

**GOVERNMENT OF INDIA(BHARAT SARKAR)  
MINISTRY OF RAILWAYS(RAIL MANTRALAYA)  
(RAILWAY BOARD)**

**No. 98/TG-V/12/1**

**New Delhi , Dated 11.9.1998**

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

**Please find enclosed herewith lists highlighting some of the important duties/responsibility of various categories of the ticket checking staff such as Train Superintendents, Conductors and TTEs. This may please be brought to the notice of all concerned for strict compliance.**

**Please acknowledge receipt.**

**Sd/-  
(P. S. Nerwal)  
Director, Traffic Commercial (G)  
Railway Board.**

## DUTY LIST OF TRAIN SUPERINTENDENTS

1. The rain Superintendents will report for duty one hour before the departure of the train. He must be in proper uniform with prescribed badges, scrolls and his name plate.
2. He will be the overall incharge of the Conductors, TTEs, Coach Attendants, amenities staff like safaiwallas, Electric C&W, Air-conditioning staff, Catering Manager and Catering Staff on duty by the same train and will be responsible for exercising effective supervision on the quality of their work.
3. All the staff on duty in the train excepting the Guard would report to him well before the scheduled departure of the train at the train originating station. The staff enroute would also report to him at the point from where they are to board the train as per their scheduled link programme.
4. The Train Supdt. Will record in a register the names and designation of the staff who report to him for duty on the train and mention the particulars of the absentees in his trip report at the end of the journey.
5. After ascertaining the details of the staff who have turned up for duty he will allocate the work of manning of coaches to the Conductor, TTE, Coach Attendants, Safaiwallas, etc. to ensure that the coaches are properly manned.
6. The Train Supdt. Should ensure that the staff are in proper uniforms with name badges and perform their duties properly.
7. The position regarding the details of the berths remaining vacant after allotment to RAC passengers and the RAC passengers left over in each coach will be reported to him by the Conductor and each TTE. He will have the vacant berths allotted to the RAC passengers still awaiting allotment of berths.
8. He will be responsible for giving the vacancy position of the berths/seats to the Commercial Controllers/S.M. of Road side stations if the berths are available in train after adjusting all the RAC passengers.
9. He will also exercise necessary checks on the reservations given to passengers and Excess Fare Ticket books of the TTEs and Conductors to ensure correct realization of dues.
10. Whenever the staff belonging to his railway do not cooperate with him, or do not attend their duties properly and promptly, he should

send a report against such staff to Sr.DCM of the Division concerned and also to Chief Passenger Services Manager (CPSM) indicating the name and specific act of failure, impertinence, indifference or disobedience for which the person is held responsible.

11. In case of staff belonging to the other railway, if they do not report for duty or fail to perform their duty, he should immediately send a message reporting this matter to DRM concerned from the next halt station.
12. In his role as the Captain of the train, he will coordinate the work of all the team members and will always be vigilant in ensuring customer satisfaction.
13. At the train starting station, the Train Supdt. Will make a quick inspection of the train to ensure that the passenger amenity fittings are in proper working order. The defects and deficiencies should be reported to SM-in-charge and got rectified by the staff concerned and if necessary send advance information to the station ahead and get the defects attended to by the electrical and C&W staff at that station. He would also ensure that the coaches, bathrooms and toilets are intermittently swept and cleaned by the staff concerned.
14. The Train Supdt. Will ensure that proper precooling is done in AC coaches before start of the train.
15. The Train Supdt. Will ensure that the Coach Attendants of AC 2-tier coaches are carrying the bed rolls on trains to all the passengers ensure that the bed rolls are supplied as early as possible avoiding disturbance to passengers during the night.
16. The Train Supdt, will also maintain a complaint book in his custody and make the same available to passengers on demand for recording complaints, if any. He should ensure that prompt action is taken to remove the cause of the complaint and render satisfactory service to the passengers.
17. The Train Supdt. Will exercise checks on the catering service on the train in respect of quality and quantity of food, cleanliness of uniform and utensils, behavior of the Manager and bearers, production of vouchers by the bearers, timely service of meals, proper vending of tea, coffee, snacks and cold drinks.
18. Pantry Car Manager are to maintain complaint books separately. The Train Supdt, will ensure that the complaint books are readily available with him.

He will check the nature of complaints and their proper dispatch to Chief Catering Services Manager for further action. He will also take steps to rectify the deficiencies leading to complaints.

19. He should try to effectively prevent un authorized hawking and begging on his train, utilizing the TTE and other train staff for the purpose.
20. He should ensure that the sleeper coach TTEs, and Coach Attendants follow the standing instructions regarding the securing and latching of the doors on run and at stations and also closing and bolting the vestibuled doors at night time are scrupulously observed by his staff.
21. In case of any incident of theft during the run of the train, he would guide the passenger to the GRP escort party, if travelling by the train. Otherwise, he will make a blank FIR for, available to the passenger for lodging the complaint. Such forms duly filled in should be handed over to the first GRP Post available at the scheduled stoppage of the train for further action.
22. At the end of each trip the Train Supdt, should make out a brief report indicating special occurrence, if any, and commenting upon all aspects of passenger amenities namely Catering, supply of drinking water, filling up of water tanks, cleanliness of coaches, entry of unauthorized passengers in reserved coaches, working of lights, fans and other fittings, incidents of thefts of luggage, non-functioning of air-conditioning and other public complaints. Etc. The report should be submitted to the Lobby Office/SM (Comml.) at the destination station who should take necessary action for getting the deficiency rectified. A copy of the same should also be sent to SM(Commercial), Senior Divisional Commercial Manager (Sr. DCM/Divisional Commercial Manager (DCM) for initiating immediate necessary action.
23. Any other duty assigned to him from time to time.

