

**South Central Railway
Vijayawada Division**

No. B/C.568/TC/Misc

DRM's Office,
Commercial Branch,
Vijayawada,
Date: 12/03/2021.

**CTI/COR/BZA &
CTI/SL/BZA**

Sub: Passing of remarks on the reservation charts by on board Ticket Checking Staff-Reg.

Ref: Dy.CCM/Claims/HQrs lr no. C.508/Chg.Ref/e-tickets/reports/2021 dt 23/02/2021.

Please find the letter enclosed herewith received from Dy.CCM/Claims/HQrs regarding "Passing of remarks on the reservation charts by on board Ticket Checking Staff" for kind information and necessary action.

The copy of the above letter is enclosed for your information.

**Signed by Koneti
Kamalakara Babu
for Sr. DCM/BZA
Date: 12-03-2021 17:55:26
Reason: Approved**

G B

SOUTH CENTRAL RAILWAY

Headquarters Office,
Comml (Claims) Branch,
Rail Nilayam, 1st floor,
Secunderabad-500025.

No.C508/Chg.Ref/ e-tickets/reports /2021

Date: 23.02.2021.

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

Sub:- Passing of remarks on the reservation charts by on board Ticket checking Staff-Reg.

Ref:- Dy.CVO/Tfc/SC Lr.G.265/PC/2020/08/00721/T/N/HQ Dt 10.02.2021.

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A Preventive check was conducted by Vigilance Branch in Claims Office on e-tickets Refund files and the following was observed.

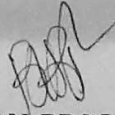
- * It is noticed from the original chart that the PNR No.643-6706874 by Train No.17488 Ex.EE - TPTY/boarding at BZA which was booked in the name of Mr.G.L. Narayana was allotted berth No.47 by the on board ticket conductor and clearly written that there is no cancellation or not turning up of the said passenger in EDR.
- * CTTI/SL/TPTY has reported that, berth number is neither circled, tick marked by. So, he assumed that the passenger has not joined and advised the claims office that the passenger had not travelled.
- * Based on the above, Refund of fare has been arranged.

In view of the above, the competent authority has decided to adhere strictly to the guidelines issued by the Railway Board vide letter dated 05.03.2014 (copy enclosed) wherein it was instructed that on Board ticket checking staff should check the train immediately after departure of the train from the train originating station and mark the passenger as 'O' for occupied and 'NT' for non turn up. Similar practice will be adopted for checking the coach in case of departure of train from intermediate stations.

Therefore, all the staff concerned may be instructed to follow the above cited guidelines failing which appropriate action would be initiated against the erring staff.

This has the approval of CCM/CI & Catg.

Passenger



(B.V. RAM PRASAD)
Dy.CCM/Claims/HQrs.,
for Chief Comml.Manager(CI&Ctg.)

C/- CCM/PS/SCR for information please.

C/- Dy.CVO/T/SCR for information with reference to his letter cited above.

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GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No. 2014/TG-V/26/2

New Delhi, dated 05.03.2014

Chief Commercial Manager,
Eastern Railway,
Kolkata.

Subj: Time limit for releasing reserved accommodation to RAC/Waitlisted passengers by the onboard ticket checking staff in case of not turning up of booked passengers.

Please refer to Eastern Railway's letter no. C 107/S/151/Com/ND/113 dated 13.01.2014 wherein it was requested that instructions may be issued that except in case of Rajdhani/Shatabdi type trains, the onboard ticket checking staff should wait for the non-turned up passengers upto the next stopping station of the train and thereafter, release/book the berths of such passengers in case they do not turn up at the next stopping station.

2. The request has been examined and it has not been found feasible to agree to the same. It is, therefore, desired that onboard ticket checking staff should check the train immediately after departure of the train from the train originating station and mark the passengers as 'O' for occupied and 'NT' for non turned up. The berths becoming available on account of non turned up passengers should be provided to RAC passengers as per extant instructions. The remaining available accommodation, if any, should be offered to waitlisted passengers from next stations (on approach) as per extant instructions. Similar practice will be adopted for checking the coach in case of departure of train from intermediate stations.

3. Necessary instructions may be issued to all concerned

(Sanjay Manocha)
Dy. Director Traffic Commercial (G)-II
Railway Board

Copy for information and necessary action to:-
CCMs all Zonal Railways (except Eastern Railway).