

SRES - NFIR

COMMENTS / JUSTIFICATION FOR CONSIDERING TICKET CHECKING AS RUNNING STAFF – ROLE OF Dr. M.RAGHAVIAH, GS/NFIR & PRESIDENT/SRES

Placed PNM Sub. 37/2015 with Railway Board and written more than 9 letters to Board. Board sought GS/NFIR views on 25.06.2021. GS/NFIR has sent the following comments / justification on 23.07.2021.

NATIONAL FEDERATION OF INDIAN RAILWAY

TERMS OF REFERENCE:

(a) Grant of Running Allowance to Ticket Checking Staff on the lines of Loco pilots and Guards.

NFIR's Comments Justifying Running Allowance

- Ticket Checking staff work on running trains continuously more than 300 Kms at a stretch and on trains like Rajdhani, Duranto, the staff work from originating to destination, covering thousands of Kms and also away from headquarters and social life.
- While on running trains, the ticket checking staff are required to checkup the amenities of passengers for ensuring comfort to them.
- Attend to calls during night journeys and keep the doors secured to prevent unauthorized entry/theft.
- Remain alert throughout train journey, alert passengers about approaching station, accommodate passengers boarding enroute stations.
- Perform supervisory functions duly monitoring/assisting A/C escorting staff, OBH staff, Bed roll staff, Catering staff.
- Handle the situations which may arise during accidents, breaches, dislocations, calamities being directly attached to travelling public.
- Preventing ticketless travelling, facing anti-social elements, assisting passengers in the course of entraining and detraining also part of duties of ticket checking staff.
- When any passenger met with accident while boarding/deboarding or from running trains, the ticket checking staff make tremendous efforts to stabilize the situation and co-ordinate with Guard. If health issue arises to any passenger, the ticket checking staff play pivotal role in giving message to commercial control nearest Station Master to provide Ambulance for saving passenger.
- Expected to be alert with high degree of sustained attention to respond to the passengers need/requirement.
- Handle any issue very tactfully for ensuring comfortable journey to every travelling public. In other words, the ticket checking staff are on sustained attention all throughout their journey on duty.
- Perform duties foregoing timely rest, sleep and food.
- The nature of duties of ticket checking staff is like that of "mother's care to the Children" as the objective is to look after comforts and needs of travelling public throughout the journey without giving room for complaint.
- Ticket Checking staff go out for breakfast, lunch, dinner which would tell upon their health and being direct public interface category, there is possibility of facing threat and attack by anti-social elements. Presently, during non-duty hours these staff go outside for food, leaving no scope for availing adequate rest. Provision of "running" status would give scope for adequate rest, proper food supplied in Running Rooms.
- Ticket Checking staff to report 45 minutes before train departure. They shall inspect coaches to be manned, conduct/assist passengers for boarding the coach and concentrate throughout on passengers needs while checking travel authority of each passenger, his/her identity card and realizing difference of ticket fare in the event of unauthorized travel. They are watchful on entry doors of coaches for ensuring safety of passengers and prevention of unauthorized entrants.
- While Loco Pilots work the train, ticket checking staff work in the coaches to serve the travelling public. It would therefore necessary to grant running allowance and other benefits to Ticket checking staff as provided to running staff.

(b) Creation of posts of Ticket Checking staff in the same manner as that of Running staff

NFIR's comments/Justification

- NFIR vide PNM agenda item no.37/2015 had discussed with the Railway Board on number of occasions and urged to review the extant policy for the purpose of simultaneous creation of posts of

Ticket Checking staff when new trains are introduced or additional coaches are attached to the trains or run of the trains is extended on the pattern of creation of posts of Loco Pilots/ALPs/Guards.

In this connection, NFIR vide its letter No.11/44/PL.II dated 12/03/2018 invited attention of Railway Board to the minutes of Board meeting held on 08/12/2017 to discuss the recommendation of Task Force on Safety (recommendation no.4.4.5.5) reproduced below:

"The stipulation of matching surrender for new assets, new services and new facilities should be withdrawn. New assets, services and facilities require additional manpower" Federation however still awaits Railway Board's response in this regard.

- Railway Board had felt the dire necessity for augmenting the strength of TTEs due to heavy shortage, consequently 2500 posts have been sanctioned vide Railway Board's letter dated 26/12/2013. Even with this addition, it could be seen that staff shortage continue commensurating with the workload.
- The Railway Board had taken arbitrary decision, revising the norms for manning of coaches by TTEs vide letter dated 14/03/2014. This was opposed by NFIR vide its PNM agenda item No.05/2015, urging upon the Railway Board for restoration of Board's letter No.57/TC-V/13/3 dated 17/04/2000 and this issue was also discussed with the Board (MT) in a separate meeting. Although it was agreed to restore the Board decision dated 17/04/2000, formal orders however have not yet been issued.
- Taking into consideration that the expectations of passengers have risen and Law & Order situation has been deteriorating, there is need to provide TTEs for manning the coaches and for the said purpose the system of 6-Monthly review of staff requirement should be introduced similar to that of Loco Pilot/ALP/Train Guard in the category of Ticket Checking Staff to improve the system further and ensure passenger satisfaction.
- It needs to be appreciated that unmanning of coaches has been resulting leakage/loss of revenue besides giving scope to anti-social elements, tress passers etc., to take advantage to create problems. In the interest of railways, creation of posts without insisting upon matching money value is the need of the hour so far as Ticket Checking staff is concerned.

(c) Non-provision of adequate accommodation for escorting staff of Mechanical, Electrical and S&T Departments and to the Train Superintendent (added subsequently vide order No.ERB-I/2018/23/48 dated 15/05/2019)

NFIR's comments

- "The escorting staff belonging to AC, Mechanical and S&T do not have resting facilities/accommodation at destination point, consequently they suffer without adequate rest. Added to this misery, they are driven to live in coach in which they travelled for running maintenance and they return back to headquarters duly performing duties on return journey also.
- In the running trains also, these staff are not provided proper seat/bench. The AC escorting staff are compelled to sit on a small tip seat in front of toilet of the coach all throughout the train run.
- They perform running maintenance duties ranging from 24 to 36 hours without break. Neither they are supplied drinking water nor eatables enroute.
- Provision of berths in the coaches and adequate resting facilities on arrival at destination station needs to be ensured as these staff are not entitled to avail rest in the Running Rooms / Rest Rooms.
- It also needs to be noted that the rest houses are awfully in bad condition and also overcrowded.

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