(b) Indents should be prepared on the basis of the estimate of tickets. All indents should be consecutively numbered and signed by Halt contractor. It should be seen that the columns of requisitions are legibly and correctly filled in before the indent is handed over at the station.

(c) In preparing indents for tickets it should be seen that the names and code initials of the stations, distance, route, description, the fares for adults and children, etc. are correctly entered on the indent.

(d) Zonal Railway will nominate the UTS counter/depot station and prescribe the timings of issue of tickets from the UTS counter to halt contractors.

### 3. OPERATION

#### (i) Depot/Serving Station:

(a) Railways should nominate serving/depot stations keeping in view workload and requirement of ticketing at halt stations as well as that at serving station vis-a-vis availability of manpower at serving station. Serving/depot station should not be manned by STBA and should have UTS.

(b) Manpower can be reworked as per the workload at the serving/depot station and requirement of the halt station. Efforts should be made to utilise the existing staff in all shifts to the maximum extent feasible. However, if deemed necessary, additional manpower can be arranged from other locations where it is surplus.



# HALT STATION - UTS TICKET

(c) At smaller depot stations, same counter may be nominated for printing of tickets for Halt Station. At major depot stations, dedicated counter may be nominated for printing of ticket for halt station. Zonal Railway may work out the arrangement as per local requirements while ensuring that no inconvenience is caused to travelling passengers from serving/depot stations.

(d) If the serving station is manned by STBA, the serving/depot stations for the halt may be changed OR one station in a section may be nominated to cater to a "cluster" of halt stations keeping in view the factors mentioned above.

## (ii) Issue of ticket by serving/depot station:

(a) Separate ticket rolls should be used for printing of halt tickets.

(b) Tickets for Halt Stations will be issued for routes defined in the system only. Zonal Railway may define routes for all O-D pairs in the system.

(c) Each time when booking clerk changes the roll, while printing of ticket for halt station, system should ask for supervisory intervention.

(d) Calculation of commission should be system computed.

(e) During the ticket printing process whenever tickets are made non-issued (NI) by the depot station, the stock continuity will break as non-issue transaction is also printed on ticket stationery. However, depot stations should ensure that slash number is matched with pre-printed stock number.

## (iii) Issue of tickets by Halt stations:

a. The halt agent shall procure the tickets well in advance from the depot station and keep in his safe custody as in case of PCTs.

b. While issuing tickets to the passenger, he shall put the date of issue on the ticket by Rubber stamp and time of issue in the ticket preferably by rubber stamp.

c. No alterations/overwriting by the halt agent on the halt ticket should be permitted. The manual entries made by the halt agent on the ticket should be with indelible ink only.

d. Halt agent shall not be permitted to make the ticket 'Non-Issued'. In case the ticket has to be made NI, the procedure will be similar to that

of UTS i.e. the Halt contractor will approach the serving/depot station.

## 4. CHECKS

(a) All the important statements and station returns are to be sent to Traffic Accounts periodically for post check.

(b) Ticket checking staff should be made well aware of the scheme so that passenger inconvenience does not arise.

(c) Time of issue of ticket is stamped to avoid reissue/reuse by halt agents/passengers.

(d) Booking Zone of Halt stations would be determined as per the existing Halt policy.

Zonal Railways are, however, free to take their decision to ensure that Halt agents issue tickets in maximum number of cases so that ticketless travel is minimised.

(e) Decision regarding permission for issue of MSTs/QSTs by Halt contractors from Halt stations may be taken by Zonal Railways at their level in consultation with their Associate Finance. A provision is already available in the application to issue all types of season tickets. However, if a Zonal Railway desires to disable any type of ticket, the provision is also available in the system.

## 5. EXISTING PROVISION FOR PRINTING OF UTS TICKETS FOR HALT STATIONS

i. UTS has provision for issuance of following tickets: -

- Non-concessional suburban & non-suburban journey ticket for Adult & Child
- Concessional ticket to Senior Citizen
- Non-concessional Season ticket (MST/QST/HST/YST)
- Season I-Card

ii. In non-suburban journey Ticket, Journey Date, Ticket Printing Date & Time, Random Number (as it is dependent on journey date) is not printed on ticket. However, string for "Commence Journey within 3 Hrs or departure of first train" is printed for distance upto 200KM. In addition to this, 'Halt' is printed on top along with ticket header and string for "Valid only with date stamp only" is printed on the space used in UTS ticket for printing of ticket printing date & time.



