

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

No. 2018/Transf. Cell/Traffic/ Policy

New Delhi, dated: 08.06.2018

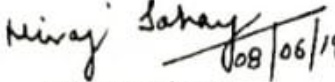
General Managers,
Indian Railways

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/Duranto 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 and supervision 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 badge 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.

This issues with the approval of Board (MT and CRB).


08/06/18

(Niraj Sahay)
Executive Director (Traffic)
Transformation Cell
Railway Board

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1. PCCMs, 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

Copy - As per list enclosed