



## SOUTH CENTRAL RAILWAY

Headquarters Office,  
Commercial Branch,  
Secunderabad- 71.

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

Dated 29-08-2017.

30-8-17

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

Sub: Duty list of Train Conductors, Train Superintendents and TTEs manning the sleeper class coaches-Reg.

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1. In October 2016, Railway Board has issued a revised duty list for Train Conductors (CORs), Train Superintendents (TS) and Travelling Ticket Examiners (TTEs). Again, in June 2017, Railway Board has modified the duty list of Train conductors duly including some catering related functions also.

2. The revised duty list of Train conductors is enclosed as Annexure-1 (Commercial Circular No.183 of 2017). The duty list of Train Superintendents is enclosed as Annexure-2 (Commercial Circular No.219 of 2016, Pages 1,2,3). The duty list of TTEs of sleeper class coaches is enclosed as Annexure-3 (Commercial circular No.219 of 2016, Pages 4&5).

3. Some of the Conductors and Travelling Ticket Examiners can't understand English. Therefore, the three Annexures enclosed herewith have to be first translated into Hindi as well as in the regional languages of Telugu and Marathi, depending on requirement. Thereafter, each COR/TS/TTE working in amenities duties should be served with a copy of the duty list both in English and the Mother tongue of the COR/TS/TTE. A clear acknowledgement (Full signature, Name, Designation, Date) should be obtained from each of the COR/TS/TTE. Copy of the acknowledgement should be kept in Sr.DCMs office.

4. The COR and Sleeper depot in-charges have to be given instructions that whenever a new employee joins on transfer, this duty list should be served to that new employee and the acknowledgement obtained.

5. This is a simple task. Give it to some responsible inspector or an officer and complete it within one month period. Thereafter, compliance should be sent to Headquarters.

  
(M.G. Sekharam) 30/8/17  
Chief Commercial Manager

**COMMERCIAL CIRCULAR NO. 183 OF 2017  
DRAFT NOTIFICATION FOR TRC No. 06 OF 2017**

Sub: **Revision of Duty list of Train Conductors in 1AC, 2AC, 3AC and I class.**

Ref: **Railway Board's letter No.2015/TG-V/12/3 dt. 08.06.2017.  
(CC No.39 of 2017).**

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The list, highlighting some of the important duties/responsibilities of various categories of the ticket checking staff such as Train superintendent, Train conductor and TTEs were issued vide Board's Commercial Circular No. 58/2016.

Further, in order to achieve greater control over the activities related to provision of on board catering services and to provide real time assistance to the travelling public for enhanced customer experience, the duty list of the Train conductors needs to be redefined on the similar lines to the duties assigned to a Train superintendent.

In view of the above, a modified consolidated duty list of Train conductors, adding the new sets of duties in duties already stipulated vide Board's CC No.58/2016 with slight modification is enclosed.

The revised duty list shall be as follows and should be brought to the notice of all concerned.