# HALT STATION - UTS TICKET

- iii. In suburban journey Ticket, Journey Date, Ticket Printing Date & Time, Random Number (as it is dependent on journey date) is not printed on ticket. However, string for “Commence Journey within 1 Hr” is printed to commence journey within time limit permissible in suburban section. In addition to this, ‘Halt’ is printed on top along with ticket header and string for “Valid only with date stamp only” is printed on the space used in UTS ticket for printing of ticket printing date & time.
- iv. In season ticket, ID number, name, age, gender, validity start date, validity end date, Ticket Printing Date & Time, Random Number (as it is dependent on journey date) is not printed on ticket. In addition to this, ‘Halt’ is printed on top along with ticket header and string for “Valid only with date stamp only” is printed on the space used in UTS ticket for printing of ticket printing date & time. This information should be written by Halt Agent at the time of issuing season ticket to the passenger.
- v. In Season I-card, name, age, gender, address, pin code of passenger is not printed on I-card issued for halt station. In addition to this, ‘Halt’ is printed on top along with ticket header and string for “Valid only with date stamp only” is printed on the space used in UTS ticket for printing of ticket printing date & time. This information should be written by Halt Agent at the time of issuing I-card to the passenger.
- vi. A unique series number is printed on UTS ticket printed for halt station. Unique series number is generated on the basis of O-D pair, route, Adult/Child/Senior Citizen, Class Code, Train Type and Ticket Type.
- vii. Provision is available for non-issue and special cancellation (in same session/terminal) for halt ticket printed through depot station.

6. The internal check mechanism may be strengthened by Commercial and Accounts Department to rule out chances of misuse/leakage of revenue on account of such tickets. Accounts Department may ensure checks laid down in Chapter XXI of Indian Railway code for Accounts Department Part II under Para 2102 (3) detailing the check of indents, Para 2103 (2), Para 2104 (1 and 2) regarding Check of collected tickets, Para 2108 regarding check of cancelled and non-issued tickets and Para 2119 for check of passenger classification.



# MAGISTERIAL CHECK



प्र. ७०२/२०

Government of India (भारत सरकार)  
Ministry of Railways (रेल मंत्रालय)  
(Railway Board)

No.2002/TG-V/03/02

New Delhi, dated. 17.02.2020

The Principal Chief Commercial Managers,  
All Zonal Railways.

Commercial Circular No. 07/2020

**Sub: Extension of Magisterial Scheme for check and prevention of ticketless travel.**


The Magisterial Scheme for checks and prevention of ticketless travel on Indian Railways was last extended upto 31.12.2019 vide Board's Commercial Circular No.75/2018.

2. Post-facto sanction of Ministry of Railways is hereby accorded for extension of Magisterial Scheme till 31.12.2020, in accordance with extant terms and conditions and provisions stipulated in the Railways Act.

3. As far as ticket checking is concerned, it is purely an executive function for which programs of surprise checks should be drawn by Railway Administration only. The assistance of Railway Magistrate should be taken only for trial of the cases wherever deemed fit just like other cases under other sections of the Railways Act, 1989.

4. It is reiterated that the apportionment of cost of Railway Magistrate may be ensured as per Ministry of Home Affairs letter No.9/7/79-Judl Cell dated 14.07.1982 and circulated vide Board's letter No.78/Ticket Checking/1036/1 dated 20.08.82 (copies enclosed) which stipulate that the entire cost of Magistrates, their court staff and the police force attached to them should be borne by the State Governments and fines should be credited to them.

DA: As above.

  
(Neeraj Sharma)  
Executive Director Passenger Marketing  
Railway Board





# COMMERCIAL - PROSECUTION



## SOUTH CENTRAL RAILWAY

Headquarters Office,  
Commercial Branch,  
Secunderabad

No.C.568/G.II/TC/Magistrates Scheme

Dt. 26.09.2017.

Sr.DCMs/SC, BZA, GTL, NED & GNT  
DCM/Co-ordination/HYB

Sub: Powers conferred on Group – C staff of Commercial Department for arresting and prosecuting people who commit offences under certain sections of Railway Act – Reg.

