



भारतसरकार / Government of India
रेलमंत्रालय / Ministry of Railways
दक्षिणमध्यरेलवे / South Central Railway

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Office of the DRM
विजयवाडामंडल /
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Commercial Branch
विजयवाडा, Vijayawada.
आन्ध्र प्रदेश, Andhra Pradesh

No: B/C.568/TC/RAIL MADAD

Date: 20/04/2023

CTI/G

Sub :- Instructions to on board Amenities Ticket Checking Staff - reg.

Of late, the following issues has been observed in connection with working of on board Amenities Ticket Checking Staff :-

- i) Non attending to RAILMADAD Complaints of their respective coaches in time unless they get an alert from Commercial Control staff to attend to the complaint,
- ii) Not reporting issues requiring intervention of Commercial Control or Commercial Officers,
- iii) Staff even though supplied with HHTs are still working with physical charts & syncing the data after completion of beat/duty leading to non releasing of vacant berths to PRS server in HHT,
- iv) Even after working with HHT, submission of physical copy of EDR without ensuring that data is synced with server .

In light of the above,the following are hereby instructed for strict compliance :-

- i) CAPTAIN should ensure that RAILMADAD complaints are attended instantly not only in manned coaches but also in unmanned coaches,
- ii) Staff to report every unusual issue to Commercial Control over Calls / WhatsApp @ 9701373537 & 9701373961,
- iii) Staff to be attentive in working with HHT and ensure releasing of vacant berths well before the preparation of remote location charts,
- iv) Prepare EDR manually only in case where data is not synced / not reflected in MIS Reports.
- v) Staff to check unmanned coaches irrespective of their original assigned coaches when ever they find free time & regularise the ticketless/irregular travellers, if any, in order to eradicate leakage of railway revenue.
- vi) Whenever on hand HHT becomes non functional for whatsoever reason, the coaches of the TTE whose HHT became non functional shall be re-assigned to other TTE on train and he should assist such TTE in checking of coaches in all respects.

Concerned supervisors to sensitize the staff accordingly duly obtaining their acknowledgement. Please note that any non compliance found will be viewed seriously and the erring staff will be taken up under DAR.



(V.Rambabu)
Sr.DCM/BZA