



Office of the Principal Chief Commercial Manager
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No.C.568/G.II/TC/Misc/2018

DI.28-05-2020

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

Sub: Preparedness for commencement of passenger operations from 01-06-2020.

Limited train operations will be commencing from 01-06-2020. In view of this, the following guidelines are issued.

1. All ticket checking staff are to be provided with N-95 masks, Face shield, gloves and sanitizers.
2. Ticket checking staff above the age of 55, staff with ailments and ladies to be utilised in stationary duties.
3. Senior most conductor should be nominated as train captain and should wear "CAPTAIN" arm badge. He should coordinate with all on board staff, and with commercial control and state govt .officials whenever passengers with symptoms of COVID-19 are noticed in the train. List of Helpline numbers and COVID Hospitals should be available with him.
4. Minimum 1+3 on board ticket checking staff to be booked for duties covering second sitting (GS&SLR).
5. Ensure availability of POS machines with the on board staff.
6. Fortress checks to be conducted at the time of boarding and de-boarding of passengers to ensure that no unauthorised person enters the station premises.
7. TTE rest rooms at the following locations are to be kept ready duly sanitized. (SC,BZA,GNT,GTL,DMM,BPQ,VSKP,WD,MMR,MAS,GDR)
8. All the TTE rest houses are to be provided with Thermal Scanners.
9. Catering arrangements at TTE rest houses are to be ensured by coordinating with running rooms.

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10. Wide publicity to be given advising all passengers to reach the station 90 minutes before the scheduled departure of the train.
11. To the extent possible separate entry and exit gates at stations are to be earmarked.
12. Sanitizers are to be provided at entry and exit points.
13. Mandatory thermal screening to be ensured at the stations.
14. At way side stations Ticket Checking / Commercial Staff should be deployed in sufficient number for the guidance of the passengers.
15. Frequent cleaning/sanitising of passenger utility areas like waiting halls, Toilets, Concourse etc....
16. Staff to ensure that social distancing is maintained both at stations and on board.
17. Divisions to install two way mike system at Reservation cum enquiry counters
18. All the commercial Officers like Booking Offices, Reservation Offices, and Commercial Control Offices and on board TTEs should be provided with State, District list of COVID Helpline Numbers and COVID Hospitals.
19. Ensure that all the staff at Booking and Reservation Offices are to be provided with masks, gloves and sanitizers etc.
20. Porters to be minimized. Where ever used they should be supplied with masks, gloves and sanitizers etc.

Action taken report on readiness may please be sent to this office by 29-5-2020 positively.



(Shifali)

Dy.C C M(IT)

for Principal Chief Commercial Manager