

GOVERNMENT OF INDIA (भारत सरकार)  
MINISTRY OF RAILWAYS (रेल मंत्रालय)  
(RAILWAY BOARD) (रेलवे बोर्ड)

\*\*\*\*

No.2018/TG-V/1/5

New Delhi, dated 17.02.2019

The Principal Chief Commercial Managers,  
All Zonal Railways.

**Sub: Optimum utilization of available Human Resources in Ticket  
Checking Cadre.**

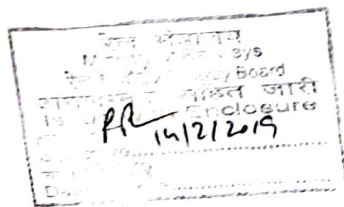
From the details of strength of ticket checking staff available with this office it has been observed that out of 30535 ticket checking staff on roll, large number of personnel are either working at stations (stationary duty) or engaged in activities other than ticket checking activities i.e. miscellaneous duties.


2. Since the miscellaneous duties being performed by ticket checking staff are of clerical nature, which can be performed by clerical staff, utilizing ticket checking staff on such duties instead of manning of trains is wastage of manpower. With a view of effective manning of coaches and to optimize utilization of available manpower in the form of ECRCs who have become spare due to reduction of load on PRS after proliferation of e-tickets, the feasibility of following proposal is being explored:-

(i) The ticket checking staff currently working in miscellaneous duties should be immediately assigned duty of on board ticket checking. A critical analysis of requirement of staff in their place may be done and wherever required, surplus ECRCs may be assigned the jobs being looked after by them uptill now.

(ii) Keeping in view the difficulty being faced by zonal Railways in ensuring 100% manning of trains due to large number of vacancies, instructions have been issued to zonal Railways vide letter dated 12.12.2018 to engage ECRC staff in stationary ticket checking activities after imparting training, wherever possible and stationary ticket checking staff may be entrusted with onboard ticket checking activities. In phased manner the ticket checking staff performing stationary duties should be replaced with ECRCs as per instructions dated 12.12.2018 after imparting training and the stationary staff may be assigned the task of onboard manning of train.

3. It is desired that Zonal Railways may examine the above mentioned proposal and furnish comments on the issue to this office for taking further necessary action.



  
(Neeraj Sharma)  
Executive Director Passenger Marketing  
Railway Board