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

No.2015/TG-V/12/3 New Delhi, dated 21.11.2017

The Principal Chief Commercial Managers,
All Zonal Railways.

Commercial Circular No. 76 of 2017

Sub: Provision of CUG facility to ticket checking staff.

The ticket checking staff is frontline staff and the first to be contacted in the train
by the passengers in case of any type of problem or any unforeseen situation like
accident/fire/theft etc. In addition to their core activity of ticket checking they are
supposed to provide first aid to sick passengers, they have to remain vigilant in respect of
child trafficking in trains, are required to deal with security related situations during the
run of the train, have to check for dangerous/prohibited/ inflammable articles and to
remove the same at the next stoppage, to keep a check on the catering services etc.
However, the ticket checking staff has not been provided with CUG facility.

2. At present the provision of CUG facility is governed based on the principle of
expenditure neutrality as stipulated in letter no 2004/Tele/TN/3 dated 07.06.2006. The
matter has been examined and it is felt that keeping in view the diverse duties assigned to
on board ticket checking staff, provision of CUG facility to them is an absolute necessity
regardless of financial neutrality. The competent authority has, therefore, desired that
CUG facility with monthly ceiling of Rs. 300/- per month should be provided to all ticket
checking staff even if financial neutrality is not achieved.

3. This issues with the concurrence of Finance Directorate of Board’s office

(Shelly Srivastava)
Director Passenger Marketing
Railway Board

No. 2015/TG-V/12/3 New Delhi, Dated 21.11.2017
Copy to:

- FA&CAO, All Zonal Railways
- Director (Audit) All Zonal Railways

For Financial Commissioner, Railways

No. 2015/TG-V/12/3 New Delhi, Dated 21.11.2017

- Copy to : ED(Tele. Dev.) for information

(Shelly Srivastava)
Director Passenger Marketing
Railway Board