**DUTY LIST OF TRAIN CONDUCTORS IN 1AC, 2AC, 3AC AND FIRST CLASS**

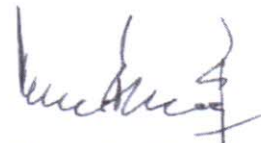
1. He shall report for duty at least one hour before the scheduled departure of the train at the train originating station and at least half an hour before the schedule arrival of the train at the intermediate station. He shall invariably declare his personal/private cash in his custody in the private cash register maintained in the TTE Lobby, before commencement of his official duties.
2. He shall wear a neat and clean uniform (as prescribed by the competent authority) along with number, badge, name plate, etc.
3. He shall "Sign on" and "Sign off" on the register maintained at the station for this purpose.
4. He shall obtain complete position of the reservations, check the same on train, maintain records (charts, etc .) and hand over to the reliever complete and correct details showing the vacant berths/seats of all coaches under his charge.
5. He shall check the tickets of the passengers in the coach and guide the passengers in occupying their accommodation. He shall prevent illegal/unauthorized entry in the coach including the platform ticket holders.
6. He shall ensure that the number of passengers do not exceed the number of passengers indicated in the reservation chart and also that only bonafide passengers are occupying seats/berths in the coaches allotted to him.
7. He shall collect Railway dues such as reservation, supplementary and other charges and issue EFTs for all such Railway dues collected by him from passengers promptly without fail.
8. He will ensure that passengers in the coach do not carry heavy luggage in their compartments causing inconvenience to fellow passengers and assists such passengers to transfer the luggage to Luggage Van/Cabin.
9. He shall take care of the passenger amenities and cleanliness of the coaches, checking and ensuring that they are in proper working order, especially the condition of washroom/toilets and drinking water facilities (if available in the train). He shall help in disseminating information to passengers about the availability of On Board Housekeeping Services (OBHS) staff (if available on his train) on board, along with their mobile phone numbers, so that passengers can make use of the services of the OBHS staff (along with their specific location in each coach) should be suitably publicized among the train passengers by the Train conductor and all the ticket checking staff on board in the train.

10. He shall take care that the doors of the coaches are kept latched during run of the train and open them as and when required by the passengers at the station platforms only.
11. He shall ensure that the end doors of the vestibule coach are kept locked during 22.00 hrs to 06.00hrs to prevent unauthorized entry of passengers from adjoining coaches.
12. He shall remain vigilant particularly during the night time and prevent entry of unauthorized persons/beggars/intruders in the coach. He shall remain available on his allotted berth/seat as and when he is not checking tickets or assisting passengers.
13. He shall always be polite, tactful and courteous in his dealings with the passengers leaving no room for any complaints. He shall render special assistance to senior citizens, female passengers and persons with disabilities as also differently abled passengers. In case any passenger falls sick enroute, he shall arrange suitable medical assistance by informing the nearest station or the control office.
14. He shall allot berths/seats which are vacant to passengers at intermediate stations on realization of due fare/surcharge as per rules on first come-first served basis or according to the priority on the waiting list if such a list is kept at the station.
15. He shall take assistance of GRP/RPF if necessary for removal of unauthorized occupants and deal with them under provisions of Section 155(I) of Railway Act, 1989. He shall remain in constant touch with the on board GRP/RPF staff on duty via walkie talkie set (if made available to him) or on mobile phone, or by such other means as possible.
16. He shall be present in the allotted coach during duty hours and if more than one coach are to be manned, give frequent visits to all the coaches to be manned or be seated on the berth earmarked for on-board Ticket Checking Staff in the coaches allotted to him. Whenever the train stops at a scheduled halt station as also at the originating station, he shall stand outside the coach on the platform prominently to guide entraining passengers to their respective coaches.
17. He shall issue Guard Certificate/Receipt to AC passengers in case of failure of AC equipment or when passenger is compelled to travel in lower class with a higher class ticket for want of room/accommodation.
18. He shall carry blank FIR forms for making them available to the passengers in case of any incident of theft of luggage, etc. Such forms duly filled in shall be handed over to the next GRP post at the scheduled stoppage for further action in the matter.
19. The conductors shall make out a report of the deficiencies, if any, of the whole train regarding passenger amenities (especially regarding cleanliness and non availability of water in coaches and electrical deficiencies) and submit the same at the end of his duty to the Lobby Office set up at the station for terminating trains. If the Conductor is detraining at an intermediate station, he will give the deficiencies report to the incoming Conductor who will deposit the same at destination. The Lobby Office shall take necessary action for getting the deficiencies rectified and also report the matter to SM(Comml.) and Divisional Commercial Manager (DCM) or Sr.Divisional Commercial Manager(Sr.DCM) of the concerned Division.
20. He will be responsible for taking action against the persons smoking in public place under Tobacco Product Act 2003, as persons authorized in terms of Ministry of Health and Family Welfare, Government of India, Gazette Notification No.GSR/680(E) dated 15.09.2009.