- Please find enclosed (Annexure – 1) the Gazette of India No. 677 of 2004, issued on 02.08.2004.
- Also find enclosed (Annexure – 2) the Railways (Second Amendment) Act of 2003. As per Section 3 (2) of the Railway Amendment Act, 2003, if any person commits any offence mentioned in Sections 137, 138, 139, 141, 142, 143, 144, 145, 146, 147, 153, 154, 155, 156, 157, 159, 160, 161, 162, 163, 164, 165, 166, 167, 172, 173, 174, 175, 176 of the Railway Act, he can be arrested, without warrant or other written authority, by the Officer authorized by a notified order of the Central Government. In the Gazette (Annexure – 1), the "Officer Authorized" has been defined as the Officer not below the rank of Group C Officer of the Commercial Department, Operating Department or Vigilance Department in the Ministry of Railways.
- As can be seen above, the Railway Second Amendment Act of 2003 read along with the Gaz. No. 677 of 2004, empowers Group C staff of Commercial Department to arrest the persons committing offence under sections mentioned above. Section 179 (4) authorizes for prosecution of persons so arrested by producing them before Magistrate within a period of 24 hrs. of his arrest.
- Some of the Sections of Railway Act mentioned in Section 179 do not pertain to Commercial Department. The enclosed statement (Annexure – 3) shows the sections pertaining to Commercial Department. For the present, we will restrict the arrest and prosecution by the Ticket Checking staff only to the sections pertaining to the Commercial Department. In order to effectively execute the arrest and prosecute powers granted by the Railway Amendment Act 2003 read along with Gaz. Notification No. 677, there is a need to urgently create the following infrastructure in the Divisions.

- You have to immediately constitute Magisterial Squad at all the stations where Magistrate Court is functioning on your Division as advised vide this office Letter No. C.571/TC/Div/Review/Vol.XXIII dt. 25.09.2017. The number of TTEs to be posted to the Magisterial Squad has been given. The same needs to be operationalised at the earliest.
  - Prosecuting of arrested people involves elaborate Court procedures, such as,
    - Framing of Charge sheet
    - Filing charge sheet in the Magistrate Court
    - Presenting accused before the Magistrate etc.
- The Ticket Checking staff to be posted to the Magistrate Squad should visit the Inspector of RPF office for a few days to study the procedure to be followed for prosecution ~~for~~ such offences by the RPF. This will give the CTIs/TTIs exposure to the Court procedures.
  - Commercial Officers should meet the respective Railway Magistrates and discuss with them the amendment Act 2003 and Gaz. Notification. Any suggestion given by the Magistrate should be taken into account and implemented.
  - Sr.DCMs should move a proposal to DRM and create an imprest of Rs. 50,000/- with each Magisterial Squad for the following purposes.
    - Making arrangement of food for the accused who have been arrested.
    - For making transport arrangement for the accused from the place of arrest to the station where the Magistrate is functioning.
    - For transporting the accused from the station to the Court.
    - For transporting the accused from the Court to the Jail/ prison.
    - For making night stay arrangements for the arrested people, where necessary.
  - While transporting the convicted persons from Court to Jail escort of armed RPF should be arranged by coordinating with Sr. DSC of the Division.
  - Over a period of time, a proper "lock up facility" has to be developed on the same lines ~~of~~ GRP, RPF. There are laid down specifications ~~as that of~~ for creating the lock up facility by the GRP, RPF. Same specification should be followed by Commercial Department.
  - Extensive orientation classes should be held for Ticket Checking Staff of both Squad and Amenities on the various powers conferred by the Amendment of the Railway Act and how can they make use of the powers.
  - CTIs & TTEs who are having Law background may be preferred for the posting in Magisterial Squad. Care has to be taken in selecting resourceful and proactive CTIs & TTEs into Magisterial Squads, because this process of prosecution is very tedious, complex and risky.

(M.G. Sekharam)  
Principal Chief Commercial Manager

Copy to – DRMs/SC, HYB, BZA, GTL, GNT & NED  
Copy to – Chief Security Commissioner/SC.

(M.G. Sekharam) 26-9-17  
Principal Chief Commercial Manager



# MAGISTERIAL SQUADS



## South Central Railway

Headquarters Office,  
Commercial Branch,  
Secunderabad.

No.C.571/TC/Div/Review/Vol.XXIII

Date: 25/09/2017.

