

Ticket Checking Organisation

Objectives- The main objectives of the ticket checking organization is to ensure that no person travels on railways without proper ticket or pass and that the luggage exceeding free allowance has been paid for and when performing duties of conductor or sleeper coach TTE it is ensure that berths are allotted strictly according to the rules and pay due attention to passenger comforts.

The administration also expects that every member of the organization should be courteous, polite and sympathetic with the passengers irrespective of the class in which they travel and be helpful to the passengers by giving correct information and prompt guidance.

ZONAL Level

Chief Commercial Manager
Chief Commercial Manager (Passenger Services)
Dy. Chief Commercial Manager (Passenger Services)
Assitant Commercial Manager (Ticket Checking)
CTI, HQ (Incharge)
CTI, HQ, Flying Squad/CTI, Anti Fraud Squad.

Division Level

Sr. Divisional Commercial Manager
Divisional Commercial Manager
Assitant Commercial Manager (Ticket Checking)
Divisional Chief Ticket Inspector
Cheif Ticket Inspector
Travelling Ticket Inspector/Head Ticket Collector
Travelling Ticket Examiners/Sr.Ticket Collector
Ticket Collector

In divisional level 3 category of ticket checking are functioning:

Flying Squad
Amenities
Station

DUTY LIST OF TRAIN CONDUCTORS IN AC AND 1ST CLASS.

- He shall wear a neat and clean uniform along with number, badge, name plate, etc.
- He shall obtain complete position of the reservations, check the same on train and maintain record (charts, etc).

- He shall check the tickets of the passengers in the coach and guide the passengers in occupying their accommodation. He prevents illegal/unauthorized entry in the coach including the platform ticket holders.
- He shall ensure that the number of passengers do not exceed the carrying capacity of the coach.
- He shall collect dues such as reservation fares/supplementary charges if any and issue receipts for the same.
- He ensures that passengers in the coach do not carry luggage which is more than prescribed weight and dimension in their compartments causing inconvenience to fellow passengers and assists such passengers to transfer the luggage to Luggage Van/Cabin.
- He assists the passengers in the coach in obtaining food/refreshments, etc and also to issue message to proper station for this service in time.
- He shall take care of the passenger amenities and cleanliness of the coaches.
- He shall ensure that the doors of the coaches are kept latched during run of the train and open them as and when required by the passengers.
- He shall keep the end doors of the vestibule coach locked during .00 hrs to 06.00 hrs to prevent unauthorized entry.
- He shall remain vigilant particularly during the night time and prevent entry of unauthorized persons/beggars/intruders in the coach.
- He shall always be polite, tactful and courteous in his dealings with the passengers.
- He shall allot berths seats which are vacant to passengers at intermediate stations on realization of fare/surcharge as per rules on first come first served basis or according to the priority on the waiting list if such a list is kept at the station.
- He shall take assistance of Government Railway Police / Railway Protection Force if necessary for removal of un authorized occupants and deal with them under provisions of Section (I of Railway Act, 1989).
- He shall be present in the allotted coach during duty hours and if more than one coach are to be manned, give frequent visits to all the coaches to be manned.
- He shall issue Guard Certificate/Receipt to AC passengers in case of failure of AC equipment or when passenger is compelled to travel in lower class with a higher class ticket for want of room/accommodation.
- He shall carry blank FIR forms for making them available to the passengers in case of any incident of theft of luggage, etc. Such forms duly filled in the handed over to the next GRP Post at the scheduled stoppage for further action in the matter.
- Such other activities as may be prescribed from time to time.

DUTIES OF TTEs ASSIGNED TO SECOND CLASS SLEEPER COACHES

- He shall wear neat and clean uniform alongwith the TTE's Badge to distinguish him while on duty. He shall also wear the name badge provided for the purpose.
- He shall obtain, at the starting station, complete particulars of reservations made in the Coach and shall maintain complete entries in respect of occupation of berths/seats on the run.
- He shall check the tickets of passengers of passengers in the Coach guide them to their berths/seats and prevent unauthorized persons from entering the coach. He shall in particular ensure that persons holding platform tickets, who come to see off or received passengers, do not enter the coach.
- He shall regulate the entry and exit of passengers so that the number of passengers travelling in the coach does not at any stage exceed the marked carrying capacity.
- He shall realize the fare/surcharge/reservation charges, etc. wherever required from passengers to whom berths are allotted and provide receipts.
- He ensures that passengers in the coach do not carry luggage which is more than prescribed weight and dimension in their compartments causing inconvenience to fellow passengers and assists such passengers to transfer the luggage to Luggage Van/Cabin.
- He shall assist the passengers travelling in the coach in obtaining food, refreshment, etc.
- He shall allot berths/seats, which are vacant to passengers at intermediate stations on realization of fare/surcharge as per rules on first come first served basis or according to the priority on the waiting list if such a list is kept at the station.
- He shall ensure that berths/seats exclusively set aside for ladies are allotted to ladies only and shall prevent male persons from occupying such accommodation.
- He shall arrange for the filling up of water containers, where provided, during the stoppage of the train.
- He shall pay prompt attention to all complaints from passengers in regard to non-working of fans, lights, laps, etc, and take necessary remedial action to get them rectified.
- He shall ensure the cleanliness of the Carriage and ensure that the safaiwalas are deputed to clean the coach at intervals.