21. He will ensure that whenever inflammable and dangerous/prohibited goods are detected, intimation about the same is given to the station staff for necessary action.
22. He will take care that all necessary assistance is provided in using fire-fighting equipment available in the coach in case need arises. He will ensure that all possible assistance is provided to passengers for providing first-aid to him/her. If the train is involved in an accident, then the COR along with the team of TTEs, Coach Attendants, OBHS staff and other Railway staff on board, shall provide all assistance to passengers with first aid and also assist them in recovering their personal belongings, and initiate all steps for disaster management at the accident site so as to provide suitable relief and assistance to the affected passengers. (as provided in the Accident Manual and the Division's Disaster management Plan).
23. He shall be on the lookout for any possible suspected trafficking of children in the trains or at stations by the middlemen who intend to use/sell them for various illegal tasks. Suspected cases may immediately be reported to GRP/RPF post and assistance booths available on the platforms at the next halt station of the run of the train.
24. He shall be overall in-charge of the TTEs, Coach Attendants, amenities staff like Electric, C&W, Catering manager and catering staff on duty by the same train and will supervise their work.
25. He shall also maintain a complaint book in his custody and make the same available to passengers on demand for recording complaints, if any. He should ensure that prompt action is taken to remove the cause of the complaint and render satisfactory service to the passengers.
26. He shall exercise checks on the catering service on the train in respect of quality and quantity of food, cleanliness of uniform and utensils, behaviour of the Manager and bearers, production of vouchers by the bearers, timely service of meals, proper vending of tea, coffee, snacks and cool drinks.
27. Pantry car manager is to maintain complaint books separately. He will ensure that the complaint books are readily available with him. He will check the nature of complaints and their proper dispatch for further action.
28. He shall check that all prices of menu items should be displayed prominently in the pantry cars and elsewhere on the train, as possible and sold at the prices (MRP) fixed by the competent authority as per the approved menu card.
29. He shall check that all waiters/Catering staff must invariably carry with them the menu card with prices (including taxes, if any) which should be readily produced on demand by any passengers.
30. Such other activities as may be prescribed from time to time.

Note and notify all staff concerned accordingly and ensure compliance.

Previous Commercial Circular No.182 regarding revision of siding charges with effect from 1.7.2017 on South Central Railway



(P. Diwakar Babu)  
Sr. Commercial Manager/Genl.  
for Chief Commercial Manager

**South Central Railway**

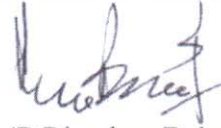
Headquarters' Office,  
Commercial Branch,  
Secunderabad-71.

No.C.571/G-II/TC/Div/Review/VolXXII

Date: 19-06-2017.

Copy forwarded to:-

CCM, CCO, CCM/FS, CCM/PM, CCM/Systems, CCM/C&PS  
FA&CAO/SC, FA&CAO/G/SC, FA&CAO/T/SC, FA&CAO/WST/SC,  
Principle Secretary/Audit/SC Railway/SC  
DRMs/Sr.DCMs/SC, HYB, BZA, GTL, GNT & NED.  
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Principal/ZRTI.  
SCM/Resv, SCM/Catg.  
ACM/M&D, Sec to CCM  
Chief OS/Rates (6 copies for inclusion in TRC).  
Commercial Controllers/Headquarters, SC, HYB BZA, GTL, GNT & NED.  
CCMs-S.Rly/CEN, C.Rly/CSTM, W.Rly/CCG, N.Rly/GHY, N.W.Rly/Jaipur, E.Rly/HWH,  
SE.Rly/CCC, N.C.Rly//ALD, N.E.F.Rly/GHY, N.W.Rly/Jaipur, S.E.CRly/Bilaspur,  
ECoRly/BBS, W.C.Rly/JBP, E.C.Rly/Hazipur, S.W.Rly/UBL, K.Rly/Belapur,



(P.Diwakar Babu)

Sr. Commercial Manager/Genl.  
for Chief Commercial Manager

**COMMERCIAL CIRCULAR NO.219 OF 2016  
DRAFT NOTIFICATION FOR TRC NO. 11 OF 2016(COACHING)**

Sub: Revision of Duty List of Ticket Checking Staff.

