

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

To  
All Gen Secys  
also on file

No.2013/TG-V/10/14.

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[www.airfndia.com](http://www.airfndia.com)

New Delhi, dated 27.06.2013.

The General Secretary,  
All India Railwaymen Federation,  
4 State Entry Road,  
New Delhi.

**Sub: Problems being faced by the Ticket Checking Staff  
over the Indian Railways- Reference All India Railwaymen  
Federation.**

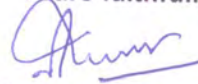
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The undersigned is directed to refer to Federation letter No.AIRF/66(84) dated 01.03.2013 on the above subject. The issues raised in Federation's letter and comments of the Board on the same are as under:

S.No.	Item No.	Issues raised	Comments
1	(i)	Providing adequate facilities to ticket checking staff in rest houses over zonal railways	Instructions have been issued to all zonal railways to pay special attention to provision of facilities in TTEs Rest House and redressal of grievances of the ticket checking staff. For this purpose, as per directives of the then MT, instructions was issued to all zonal railways that a Committee consisting of Sr.DCM, Senior DEN and Sr.DEE shall be formed at each division to inspect the TTEs Rest Houses for taking corrective action. At Headquarters level, Committees consisting of CCM/PS, CGE and CESE has also been nominated for monitoring the progress. In addition CRB has also written letters to General Managers of Zonal Railways to take immediate steps to review the existing arrangement in TTEs Rest House. (Copies enclosed)
2	(ii)	Creation of adequate posts of ticket checking staff	A Board Memorandum to create posts of Ticket Checking Staff on the analogy of Driver/Guards is already under examination in consultation with Establishment Directorate.
3	(vi)	Stopping night duty in case of Female Ticket Checking Staff .	Shift duties of ticket checking staff is not decided at Board's level.
4	(vii)	Reduction of duty hours of ticket checking staff and provisions of proper links	The working hours of railway servants including ticket checking staff are regulated in accordance with the provisions contained in Railways Act 1989 and the Railway Servants (hours of Work and Period of Rest) Rules, 2005, keeping in view the classification assigned to any post or category. Provisions of proper links are decided by zonal railways keeping in view the optimal utilization of available ticket checking staff.

5	(xi).	Penalization of ticket checking staff in the name of target	The target fixed for ticket checking performance is realistic and achievable as while fixing the same, railways' potential as to the realization of target is duly analyzed. Targets are given to ticket checking staff so as to ensure that they work optimally, efficiently.
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Yours faithfully



for Secretary/Railway Board.



के.के. श्रीवास्तव  
K.K.SHRIVASTAVA

राज्य यातायात, रेलवे बोर्ड और पदेन सचिव,  
भारत सरकार  
रेल मंत्रालय  
नई दिल्ली-110 001  
MEMBER TRAFFIC, RAILWAY BOARD  
AND EX-OFFICIO SECRETARY TO  
GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
NEW DELHI-110001

DO No.2010/TG-V/10/3

August 03, 2012

My dear (General Managers, All Zonal Railways)

**Sub: Provision of adequate facilities at TTEs' Rest House**

It has been brought to my notice that there are serious deficiencies in the TTEs' Rest Houses with reference to adequacy of beds, provision of catering facilities and the upkeep of Rest Houses. This issue has been highlighted by NFIR in a recent meeting held with Board.

In this context, Railway Board had issued detailed instructions vide letters of even number dated 08.02.2011 and 13.06.2012. In the wake of deficiencies, there is an urgent need to pay special attention to provision of facilities and redressal of grievances of the ticket checking staff. For this purpose, a Committee consisting of Sr.DCM, Sr.DEN and Sr.DEE should be formed on each Division to inspect the TTEs' Rest Houses and take corrective action in compliance of Board's instructions. At Headquarter level, a Committee consisting of CCM(PS), CGE and CESE may be nominated for monitoring the progress.

A feedback on the action taken in this regard may kindly be sent to me at the earliest.

With best wishes,

Yours sincerely,

(K.K. Srivastava)

VINAY MITTAL



सत्यमेव जयते

3/10/51  
अध्यक्ष, रेलवे बोर्ड  
एवं  
पदेन प्रमुख सचिव, भारत सरकार  
रेल मंत्रालय  
रेल भवन, नई दिल्ली-110 001  
CHAIRMAN, RAILWAY BOARD  
&  
EX-OFFICIO PRINCIPAL SECRETARY,  
GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
RAIL BHAVAN, NEW DELHI-110001

23.04.2013

D.O.No.2010/TG-V/10/3.

My dear (CR,ER, ECR, NR, NFR SCR SERSEC & SWR)

**Sub: Provision of adequate facilities at TTEs Rest House.**

During the meetings held with Federations at Board Level, the issue regarding inadequacy of facilities provided for ticket checking staff in TTEs Rest House has been raised time and again.

In this connection, comprehensive guidelines stipulating the facilities to be provided in the Rest Houses were circulated to all Zonal Railways vide this office letter of even number dated 08.02.2011. Subsequently, instructions were also issued directing all Zonal Railways to pay special attention to provision of facilities in TTEs Rest House and redressal of grievances of the ticket checking staff. For this purpose, Committees consisting of Sr.DCM, Sr. DEN and Sr.DEE had to be formed on each division to inspect the TTEs Rest Houses for taking corrective action. It was also desired that at Headquarters level, Committees consisting of CCM/PS, CGE and CESE be nominated for monitoring the progress.

However, till date, no feedback on the formation of the said Committees has been received from your railway.

From the feedbacks regarding facilities provided in TTEs Rest House obtained from Zonal Railways, it is observed that there is a shortage of beds in comparison to the number of staff at several locations. Further, basic facilities like proper drinking water, water cooler, bathroom geyser, catering facilities are also not available at many Rest houses.

You may therefore look into the matter personally and take immediate steps to review the existing arrangements in TTEs Rest House and upgrade/improve the facilities to match the requirement.

A report on the action taken to improve the facilities at TTEs Rest Houses should be sent to me by 15<sup>th</sup> May 2013 after taking requisite action.

With best wishes,

Yours sincerely,

(Vinay Mittal)

General Managers,  
CR,ER, ECR, NR, NFR SCR.SER,SEC & SWR

रेल मंत्रालय  
Ministry of Railways  
रेल बोर्ड / Railway Board  
संयुक्त सचिव  
Issued with Enclosure  
हस्ताक्षर  
Signature  
जारी की तिथि  
Date of Issue