**Sr.DCM/SC, HYB, BZA, GTL, GNT& NED**

Sub:- Enhancing Magisterial Ticket checking Squads.

\*\*\*\*\*

In view of the importance of the magisterial checks to prosecute ticketless travellers and un-authorized Vendors, it is decided to enhance the ticket checking staff working in Magisterial Squads.

Details of the revised strengths are as under:

Div	Location	Revised Strength
SC	SC	1+3
	KZJ	1+1
HYB	NZB	1+1
BZA	BZA	1+2
	NLR	1+1
GTL	GTL	1+1
	DMM	1+1
GNT	RU	1+1
	GNT	1+1
NED	AWB	1+1

Hence, it is advised to enhance the magisterial squads as per the revised strength. Action taken in this regard may be advised to this office so as to appraise the position to CCM.

This has the approval of the CCM.

(P.Sreehivasa Kumar)  
Dy.CCM/G  
for Chief Commercial Manager



# CHECKING DURING NIGHT TIME



चक्रवात जारी आहे

Government of India (Bharat Sarkar)  
Ministry of Railways (Rail Mantralaya)  
(Railway Board)

: 2 :-

No. 2010/TG-V/72/P/01

New Delhi, dated 27.01.2017

Chief Commercial Managers,  
All Zonal Railways.

**(Commercial Circular No. 11 of 2017)**

**Sub: Checking of tickets during night time in reserved coaches.**

Please refer to this office letter of even No. dated 25.08.2010 (Commercial Circular No. 78 of 2010) on the subject quoted above. The matter has been reviewed and the modified instructions on this account are as under:-

v. Reserved coaches can also be checked between 2200 hours and 0600 hours in case Vigilance Department have any doubt/have sourced information about some suspicious activity/unauthorized carrying of passengers. It may, however, be ensured that it should be done with the least inconvenience to the passengers.

2. It is also clarified that in the year 2010 the last circular No. issued was 66 and the No. 78 to the Circular referred to above was given inadvertently and was not uploaded on the website. However, this circular has been uploaded on the website with the remarks that no circular between 67 and 77 were issued in 2010.

**(Vikram Singh)**  
Director Passenger Marketing  
Railway Board

**Copy to:**

- i. Checking staff should be suitably instructed that tickets in reserved coaches should normally be checked between 0600 hours and 2200 hours.
- ii. In case of reserved passengers tickets should be checked initially after passengers board the trains to begin their journey.
- iii. 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. However, since the overall responsibility of not permitting any unauthorised passenger in the coach lies with the ticket checking staff, if any unauthorised passenger is found in the coach, this provision cannot be taken as a plea for the same.
- iv. Checks can also be made between 2200 hours and 0600 hours in the following circumstances:-
  - a) In case where train departs from originating station on or after 2200 hours;
  - b) the passengers who have to perform their journey between 2200 hours and 0600 hours;
  - c) where tickets have not been checked after boarding.

1. CCM/PMs and CCM/PSs, all Zonal Railways.
2. ADG/PR, EDVT, DVT, Railway Board.
3. MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
4. Dy. Comptroller & Auditor General of India (Railways), Room No. 224, Rail Bhawan, New Delhi.
5. FA&CAO of Indian Railways.
6. Principal Director of Audit, all Indian Railways.
7. General Manager/PRS-I, CRIS, Chanakyapuri, New Delhi.
8. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
9. The Principals, Zonal Training Centers, Central Railway, Bhusaval, Eastern Railway, Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF Railway, Alipurduar, Southern Railway, Trichy, South Central Railway, Maula Ali, SE Railway, Sini, Western Railway, Udaipur.
10. Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Luknow-2260011.
11. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
12. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
13. Secretary General, Federation of Railway Officers Association (FROA), Room No.370, Rail Bhawan, New Delhi.
14. Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No. 268, Rail Bhawan, New Delhi.
15. Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
16. CTM, Metro Railway, Metro Rail Bhawan, 33/1, J L Nehru Road, Kolkata-71.

o/c

दिनांक: 27/01/2017  
 Ministry of Railways  
 Railway Board  
 New Delhi  
 Enclosure  
 जारी की तिथि  
 Date of issue

However, care should be taken by the ticket checking staff that the passengers are not be unduly disturbed during the night time.

