

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

No. 2020/TG-V/COVID-19

New Delhi, dated 29.05.2020

**The Principal Chief Commercial Managers,
All Zonal Railways.**

Sub: Guidelines for ticket checking staff.

**Ref: Coaching Directorate's Message No. DTP/2020/05/025 dated
11.05.2020 and DTP/2020/05/285 dated 20.05.2020.**

Special trains are currently being run as per Coaching Directorate's messages dated 11.05.2020 & 20.05.2020 referred above and further operations of trains services will commence from 01.06.2020. In view of COVID-19 situation and to ensure the well-being of ticket checking staff, it is desired that the enclosed guidelines should be followed by ticket checking staff reporting on duty.

2. Necessary instructions may be issued accordingly, for bringing the guidelines in cognizance to the staff concerned.



**Director Passenger Marketing
Railway Board**

GUIDELINES FOR TICKET CHECKING STAFF

1. All ticket checking staff when reporting for duty shall undergo thermal screening and if they fail the screening should not be allowed to join for duty. Further all staff should be told that if they are suffering from any respiratory problems, fever or generally feeling unwell, they should (a) inform their concerned incharge immediately, who will then arrange their replacement and (b) should seek immediate medical advice and report only when declared fit for duty.
2. A system should be put in place whereby any passenger can board a train only after their ticket has been verified.
3. In view of 2 above, PCCMs may take a call on the number of TTEs to be booked on a train. The senior most shall be the in-charge and he and the other ticket checking staff should be preferably provided with walkie talkie equipment so that they can communicate in case of emergency.
4. In order to prevent/reduce chances of infection, TTE staff may be asked to dispense with Tie and Coat. They will however put on their name and designation badge.
5. All the staff shall be provided with sufficient number of masks, face shield, hand gloves, head cover, sanitiser and soap so that they can perform their duty safely. Checks may be conducted to ensure that the TTEs are in fact using the protective equipment.
6. In order to prevent physical handling of tickets for verifying the details, a magnifying glass be provided if possible, so that the TTE can scrutinize the details from a distance without touching the ticket.
7. All staff should record their status through the Aarogya Setu App.
8. All staff shall follow guidelines on social distancing and undertake cleaning and sanitization of their work area, particularly of the frequently touched surfaces/their equipment like Hand Held Terminals/Mobile phones/Wallet etc.
9. Regular cleaning/sanitization of lobby/CTI Office/TTEs Rest Room and other common areas should be ensured. Alcohol based sanitizers to be placed at entry points or area as deemed fit for sanitization of hands.
10. Zonal Railways may depute checking staff working in squads in Sleeper Link program/Ground Essential duties as per requirement.

11. In trains passengers should be advised to cover their face with face mask / handkerchief or any other cloth. Announcements on this account can also be made in trains having public announcement system.
12. The EFT and other books should be properly sanitized before submitting.
13. If during the journey a passenger is found with developed symptoms of COVID like fever, he/she should be isolated with the help of RPF and reported immediately to the concerned authority.
14. After completion of journey due precaution to be taken regarding handling of luggage bags etc. Signing off should be done through lobby operators as far as possible.
15. Charts/Captain reports should be kept in box ensuring minimum handling/touching registers and places.
16. Protocol at the TTE Rest rooms.
 - a. Ticket checking staff to observe basic hygiene protocols at all times
 - b. Ticket checking staff should
 - Clean hands/ other possessions properly with soap/sanitizer
 - Maintain social distancing while taking food
 - Take proper rest.
 - Wear clean clothes with full sleeves.
17. DRMs to ensure that TTE Rest Rooms are sanitized frequently as they come in touch with the public more frequently than others. In any case, every time a ticket checking staff goes to the rest room, they should get fresh linen and a sanitized room.
18. Where not provided, Cooking facilities and cook should be made available in TTE Rest Rooms since outside food is best avoided.
