

**Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralaya)
Railway Board)**

No.2012/TG-V/2/3.

New Delhi, dated. 27.11.2013

W Key ✓
The Chief Commercial Managers
All Zonal Railways.
(except South Eastern, South Western and Western Railways)

M
26.6.14

Sub: Utilization of ticket checking staff for ticket checking purpose only.

On the basis of feedback received from Zonal Railways, it is observed that on some zonal railways ticket checking is being utilized for non ticket checking activities ignoring their prime duty to control ticketless travel.

2. It may kindly be appreciated that during the current year, there is a drop in the growth of number of passengers which is a matter of great concern. Board, has also emphasized from time to time for stepping up ticket checking activities by launching various ticket checking drives, manning of gates at station etc. Further the availability of ticket checking staff is not keeping pace with the introduction of new trains, augmenting of carrying capacity, extension of runs and increase in frequency of existing trains. Moreover, approximately 3000 posts of ticket checking staff are vacant. Posting of ticket checking staff for non ticket checking activities will further worsen the position.

3. All zonal railways should henceforth ensure that no ticket checking staff is posted for non ticket checking activities.

M
(Dr. Monica Agnihotri)
Director, Passenger Marketing
Railway Board

CCO	CCM (FM)	CCM (PS)
Dy. CCO	Dy. CCM (FM)	Dy. CCM (G)
Dy. CCM (C)	Dy. CCM (FM)	Dy. CCM (PS)



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GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

CCM

No:2014/TG-V/2/3

New Delhi, dated 23-06-2014

The Chief Commercial Managers
All Zonal Railways

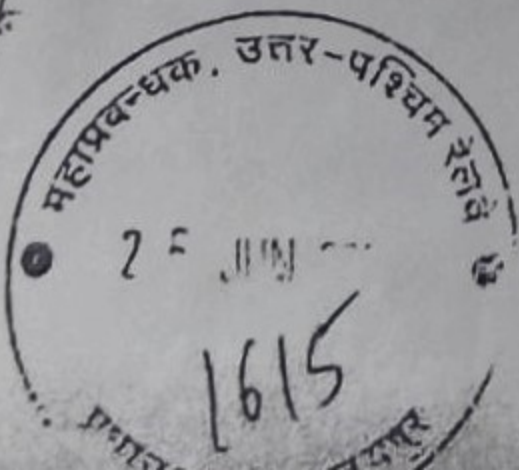
Sub: Withdrawal of ticket checking staff from Non-Ticket checking duties.

This refers to the instructions issued to all Zonal Railways on 27-11-2013, that ticket checking staff should not be deployed on non-ticket checking activities (Copy enclosed). The recent feedback obtained from Zonal Railways reveals that large numbers of ticket checking staff, both TTEs and TCs, are being utilized for non-ticket checking activities such as booking of Retiring Rooms, chart pasting, platform inspector duties and protocol duties etc.

Keeping in view the fact that the primary responsibility of ticket checking staff is to ensure that every passenger is in possession of a proper ticket or a valid authority to travel by the specific train/class and to ensure that there is no leakage of revenue, it is necessary to utilize the ticket checking staff only for such purposes. In the context of a substantial shortage of TTEs, both in terms of vacancies as well as the need for additional posts to be created, Board desire that Zonal Railways should immediately take steps to release staff from non-ticket checking duties. The non-ticket checking duties may be assigned to plus ECRCs/Ministerial staff. They may also be outsourced to the extent feasibility.

Kindly ensure compliance and advise action taken.

A. Madhukumar R
(A. Madhukumar R)
Exe. Director (Passenger Mark)
Railway



Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralaya)
(Railway Board)

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No. 2014/TG-V/2/3.

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New Delhi, dated 13.07.2015

The Chief Commercial Managers,
All Zonal Railways.

Sub: Withdrawal of ticket checking staff from Non-ticket checking duties.

Instructions were issued vide Board's letter No. 2014/TG-V/2/3 dated 27.11.2014 and 23.06.2014 wherein zonal railways asked to take immediate steps to release ticket checking staff from non-ticket checking/other jobs like EDR leading duty, Enquiry, Announcement, Operating of SIB, CIB Board, Booking of waiting room, Platform Inspector, Chart Printing/Protocol to Railway Officers and Commercial control etc and these duties may be assigned to surplus ECRs/Ministerial Staff.

2. It is stated during recent PNM meeting held between AIRF and Board on 20.11.5.2015 it has been pointed out that ticket checking staff are still being used for non-ticket checking duties. It is, therefore, desired that detailed feedback on the withdrawal of ticket checking staff from non-ticket checking duties and assignment of such duties to surplus ECRs/Ministerial Staff, as envisaged in Board's letter referred to above, may be furnished at the earliest for the information of Board.

(Sanjay Manocha)
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