Ref: Railway Board's letter No.2015/TG-V/12/3 dt. 04-10-2016 (CC 58 of 2016).

The list, highlighting some of the important duties/responsibilities of various categories of the ticket checking staff such as Train Superintendent, Conductor and TTEs were issued vide Board's letter No.98/TG-V/12/1 dated 11.09.1998. Subsequently, ticket checking staff has been entrusted with number of new sets of duties e.g. taking action against the persons smoking in public place, intimating about the carrying of inflammable and dangerous/prohibited goods, announcement by Train Superintendent in trains welcoming the passengers on board etc.

In view of the above, a modified consolidated duty list, adding the new sets of duties already stipulated in Board's letter No.98/TG-V/12/1 dt 11.09.1998 with slight modification in some of them is enclosed.

**UPDATED DUTY LIST OF TRAIN SUPERINTENDENTS**

1. The train Superintendents will report for duty one hour before the departure of the train. He must be in proper uniform with prescribed badges, scrolls and his name plate.
2. He will be the overall in-charge of the Conductors, TTEs, Coach Attendants, amenities staff like safaiwalas, Electric C&W, Air-conditioning staff, Catering Manager and Catering Staff on duty by the same train and will be responsible for exercising effective supervision on the quality of their work.
3. All the staff on duty in the train excepting the Guard would report to him well before the scheduled departure of the train at the train originating station. The staff en-route would also report to him at the point from where they are to board the train as per their scheduled link programme.
4. The TS will record in a register the names and designation of the staff who report to him for duty on the train and mention the particulars of the absentees in his trip report at the end of the journey.
5. After ascertaining the details of the staff who have turned up for duty he will allocate the work of manning of coaches to the Conductor, TTE, Coach Attendants, Safaiwalas, etc. to ensure that the coaches are properly manned.
6. The TS should ensure that the staff are in proper uniforms with name badgets and perform their duties properly.
7. In trains provided with public address system, the TS will welcome the passengers on board and give his name and mobile number to be contacted for any assistance after departure from each stopping station.
8. The position regarding the details of the berths remaining vacant after allotment to RAC passengers and the RAC passengers left over in each coach will be reported to him by the Conductor and each TTE. He will have the vacant berths allotted to the RAC passengers still awaiting allotment of berths.

9. He will be responsible for giving the vacancy position of the berths/seats to the Commercial Controllers/S.M of Road side stations if the berths are available in train after adjusting all the RAC passengers.
10. He will also exercise necessary checks on the reservations given to passengers and Excess Fare Ticket books of the TTEs and Conductors to ensure correct realization of dues.
11. Whenever the staff belonging to his railway do not cooperate with him, or do not attend their duties properly and promptly, he should send a report against such staff to Sr.DCM of the Division concerned and also to Chief Commercial Manager/PS indicating the name and specific act of failure, impertinence, indifference or disobedience for which the person is held responsible.
12. In case of staff belonging to the other railway, if they do not report for duty or fail to perform their duty, he should immediately send a message reporting this matter to DRM concerned from the next halt station.
13. In his role as the Captain of the train, he will coordinate the work of all the team members and will always be vigilant in ensuring customer satisfaction.
14. At the train starting station, the TS will make a quick inspection of the train to ensure that the passenger amenity fittings are in proper working order. The defects and deficiencies should be reported to SM-in-charge and get rectified by the staff concerned and if necessary send advance information to the station ahead and get the defects attended to by the electrical and C & W staff at that station. He would also ensure that the coaches, bathrooms and toilets are intermittently swept and cleaned by the staff concerned.
15. The TS will ensure that proper pre-cooling is done in AC coaches before start of the train.
16. The TS will ensure that the Coach Attendants of AC 2-tier coaches are carrying the bed rolls on trains to all the passengers ensure that the bed rolls are supplied as early as possible avoiding disturbance to passengers during the night.
17. The TS will also maintain a complaint book in his custody and make the same available to passengers on demand for recording complaints, if any. He should ensure that prompt action is taken to remove the cause of the complaint and render satisfactory service to the passengers.
18. The TS will exercise checks on the catering service on the train in respect of quality and quantity of food, cleanliness of uniform and utensils, behaviour of the Manger and bearers, production of vouchers by the bearers, timely service of meals, proper vending of tea, coffee, snacks and cold drinks.
19. He will be responsible for taking action against the persons smoking in public place under Tobacco Product Act 2003, as persons authorized in terms of Ministry of Health and Family Welfare, Government of India, Gazette Notification No.GSR/680(E) dated 15.09.2009
20. He will be responsible for collecting of fine from passengers for activities affecting cleanliness, for throwing/deposit of refuse inside trains which tend to create unclean or unhygienic conditions.

