



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

No.C.568/ G.II/TC/Div/Review/vol.XXIII

Date: 25.10.2023

Chief Commercial Manager/PS
Southern Railway
Chennai

Sub: Complaints in Rail Madad regarding unauthorized passengers
travelling in reserved coaches-Reg

Ref: 1) This office letter No.C/Comp/PG/HQ/2023-24 dated 25.09.2023

2) Sr.DCM/BZA Letter No.B/G.50/Rail Madad/1/2023 dated 08.09.23

Please connect letters from this Railway under reference, wherein it was requested to detain unauthorized passengers travelling in reserved coaches at originating stations of trains, especially in trains bound towards East. This will enable in reduction of Rail Madad complaints of unauthorized travel and shall pave for comfortable journey of reserved passengers.

As complaints are still continuing in Rail Madad, PCCM/SCR desires to conduct joint drive involving Ticket Checking staff of BZA and MAS Divisions for trains passing/starting from MAS, MS and PER towards BZA.

It is requested to advise Sr.DCM/MAS to plan for a joint Ticket Checking drive in coordination with Sr.DCM/BZA.

(Bhaskar Reddy Pinreddy)
DyCCM/G
for Principal Chief Commercial Manager

Copy to: Sr.DCM/BZA to coordinate with Sr.DCM/MAS for the joint
Ticket Checking Drive and apprise after conducting the drive.