



Office of the Principal Chief Commercial Manager
South Central Railway, Ministry of Railways, Government of India, Rail Nilayam,
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Sr.DCMs/SC, HYB, BZA, GTL, GNT & NED

Sub: Review of Ticket checking activities - Reg

In view of unprecedented Covid-19 Pandemic and consequent cancellation of Passenger services, the ticket checking activity has virtually come to a standstill. With gradual resumption of train services, ticket checking activity has also gradually picked up.

With resumption of only few trains and that too with only reserved segment, there is likelihood of ticketless travellers venturing to travel by train from intermediate stations. In the recent past, complaints of such instances have also been received by this office. Accordingly, two fortnightly ticket checking drives were conducted from 19th Jan 2021 to 1st Feb 2021 and 4th Feb 2021 to 17th Feb 2021, wherein an earnings of Rs. 87.91 Lakhs has been earned from 19048 cases i.e an average earning of Rs.3.14 Lakhs per day from 680 cases. The average is well above the daily average of January 2021 i.e. 2.96 Lakhs from 571 cases. This is despite the fact that the month of February is a non peak season for coaching traffic. Further, it is alarming that the major component of the earnings during the drives (93%) has been from ticketless travellers, despite vigorous checks being conducted during entry of passengers.

In view of the foregoing, the following points are coming forth:

1. Ticket checking staff are mainly checking the entry of passengers at major stations only and relatively smaller stations are virtually not having any access control. Further, there is likelihood of passengers entering the stations/boarding the trains from offside/unauthorised entry points of the stations.
2. During inspection of stations /trains and during interaction with Divisions, it is understood that GS/SLR coaches(converted as second sitting reserved) are not being checked by Divisions. In the absence of Ticket checking staff in these coaches, there is likelihood of ticket less passengers travelling by these coaches and the same is manifested, as per the reports of the ticket checking drives .

In this regard, the following instructions are issued for strict compliance:

1. Amenities staff should be so deployed so that all the reserved coaches are invariably manned.
2. GS/SLR coaches should be manned by Amenities staff and squad staff have to concentrate on these coaches. The squad staff can also be deployed between a pair of stations, so as to cover GS/SLR coaches between a pair of stations, just like a ladder check. The intention should be to have a visible presence of ticket checking staff on-board.
3. The checking at the stations should be effective and staff should also be deployed on platforms, apart from the regular gates. The access to unauthorized entries has to be closed.
4. Regular and surprise checks to be planned at enroute stations.

Divisions should put in concerted efforts to control unauthorised travel by trains and enhance ticket checking earnings, duly following Covid-19 related precautions.

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