21. TS will ensure that whenever inflammable and dangerous/prohibited goods are detected, intimation about the same is given to the station staff for necessary action.
22. Pantry Car Manager is to maintain complaint books separately. The TS will ensure that the complaint books are readily available with him. He will check the nature of complaints and their proper dispatch to Chief Catering Services Manager for further action. He will also take steps to rectify the deficiencies leading to complaints.
23. He should try to effectively prevent unauthorized hawking and begging on his train, utilizing the TTE and other train staff for the purpose.
24. He should ensure that the sleeper coach TTEs, and Coach Attendants follow the standing instructions regarding the securing and latching of the doors on run and at stations and also closing and bolting the vestibule doors at night.
25. In case of any incident of theft during the run of the train, he would guide the passenger to the GRP escort party, if travelling by the train. Otherwise, he will make a blank FIR for, available to the passenger for lodging the complaint. Such forms duly filled in should be handed over the first GRP Post available at the scheduled stoppage of the train for further action.
26. TS will ensure that all necessary assistance is provided in using fire-fighting equipment available in the coach in case need arises. He will also ensure that all possible assistance is provided to passengers for providing first-aid to him/her.
27. At the end of each trip the TS should make out a brief report indicating special occurrence, if any, and commenting upon all aspects of passenger amenities namely Catering, supply of drinking water, filling up of water tanks, cleanliness of coaches, entry of unauthorised passengers in reserved coaches, working of lights, fans and other fittings, incidents of thefts of luggage, non-functioning of air-conditioning and other public complaints. Etc. The report should be submitted to the Lobby Office/SM (Comml.) at the destination station who should take necessary action for getting the deficiency rectified. A copy of the same should also be sent to SM(Commercial), Senior Divisional Commercial Manger (Sr.DCM/Divisional Commercial Manager (DCM) for initiating immediate necessary action.
28. In case of accident, TS will ensure proper coordination with RPF and other railway staff available at the site of the accident regarding safe custody and appropriate disposal of the luggage of the dead and injured passengers.
29. He shall be on the lookout for any possible suspected trafficking of children in the trains or at stations by the middlemen who intend to use/sell them for various illegal tasks. Suspected cases may immediately be reported to GRP/RPF post and assistance booths available on the platforms at the next halt station of the run of the train.
30. Any other duty assigned to him from time to time.



