

के. रवीन कुमार रेड्डी, भा रे या से  
K. RAVEEN KUMAR REDDY, IRTS  
प्रमुख मुख्य वाणिज्य प्रबंधक  
Principal Chief Commercial Manager



दक्षिण मध्य रेलवे South Central Railway  
रेल निलयम Rail Nilayam  
सिकंदराबाद Secunderabad - 500 025

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

13.10.2023

IG & Principal Chief Security Commissioner/SCR

Sub: Complaints registered in Rail Madad portal regarding unauthorized passengers travelling in reserved coaches - Assistance of security personnel  
Ref: This office letter No.C.571/ TC\Div/Review/Vol.XXIII dated 21.09.23  
(Copy enclosed)

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In the recent past, large number of complaints are being registered in Rail Madad regarding unauthorized Passengers travelling in reserved coaches. Based on the data, a total of 22 trains originating / Passing over SCR have been identified for initiating concerted efforts to minimize the complaints in these trains and the same was communicated vide letter under reference.

It may be appreciated that major attention is warranted at originating station of train to control the menace. Further, in view of ensuing Dusshera festival, followed by Diwali and Chhath puja; there may be heavy demand for travel, especially towards Eastern sector. As such, there will be need for regulating entry of unauthorized passengers at originating stations and also planning for deboarding them at major enroute stations of South Central Railway.

Since the trains of overcrowding are generally known, Sr.DCMs have been advised to chalk out plan in coordinating with Sr.DSCs. During the process of implementation, Secunderabad Division has highlighted some issues, which are as under:

1. Two Ticket Checking Staff were manhandled by unauthorized passengers while deboarding them from Train No.17007 on 10.10.23 at Secunderabad station.
2. Passengers detained are boarding running train in other coaches.
3. Unauthorized passengers detained from train are boarding running train in other coaches.

To address the above issues and other concerns in this regard, it is requested to advise Sr.DSCs to render necessary assistance to Sr.DCMs and for deputing adequate number of RPF Staff.

Encl : As above

(K.R.K.Reddy)

Principal Chief Commercial Manager

Copy to:

1. AGM/SCR -for kind information please
2. ADRM/O/ SC, HYB, BZA, GTL, GNT & NED for information & necessary coordination
3. Sr.DCMs/ SC, HYB, BZA, GTL, GNT & NED - for information & necessary action



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

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

Date: 21.09.2023

Sr.DCMs/ SC, HYB, BZA, GTL, GNT & NED

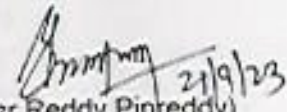
Sub: Complaints registered in Rail Madad portal regarding unauthorized passengers travelling in reserved coaches- Action plan

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While reviewing the data of complaints registered in Rail Madad portal regarding unauthorized passengers travelling in reserved coaches in the current FY i.e from April 2023 to 13<sup>th</sup> Sept 23, it was observed that in 61 trains, more than 3% complaints have been registered during the period. Based on the data, a total of 22 trains originating / Passing over SCR are identified and it has been decided by PCCM to take concerted efforts to minimize the complaints in these trains. The action plan to minimize the complaints by identified trains is as under:

1. At originating station, one hour before departure of the train, Ticket checking staff to check on platform where train is placed for any passengers not having valid tickets. If more passengers are found with general tickets, they should be advised not to board reserved coaches and warn that if they board, they will be deboarded at originating/enroute stations. Such passengers should also be guided about alternate trains available.
2. Trains identified should be manned fully by deputing adequate number of Amenities staff
3. Unauthorized passengers should not be allowed to board at Originating station. If any passenger has boarded, they should be deboarded at the originating station.
4. Ticket checking staff (Squad) along with RPF should be deputed in identified trains in respective jurisdiction of their Divisions.
5. Ticket Checking Staff should be instructed not to issue EFTs on platform for unauthorized travel for identified trains. Further, if any passenger is found in train after departure, Amenities/squad staff should charge them upto point of detection and detrain at next station.
6. The entry of Season tickets into reserved coaches to be regulated.
7. PRS counter waitlist ticket (after preparation of chart) should also be deboarded. They should be guided to travel in General compartment, as per extant rules.
8. Staff manning the trains should be regularly moving in their assigned Coaches in uniform, so that any issues/grievances of Passengers can be addressed in advance, before they are translated as a complaint.
9. Ticket checking staff writing EFTs for the identified trains should be called for reasons for writing the EFTs.