- He shall ensure that the doors of the Coach are kept latched when the train is on the move and open them up for passengers as and when required for entraining/detraining of authorized passengers.
- He shall ensure that the end doors of vestibule trains are kept locked between 22.00 and 0600 hrs to prevent outsiders entering the coach.
- He shall remain vigilant particularly during night time and ensure that intruders, beggar's hawkers and unauthorized persons do not enter the coach.
- TTEs assigned to Sleeper coach shall ensure that un-allotted vacant Sleeper berths are kept folded up and hinged so that they are opened up only on allotment to passengers.
- The TTEs shall carry blank FIR forms for making them available to the passengers in case of any incident of theft of luggage, etc. Such forms duly filled in are handed over to the next GRP Post, at the scheduled stoppage for further action in the matter.
- He shall always tactful and courteous in his dealings with passengers.
- Such other duties as may be prescribed from time to time.

Important Sections of Indian Railway Act 1989 related to Ticket Checking staff.

Sections	Provisions
49	Exhibition of certain timings and fares at stations.
50	Supply of tickets on payment of fares.
51	Provision for case in which ticket issued for class/train not having accommodation for additional passengers.
52	Cancellation of ticket and refund.
53	Prohibition against transfer of certain ticket.
54	Exhibition and surrender of passes and tickets.
55	Prohibition against travelling without ticket or pass, provision for issue of GC.
56	Power to refuse to carry persons suffering from infectious and contagious diseases.
57	Fixation of maximum number of passengers for each compartment.
58	Earmarking of compartment etc. For exclusive use of females.
67	Provision of carriage of dangerous or offensive goods.
100	Responsibility of Railway administration as carrier of luggage.

Penalties and offences

Sections	Description	Fine/Imprisonment
137	Fraudulently travelling /attempting to travel without proper pass or ticket.	Fine up to Rs. 1000/-, imprisonment up to 6 months or both and Excess fare + Excess charge.
138	Travelling without ticket or pass or insufficient ticket or pass or travel beyond authorised distance or in higher class	Excess fare + Excess charge. Difference of fare paid & payable + Excess charge, in default of payment of fine imprisonment up to 1 month.
141	Needlessly interfering with the means of communication of a train without reasonable & sufficient cause.	Fine up to Rs. 1000/- or imprisonment up to 1 year or both.
142	1) Persons who sells or parts with Reserved ticket, any ticket, season ticket or any half of return ticket	Fine up to Rs. 500/- or imprisonment up to 3 months or both, forfeiture of ticket.

	2) Person who purchasers and travels on such tickets.	Fine up to Rs. 500/- or imprisonment up to 3 months or both, forfeiture of ticket and Excess fare + Excess Charge for travelling without a proper ticket.
143	Penalty for unauthorized carrying on business of procuring & supply of reservation tickets abetting.	Fine up to Rs. 10000/- or imprisonment up to 1 year or both, forfeiture of ticket.
144	Prohibition on hawking and begging upon a railway premises.	Fine up to Rs. 2000/- or imprisonment up to 1 year or both, removal from railway premises.
145	Drunkenness or nuisance upon a railway premises.	Fine up to Rs. 500/- or imprisonment up to 6 months forfeiture of ticket & removal from railway premises.
146	Obstructing Railway servant in the discharged of his duties.	Fine up to Rs. 1000/- or imprisonment up to 6 months or both.
147	Trespass and refusal to desist from trespass	Fine up to Rs. 1000/- or imprisonment up to 6 months or both, removal
155	1) Entering into a compartment reserved 2)Resisting entry into a compartment not reserved	Fine up to Rs. 500/- & removal Fine up to Rs. 200/-
156	Travelling on roof, step and footboard or at place not meant for travel.	Fine up to Rs. 500/- or imprisonment up to 3 months or both, removal
157	Altering or defacing pass or ticket	Fine up to Rs. 500/- or imprisonment up to 3 months or both.
162	Entering of reserved carriage or other place reserved for exclusive use of females without lawful excuse.	Fine up to Rs. 500/- forfeiture of ticket & removal
164	Unlawfully bringing Dangerous goods on a railway premises.	Fine up to Rs. 1000/- or imprisonment up to 1 year or both, responsible for loss, injury or damage.
165	Unlawfully bringing offensive goods on a railway premises	Fine up to Rs. 500/- responsible for loss, injury or damage.
167	Prohibition on smoking	Fine up to Rs. 200/-

Types of checks conducted by Ticket Checking Organisation

Following types of checks are conducted to prevent ticketless and irregular travel.

1. Concentrated Section Checks.
2. Concentrated Spot Checks.
3. Replacement Check.
4. Cross country Check.
5. Magisterial Check.
6. Fortress Check.
7. Ambush Check.
8. Massive Operational Check.
9. Mid-Section Check.