

के. रवीन कुमार रेड्डी, भा रे या से  
K. RAVEEN KUMAR REDDY, IRTS  
प्रमुख मुख्य वाणिज्य प्रबंधक  
Principal Chief Commercial Manager



दक्षिण मध्य रेलवे South Central Railway  
रेल निलयम Rail Nilayam  
सिकंदराबाद Secunderabad - 500 025.

D.O. No. C.415/E/TC/Creation/2023

Date: 12.07.2023

Dear Shri Ravinder Goyal Ji,

Sub: Removal of ban on creation of Ticket Checking posts- Reg

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Commercial Department comprises of front line staff who deal directly with the customers. Despite increase in number of Trains and commercial activities, there is no commensurate creation of posts. Every year 1% of posts were being surrendered to meet the target under Manpower Planning, which has been increased to 2% during 2022-23.

Among the Commercial Cadres, the duties of Ticket checking staff are multifarious in nature involving manning of reserved coaches (Amenity staff), manning of entry/ exit gates at stations (stationary staff) and carrying different types of checks including special checks to curb ticketless and irregular travel(squad).

Amenity ticket checking staff are the only onboard staff available in direct interface with passengers for attending their grievances, complaints and taking care of Medical emergencies. They ensure the availability of Passenger Amenities, monitor their functioning and take necessary action for attending the deficiencies like non-availability of water, cleanliness etc. Further, during Accidents and other Disasters when trains are regulated, the onboard ticket checking staff play pivotal role for rendering immediate assistance to the stranded passengers. Availability of adequate Amenities staff, therefore, ensures better Passenger service and eventually Passenger satisfaction.

At present ticket checking staff are part of merger cadre of CCTCs. As per RBE No.48/2020 dated 02.07.2020, there is freeze on creation of new posts except safety category, till further orders. Further, there has been no creation of posts in the Ticket checking cadre in the recent past except for the creation of 250 posts communicated by Railway Board vide letter No. 2012/TG-V/10/COMMITTEE dated 26.12.2013, wherein 125 additional posts of Ticket Examiners were created under Railway Board Vacancy Bank and only 90 posts of Ticket Examiners are created under Zonal vacancy bank.

In addition to regular trains, special trains and TOD specials are being run regularly in routes of perennial traffic demand. The present sanctions in Ticket Checking Cadre are not sufficient to man the trains fully, as per norms and additional posts are required to strengthen the Amenities staff.

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Thus, considering the importance of Ticket Checking cadre in preventing leakage of revenue and ensuring customer service by full manning of reserved coaches, it is imperative that the cadre be operated at full staff strength as per the norms. In view of the above, Railway Board is requested to remove ban on creation of CCTC posts.

*Best regards -*

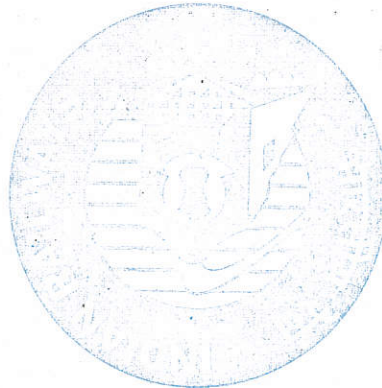
Yours sincerely



(K. R. K. Reddy)

13/07/23

**Shri. Ravinder Goyal**  
Additional Member/Comml.  
Railway Board  
New Delhi



61/2023/O/o ADGM/GMO/SCR

E(MPP)2023/21/14

2023-24

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GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
RAILWAY BOARD

E(MPP)2023/21/14

Dated, 04/09/2023

General Manager  
South Central Railway  
Rail Nilayam,  
Secunderabad- 500025

F&S  
copy to  
Dir Secy  
for views  
of 20/08/23

PCCM  
05/09

Sub: Removal of ban on ticket Checking posts

Ref: PCCM/SCR D.O. No. C.415/E/TC/Creation/2023 dt 12.07.2023

With reference to creation of posts, Ministry of Finance vide their O.M. dated 04.09.2020, has imposed ban on creation of new posts, which is applicable on all Ministries of Government of India, including Ministry of Railways. On pursuance of the matter, keeping in view the requirement of Railways for delegation of powers to undertake crew rationalization and create non-gazetted revenue posts necessitated by crew review exercise, DoE, Ministry of Finance, in relaxation to its O.M dated 04/09/2020 has delegated powers to railways to create non gazetted revenue posts (crew only), as part of crew review exercise. Accordingly, Zonal railways have been delegated the powers for creation of non gazetted revenue posts (crew only), if any, which is necessitated by crew review exercise, vide Board's letter no, F(E)-I/2020/Misc./22 dated 23/06/2023.

In view of the above, creation of new posts cannot be made for the time being, other than those, necessitated by crew review exercise. However, vide Board's letter dt. 19.4.2022 (RBE No. 54/2022), General Managers of Zonal Railways/PUs have been authorized for redistribution of vacant posts in same grade at other places to meet emergent requirement, wherever required.

This disposes off SCR reference dated 12/07/2023 regarding removal of ban on creation of Ticket Checking posts.

(Amit Singh Mehra)  
Director (MPP)

द.प्र. खले/S.C. Railway  
रेलवे बोर्ड डाक  
RAILWAY BOARD DAK  
दिनांक: 05 SEP 2023  
Date:  
महा प्रबंधक कार्यालय  
Office of the General Manager