The list of 22 trains with enroute points proposed for detraining are enclosed. Sr.DCMs and Sr.DSCs of Originating, Passing through and detraining stations should plan for deploying adequate staff.

  
(Bhaskar Reddy Pinreddy) 21/9/23  
Dy.CCM/G

For Principal Chief Commercial Manager

CI- AGM/SCR -for kind information please

PCCM/SCR- for kind information please

CSC/SCR- for information and to issue necessary instructions to Sr.DSCs

Sr.DSCs/ SC, HYB, BZA, GTL, GNT & NED – for information and necessary action

## List of Trains

| Sl No. | Train No. | From | To   | Originating Station | En-Route Station with Scheduled Arrival & Duration of stoppage |                |
|--------|-----------|------|------|---------------------|--|----------------|
|        |           |      |      |                     |  |                |
|        |           |      |      | SC                  | GNT  | BZA            |
| 1      | 12704     | SC   | HWH  | 15:55               | 20:20 (10Mts)  | 21:25 (5 Mts)  |
| 2      | 17016     | SC   | BBS  | 16:50               | 21:35 (5 Mts)  | 22:30 (10Mts)  |
|        |           |      |      | HYB                 | SC   | BZA            |
| 3      | 18046     | HYB  | SHM  | 08:00               | 08:25 (5 Mts)  | 14:10 (15 Mts) |
| 4      | 12728     | HYB  | VSKP | 17:05               | 17:25 (5 Mts)  | 22:50 (15 Mts) |
| 5      | 12760     | HYB  | TBM  | 18:00               | 18:20 (5 Mts)  | 23:45 (10 Mts) |
|        |           |      |      | HYB                 | SC   |                |
| 6      | 12721     | HYB  | NZM  | 23:00               | 23:20(5 Mts)   |                |
| 7      | 12723     | HYB  | NDLS | 06:00               | 06:20 (5 Mts)  |                |
| 8      | 12791     | SC   | DNR  | 09:25               |  |                |
| 9      | 17007     | SC   | DBG  | 22:40               |  |                |
|        |           |      |      | LPI                 | SC   |                |
| 10     | 12738     | LPI  | COA  | 20:30               | 21:05 (10 Mts)   |                |
|        |           |      |      | SC                  | NED  |                |
| 11     | 17058     | SC   | CSTM | 13:25               | 18:45(5 Mts)   |                |
|        |           |      |      | NZB                 | SC   | GTL            |
| 12     | 12794     | NZB  | TPTY | 14:10               | 17:15 (5 Mts)  | 00:25 (5Mts)   |
|        |           |      |      | CCT                 | BZA  | SC             |
| 13     | 17206     | COA  | SNSI | 06:05               | 09:50(15 Mts)  | 16:10 (15 Mts) |
|        |           |      |      | TPTY                | BZA  |                |
| 14     | 12763     | TPTY | SC   | 16:55               | 23:15(5Mts)  |                |
|        |           |      |      | TPTY                | GTL  |                |
| 15     | 12793     | TPTY | NZB  | 17:30               | 22:20(5 Mts)   |                |
|        |           |      |      | NED                 | PRLI   | VKB            |
| 16     | 16594     | NED  | SBC  | 06:30               | 09:10 (10 Mts)   | 14:00 (10 Mts) |
|        |           |      |      | NED                 | AWB  |                |
| 17     | 17630     | NED  | PUNE | 15:30               | 20:30(5Mts)  |                |
| 18     | 17611     | NED  | CSTM | 22:00               | 02:50(5Mts)  |                |
|        |           |      |      | ADB                 | NED  | PAU            |
| 19     | 11402     | ADB  | CSTM | 13:00               | 16:40 (5Mts)   | 17:25 (5Mts)   |
|        |           |      |      |                     | BZA  |                |
| 20     | 12727     | VSKP | HYB  |                     | 23:25(15 Mts)  |                |
| 21     | 17488     | VSKP | HX   |                     | 20:15 (10 Mts)   |                |
| 22     | 12840     | MAS  | HWH  |                     | 01:20 (10Mts)  |                |