\*\*\*\*\*



# CONSULTATION FEE



GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
RAILWAY BOARD

Commercial Circular No. 286 /2018

Draft Notification for TRC No. 12 of 2018 (Coaching)

Sub: -Consultation Fee and Charges for Medicines, Injections, etc. for Medical aid to Passengers.

(Authority: - Railway Board's letter no.2018/Trans Cell/Health/Consultation Fee dated 06.11.2018.)

Railway Board vide authority cited above has approved the following:

1. To issue EFT (Excess Fare Ticket) as a valid receipt for recovery of Consultation Fee from the passenger against the medical aid provided when afflicted with sudden illness or injury (other than as a result of a railway accident in which case it is duty of the Railway administration to provide free medical attendance and treatment facilities), which is Rs 100/- (Rupees one hundred only) per patient at present, irrespective of the grade of the attending Medical Officer.
2. To issue EFT (Excess Fare Ticket) as a valid receipt for recovery of charges for medicines, injections, etc. (as per actual) will be credited, in full, to the Railway revenue.
3. The entire amount so recovered as Consultation Fee and the Charges for medicines, injections, etc. (as per actual) will be credited, in full, to the Railway revenue.

Previous Commercial Circular No.285 of 2018 regarding permission to India Cements Ltd., siding served by Parlvaajnath station on SC division of South Central Railway for handling inward cement traffic.

(G. Chandrasekhar)  
SCM (Genl.)

for Principal Chief Commercial Manager

SOUTH CENTRAL RAILWAY



Headquarters office,  
Commercial Branch,  
1<sup>st</sup> Floor, Rail Nilayam,  
Secunderabad: 500071

No. No.C.568/G.II/Comml. Circulars/2018.

Date: 18-12-2018

Copy to: All SSS/SMs/CRI/CBSRs CTIs of South Central Railway.

DRMs/SC, HYB, BZA, GTL, GNT, NED, Sr. DCMs/Sr. DOMs/Sr. DFM/SC, HYB, NED, BZA, GTL, GNT, PCME, CCO, CCM (C & PS)/SC, CCM/FS/SC, FA (T), FA & CAO/G, SDGM/SC, CPTM, CPRO, CPO, Dy. COM/Chg., Principal Director of Audit/S.C. Rly/SC, Rly/SC, PRTI/MLY, Dy. CCM/FS/SC, Dy. CCM (G)/SC, Dy. CCM (PRS), SCM/G, SCM (Catg.), ACM (M & D), Dy. CCM (Claims & PO), Office Superintendents, PCCM/O/SC, Commercial Inspectors, PCCM/O/SC.

for Principal Chief Commercial Manager

NO. 2018/Trans Cell/Health/Consultation Fee

Dated: 06.11.2018

The General Manager, All Indian Railways/PUs, NF(Con), CORF  
The DG/RDSO/Lucknow, DG/NAR/Vadodara  
CAOs, DMW/Patna, WPO/Patna, COFMOW/NDLS, RWP/Bela, CAO/IROAF

Sub: Consultation Fee and Charges for Medicines, Injections, etc. for Medical aid to Passengers.

- Ref: 1. NO. 2018/Trans Cell/Health/Consultation Fee dated 10.07.2018.  
2. DRM/ALD's letter no- CT-1/Tkt-Checking/Instruction/2018 dated 27.09.2018.  
3. DGM(G)/NCR's letter no- G/HQ/NCR/SOP-Misc(C)/2018 dated 03.10.2018.

With reference to DRM/ALD & CMD/NCR's reference at (2) & (3) and Board's letter at (1) above, Board (MS, MT, FC & CRB) have approved the following:

1. To issue EFT (Excess Fare Ticket) as a valid receipt for recovery of Consultation Fee from the passenger against the medical aid provided when afflicted with sudden illness or injury (other than as a result of a railway accident in which case it is duty of the Railway administration to provide free medical attendance and treatment facilities), which is Rs 100/- (Rupees one hundred only) per patient at present, irrespective of the Grade of the attending Medical Officer.
2. To issue EFT (Excess Fare Ticket) as a valid receipt for recovery of charges for medicines, injections, etc. (as per actual) from the passenger.
3. The entire amount so recovered as Consultation Fee and the Charges for medicines, injections, etc. (as per actual) will be credited, in full, to the Railway revenue.

This issues with the concurrence of Associate Finance of Transformation Cell of Railway Board.

Kindly acknowledge the receipt and ensure compliance.

