

**Note**

Date: 25/10/2019.

**Sub: Guidelines for Re-engaged Ticket Checking Staff in BZA Division.**

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1. **Uniform:** They should wear white trouser, white shirt with tie and should be neatly dressed up during their duty hours. Report for duty in clean uniform and with name badges on time.
2. **ID cards:** They have to wear ID cards provided by Railways. ID cards with authority will be issued by Commercial department.
3. To ensure that every passenger entering or leaving the platform is in possession of a valid ticket or pass and that the luggage exceeding free allowance has been paid for. They should regulate the entry and exit of passengers.
4. To check and collect the tickets from all passengers of incoming trains and cancel them immediately. To realize railway dues of fare and excess charge or charges on un-booked or partially booked luggage from passengers and grant receipt.
5. **Excess fare collection:** Re-engaged staffs are required to meet targets fixed for the station TEs at respective stations. EFT books cannot be issued directly to the reengaged staff, they have to use the EFT books of the other ticket checking staff working at that station or EFT book provided with booking clerk. Staff particulars with signature should be recorded on the reverse side of the record foil utilised by the re-engaged staff for proper accountal. Daily excess fare earnings of the re-engaged staff should be recorded in the statistical register available with TE/BO office and a copy of the same should be submitted to the Sr.DCM/Office/BZA.
6. To deposit the entire amount collected in booking office immediately after completion of the duty of permanent TE/booking clerk, supervisor of the respective stations.
7. To furnish name and ID cards when demanded by the passenger.
8. To maintain a diary and record all happenings mentioning any special occurrences.
9. To attend to the cleanliness of waiting halls, retiring rooms etc., and to remove any unauthorized persons from them.
10. To attend to reservations / enquiries / announcements as and when required.
11. To have a watch on the licensed porters (ensure proper working of porters)
12. To attend to any other duties assigned by supervisors.
13. They have to perform all regular duties of station TEs, and have to declare personal cash along with other TE/Commercial staff working at respective stations.
14. To be conversant with rules and regulations laid down in the manuals and tariffs.
15. To be alert, prompt, helpful, courteous and obliging.
16. To attend to the needs of passengers, especially women and children unaccompanied by male members.
17. To furnish correct information about the running of the trains, fares, etc. and when not able to do so, to direct the passengers to the proper officials who can furnish the information asked for.
18. Stringent action will be initiated by the competent authority against misappropriation of railway cash or any other public complaints.

  
Sr.DCM/BZA