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## **DUTIES OF TTEs ASSIGNED TO SECOND CLASS SLEEPER COACHES**

1. The Sleeper Coach TTEs shall report for duty atleast half-an-hour before the scheduled departure of the trains. In case he joins the train en route, and not at the train originating station he shall report for duty atleast 15 minutes before the scheduled arrival of the train.
2. 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.
3. 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 and hand over to his reliever complete and correct details clearly indicating the berths/seats that the vacant and are available for allotment,
4. 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.
5. 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.
6. He shall realize the fare/surcharge/reservation charges, etc. wherever required from passengers to whom berths are allotted and make over EFTs in taken of receipt
7. He shall assist the passengers in depositing heavy pieces of luggage in the luggage booth where provided for the purpose and ensure that they are not taken inside the coach, causing inconvenience to other passengers.
8. He shall assist the passengers travelling in the coach in obtaining food, refreshment, etc.
9. 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.

10. 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.
11. He shall arrange for the filling up of water containers, where provided, during the stoppage of the train.
12. 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.
13. He shall ensure the cleanliness of the Carriage and ensure that the safaiwalas are deputed to clean the coach at intervals.
14. 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.
15. He shall ensure that the end doors of vestibuled trains are kept locked between 22.00 and 0600 hrs to prevent outsiders entering the coach.
16. He shall remain vigilant particularly during night time and ensure that intruders, beggars hawkers and unauthorized persons do not enter the coach.
17. TTEs assigned to Sleeper coach shall ensure that unallotted vacant Sleeper berths are kept folded up and hinged so that they are opened up only on allotment to passengers.
18. 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 be handed over to the next GRP Post, at the scheduled stoppage for further action in the matter.
19. The TTEs shall make out a report of deficiencies, if any, in the coaches about passenger amenities and submit the same at the end of his duty to the lobby office set up at the station for terminating trains. If the TTE is detraining of the intermediate station, he will give the deficiency report to incoming TTE who will deposit the same at the destination. The Lobby Office shall take necessary action for getting the deficiency rectified and also report the matter to SM(Comml.), Divisional Commercial Manager(Comml.) or Senior Divisional Commercial Manager (Sr. DCM) of the concerned division.
20. He shall always tactful and courteous in his dealings with passengers leaving no room for complaint.
21. Such other duties at may be prescribed from time to time.

**DUTY LIST OF TRAIN CONDUCTORS IN 1AC, 2AC, 3AC  
AND FIRST CLASS.**

- 1) He shall report for duty at least one hour before the scheduled departure of the train at the train originating station and at least half an hour before the scheduled arrival of the train at the intermediate station.
- 2) He shall wear a neat and clean uniform along with number, badge, name plate, etc.
- 3) He shall sign On and Off Register maintained at the station.
- 4) He shall obtain complete position of the reservations, check the same on train, maintain record (charts, etc.) and hand over the reliever complete and correct details showing the vacant berths/seats.
- 5) 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.
- 6) He shall ensure that the number of passengers do not exceed the carrying capacity of the coach.
- 7) He shall collect dues such as reservation fares/supplementary charges and issue EFTs.
- 8) He ensures that passengers in the coach do not carry heavy luggage in their compartments causing inconvenience to fellow passengers and assists such passengers to transfer the luggage to Luggage Van/Cabin.
- 9) 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.
- 10) He shall take care of the passenger amenities and cleanliness of the coaches.
- 11) 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.
- 12) He shall keep the end doors of the vestibuled coach locked during 22.00 hrs to 06.00 hrs to prevent unauthorized entry.
- 13) He shall remain vigilant particularly during the night time and prevent entry of unauthorized persons/beggars/intruders in the coach.
- 14) He shall always be polite, tactful and courteous in his dealings with the passengers leaving no room for any complaints.
- 15) He shall allot berths seats which are vacant to passengers at intermediate stations on realization of fare/surcharge as per rules on

- first com-first served basis or according to the priority on the waiting list if such a list is kept at the station.
- 16) He shall take assistance of GRP/RPF if necessary for removal of un authorized occupants and deal with them under provisions of Section 155(I) of Railway Act,1989.
  - 17) He shall be present in the allotted coach during duty hours and if more than o9ne coach are to be manned, give frequent visists to all the coaches to be manned.
  - 18) 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.
  - 19) He shall attend to any complaint of theft/loss of passenger belongings and lodge the first information report with the GRP in the prescribed format to enable the passenger to continue the journey.
  - 20) 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.
  - 21) The conductors shall make out a report of the deficiencies, if any, of the whole train regarding passenger amenities and submit the same at the end of his duty to the Lobby Office set up at the station for terminating trains. If the Conductor is detraining at an intermediate station, he will give the deficiencies report to the incoming Conductor who will deposit the same at destination. The Lobby Office shall take necessary action for getting the deficiencies rectified and also report the matter to SM(Comml.) and Divisional Commercial Manager (DCM) or Sr. Divisional Commercial Manager (Sr. DCM) of the concerned Division.
  - 22) Such other activities as may be prescribed from time to time.

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