06.11.18  
(Umesh Balanda)  
Executive Director/S&T  
Transformation Cell

NO. 2018/Trans Cell/Health/Consultation Fee

Dated: 06.11.2018

1. PFAs, All Indian Railways & Production Units
2. The ADAI (Railways), New Delhi
3. The Director of Audit, All Indian Railways

(Sanjeeb Kumar)  
Executive Director/Accounts  
Transformation Cell

Copy: As per list attached.



# SUPPLY OF SECOND WATER BOTTLE



GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
RAILWAY BOARD

No. 2015/TG-III/631/01

New Delhi, Dated 04.04.2018

The Principal Chief Commercial Manager  
All Zonal Railways

The Chairman & Managing Director  
IRCTC  
New Delhi

(Commercial Circular No. 23 of 2018)

(Corrigendum No. -1 of Commercial Circular No. 32/2014)

Sub: Supply of 1000 ML Rail Neer PDW during late running of Rajdhani/Duronto trains

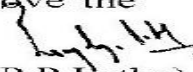
Ref: (i) IRCTC Letter No. 2002/IRCTC/Catg. /On Board Policy (Rail Neer) dated 08.11.2017

(ii) Board's Commercial Circular No. 32 of 2014 dated 06.08.2014

IRCTC's request regarding supply of 2<sup>nd</sup> bottle of Rail Neer Packaged Drinking Water in Rajdhani/Duronto express train due to late running of trains beyond 20 hrs (irrespective of scheduled journey being less than 20 hrs ) has been examined in Board's office.

Zonal Railways/IRCTC are advised that the **revised para 6.1 of CC No/ 32/2014** is to be read as under:-

6.1. Newspaper and Rail Neer Packaged Drinking Water bottles alongwith disposable cup are to be served to the passengers on board Shatabdi/Rajdhani/Duronto Express trains on complimentary basis and it will not be a part of apportionment cost for catering on board. One bottle of 1 litre Rail Neer Packaged Drinking Water and newspaper should be supplied to every passenger. In case passenger is travelling for more than 20hrs on Rajdhani/Duronto trains, a second bottle of Rail Neer Packaged Drinking Water should also be served to the passengers. For late running of trains, a second bottle of Rail Neer Packaged Drinking Water should also be served to the passengers subject to: (i) the train is running late by more than 2 hrs. and (ii) total travelling time of a passenger is more than 20 hrs. In case of trains managed by licensees, Railway should make payment to the licensees for supplying newspaper and Rail Neer Packaged Drinking Water (as per actual supply during the course of scheduled /late running of trains) as the cost of these items are separately included in the fare. As regard the service of 500 ml/1000 ml Rail Neer PDW bottle in Shatabdi express trains are concerned, instruction circulated vide Board's letter no. 2011/TG-III/631/4 dated 13.05.2013 may be followed. CCM may ensure the service of Rail Neer PDW bottle. In case of non availability of Rail Neer bottles, CCM may approve the other reputed brands of PDW for service.

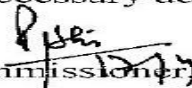
  
(P.P. Lathe)

Dy. Director (T&C)  
Railway Board

No. 2015/TG-III/631/01

New Delhi, Dated 04.04.2018

Copy to: Principal Finance Adviser/ All Indian Railways, for information & necessary action.

  
For Financial Commissioner, Railway Board

Copy to : Accounts II, Fin (Comm), TC (rates), TC (CR), TC-II, Branches of Railway Board.



# TRAIN CAPTAIN



GOVERNMENT OF INDIA (भारत सरकार)  
MINISTRY OF RAILWAYS (रेल मंत्रालय)  
(RAILWAY BOARD)

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No. 2018/TG-V/12/2

New Delhi, dated 15.06.2018

The Principal Chief Commercial Managers,  
All Zonal Railways.

## Commercial Circular No. -3 of 2018

**Sub: Train Captain as overall leader and in charge of all on board railway personnel and outsourced staff.**

Long distance Mail/Exp trains have a large group/ team of railway personnel and outsourced staff on board for offering various services to the passengers and to provide maintenance on run. In order to introduce the concept of a single person/leader responsible for coordinating the entire team and facilitating all services during the complete journey of the train, it has been decided to introduce the concept of Train Captain.