DUTIES OF TTEs ASSIGNED TO SECOND CLASS SLEEPER COACHES

1. The Sleeper coaches TTEs shall report for duty at least half an hour before the scheduled departure of the trains. In case he joins the en-route, and not at the train originating station he shall report for duty at least 15 minutes before the scheduled arrival of the train.
2. He shall wear neat and clean uniform along with TTE's badge to distinguish him while on duty. He shall also wear the name badge provided for the purpose.
3. He shall obtain, at the starting station, complete particulars of reservations made in the coach and shall maintain complete entries in respect of occupation of berths/seats on the run and hand over to his reliever complete and correct details clearly indicating the berths/seats that are vacant and are available for allotment.
4. He shall check the tickets of passengers in the coach, guide them to their berths/seats and prevent unauthorised persons from entering the coach. He shall in particular ensure that persons holding platform tickets who come to see off or receive passengers, do not enter the coach.
5. He shall regulate the entry and exit of passengers so that the unauthorised passengers are not there in the coach.
6. He shall realise the fare/surcharge/reservation charges, etc., where ever required from the passengers to whom berths are allotted and make EFTs/Receipt.
7. He shall assist the passengers in depositing heavy pieces of luggage in the luggage booth where provided for the purpose and ensure that there are not taken inside the coach, causing inconvenience to other passengers.
8. He shall allot berths/seats, which are vacant to passengers at intermediate stations on realization of fare/surcharge as per rules on first come first serve bases or according to the priority on the waiting list if such a list is kept at the station.
9. He shall ensure that berths/seats exclusively set a side for ladies are allotted to ladies only and shall prevent male persons from occupying such accommodation.
10. He shall pay prompt attention to all complaints from passengers in regard to non working of fans, lights, lamps etc., and take necessary remedial action to get them rectified.
11. He shall ensure the cleanliness of the carriage and ensure that the safaiwalas are deputed to clean the coach at regular intervals.
12. He shall ensure that the doors of the coach are keep latched when the train is on the move and open them up for passengers and when required for entraining/detraining of authorized passengers.
13. He shall ensure that the end doors of vestibuled trains are kept locked between 22.00 hrs and 06.00 hrs to prevent outsiders entering the coach.
14. He shall remain vigilant particularly during night time and ensure that intruders, beggars, hawkers and unauthorised persons do not enter the coach.

15. TTEs assigned to sleeper coach shall ensure that un-allotted vacant sleeper berths are kept folded up and hinged so that they are opened up only on allotment to passengers.
16. The TTEs shall carry blank FIR forms for making them available to the passengers in case of any incident of theft of luggage, etc., such forms duly filled in be handed over to the next GRP post, at the schedule stoppage for further action in the matter.
17. The TTEs shall make out a report of deficiencies, if any, in the coaches about passengers amenities and submit the same at the end of his duty to the lobby office set up at the station for terminating trains. If the TTE is detraining at the intermediate station, he will give the deficiency report to incoming TTE who will deposit the same at the destination. The Lobby Office shall take necessary action for getting the deficiency rectified and also report the matter to SM(Comml.), Divisional Commercial Manager(Comml.) or Senior Divisional Commercial Manager (Sr.DCM) of the concerned division.
18. He shall always be tactful and courteous in his dealing with passengers leaving no room for complaint.
19. He will be responsible for taking action against the persons smoking in public place under Tobacco Product Act 2003, as persons authorized in terms of Ministry of Health and Family Welfare, Government of India, Gazette Notification No.GSR/680(E) dated 15.09.2009.
20. He will be responsible for collecting of fine from passengers for activities affecting cleanliness, for throwing/deposit of refuse inside trains which tend to create unclean or unhygienic conditions.
21. He will ensure that whenever inflammable and dangerous/prohibited goods are detected, intimation about the same is given to the station staff for necessary action.
22. He will ensure that all necessary assistance is provided in using fire fighting equipment available in the coach in case need arises. He will also ensure that all possible assistance is provided to passengers for providing first-aid to him/her.
23. He shall be on the lookout for any possible suspected trafficking of children in the trains or at stations by the middlemen who intend to use/sell them for various illegal tasks. Suspected cases may immediately be reported to GRP/RPF post and assistance booths available on the platforms at the next halt station of the run of the train.
24. Such other duties as may be prescribed from time to time.

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