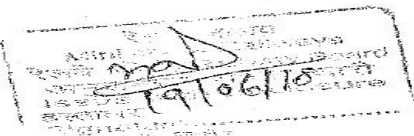
2. In trains like Rajdhani/ Shatabdi/ Duronto and other trains where a Train Superintendent (TS) is on end to end basis, TS shall be nominated as "Train Captain" and made responsible for all the facilities on train. He/she should be provided with a badge of Train Captain to be worn on the uniform. All on board railway personnel and supervisors of all outsourced agencies shall report to the Train Captain for effective control & supervision and to ensure improvement in on-board services offered by Railways. Zonal Railways shall issue necessary directives to all on-board staff to ensure strict compliance of directions of the Train Captain to address the issues concerning complaint free travel of passengers failing which action may be initiated against the staff not following directions of the Train Captain.

3. In all other trains, where TS is not present, zonal railways may nominate the senior most ticket checking staff as Train Captain, who will wear the badge of Train Captain and shall be responsible for all facilities in the train as mentioned above. This batch will be handed over to the senior most ticket checking staff of the next leg of journey who will then act as Train Captain till the next leg and so on. The Train Captain must be provided with the mobile number of the on board staff so that he/she is able to contact them when their services are required.

4. Zonal railways may also ensure that the name and contact number of the Train Captain is made available to the passengers through reservation charts before departure of the train. During the journey, on board announcement at convenient timings must be ensured to provide the name and contact number of the Train Captain to the travelling passengers.

(Shelly Srivastava)  
Director Passenger Marketing  
Railway Board.

New Delhi, Dated: 15.06.2018



No. 2018/TG-V/12/2

1. GMs, Indian Railways
2. PCOMs, Indian Railways
3. PCMEs, Indian Railways
4. PCEEs, Indian Railways
5. PFAs, Indian Railways
6. CSCs, RPF, Indian Railways
7. The ADAI (Railways), New Delhi
8. The Director of Audit, All Indian Railways



# THEFT IN RUNNING TRAINS



शुभम  
श्री अग्ने

**Government of India (Bharar Sarkar)  
Ministry of Railways (Rail Mantralaya)  
(Railway Board)**

No.98/TG-V13/2.

New Delhi, dated. \1.09.2015

**The General Manager,  
All Zonal Railways.**

**Commercial Circular No.56/2015**

**Sub: Harassment to ticket checking staff by authorities  
when theft/pilferage take place in running trains.**

National Federation of Indian Railwaymen has furnished agenda for the next PNM Meeting on the above item, in which Federation has brought out that that the Ticket Examiners are being put to harassment by authorities when theft/pilferage takes place in running trains. TTEs are being questioned and asked to give explanation even though they are not accountable for such incidents.

2. In the above context, attention is drawn to Standing Order no. 39, issued by Security Directorate, vide letter No.97/Sec(Cr)/45/91 dated 20.08.1997 (copy enclosed), wherein it has been advised that primary role for ensuring safety and security of the passengers and protection of their belonging, rests on the Government Railway Police, who exclusively deal with crime committed on trains and at railway stations. Railway Protection Force acts as a bridge between GRP/Local Police and Railway Administration. They are required to actively participate in removing the difficulties of the passengers in the event of any crime committed in the running trains and liaise with the concerned GRP for registration of the case in this regard.

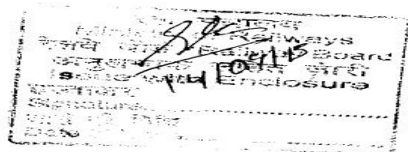
3. The duty list of Travelling Ticket Examiners inter-alia include carrying of FIR Forms and to assist the passengers in filling up the same in the event of any incident of crime and to hand over the same to RPF escorting party or nearest Post/Outpost for liaising with GRP for registering the case.

4. Since the primary role for ensuring security of the passengers is of Government Railway Police in coordination with RPF, it is, therefore, desired that ticket checking staff, should not be held accountable for any crime taking place in running trains and should not be put to harassment by authorities concerned, unless they fail in performance of their prescribed duties. However, in case any on-board ticket checking staff is required to attend any enquiry as witness or acquainted with the facts of the case, the Investigation Officer may call him for his examination.

o/c

VSD 11/5  
(Vikram Singh)

**Director, Passenger Marketing  
Railway Board**



THANK YOU

