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**All India Railwaymen's Federation**

(Estd, 1924)

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INDIA

No.AIRF/88(409)

Dated: June 26, 2010

The Secretary(E),  
Railway Board,  
New Delhi

Dear Sir,

**Sub: Quantum of debits to be raised in case of missing PRS Tickets/Rolls**  
**Ref: Railway Board's letter No 2006/AC-II/45/10 dated 26.3.2010**

Dear Sir,

With reference to above cited letter of the Railway Board, it is stated that the instructions for the recoveries of debits would start only after Departmental Enquiry and after establishment of misuse of debits. We are, therefore, thankful to the administration for affecting recoveries of missing/stolen/saved PRS tickets from the concerned employees only after departmental action.

It is felt necessary that the Railway Board should issue detailed instructions to all the Zonal Railways for following DAR action against the concerned employees in dealing cases of missing/stolen/saved PRS tickets and after finalization of DAR cases, action to affect recoveries from the concerned employees should only be taken. This is not done at present on the Indian Railway and heavy recoveries are affected from the concerned employees. It is, therefore, imperative that the Railway Board should issue instructions further to their earlier letter No. 2006/AC-II/45/10 dated 12.6.2008.

The Railway Board vide their letter No.2006/AC-II/45/10 dated 12.6.2008 have issued instructions regarding quantum of debits to be raised in case of missing PRS Ticket/Rolls. This was done to stop occurrence of fraud instances of refund on PRS tickets missing/stolen or saved viz. NIT/Misprint/Refund Transfer/Special Cancellation have been raised. But this action is not correct and justifies issue of such orders which causes heavy loss to individual one, though the concerned employee is not alone responsible for non-availability of such original tickets or cancelled tickets. However, following practical aspects of the case are not taken into account.

- (i) The saved/stolen tickets are the documents at the particular day, particular shift and particular counter, while opening PRS Window the operator has to feed the ticket number in the system(Random Number) and at the end of the shift he has to feed last number. The system automatically print DTC on computer ticket is known as opening number and closing number.

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- (ii) All the tickets deal with during the shift is recorded in system and all transaction recorded in system with serial numbers of tickets.
- (iii) While closing each shift at the end of duty hours, the non issued tickets refund cancellation – transfer tickets the ticket on which this transaction done is also recorded in the system and above tickets have to be deposited with concession vouchers and cash to cashier and relevant staff. If any such ticket is found missing in the ROPD “**Record of Previous Day**” then the debit is to be raised.
- (iv) NIT – Non Issued Ticket – Due to various reasons, such as fault of printer, wrongly feed date, month, age, sex , wrong train number, wrong class or wrong concession and the same notice on spot without dealing another form/passenger when noticed, ticket can be cancelled.

No cancellation charge will be collected is known as NIT or torn while taking out form machine or other reasons before handed over to passenger. The ticket printed and on subsequent ticket the NIT will be made while keeping these tickets together while marked big letters on the faced the ticket NIT. Both portions have to be deposited with all cash and ROPD. In the system will be printed both ticket numbers in any circumstances if any portion of these NIT found missing then the debit will be raised.

- (v) Refund and Cancellation - when a passenger wants to cancell his journey or wants refund for concession(within rule) the ticket in possession with passenger submit to counter operator with filled up form in system the due cancellation charges colleted and amount refunded along with cancellation charge collected were printed on one tickets(is in turn on printer) after getting signature from the passengers on this ticket & collected original ticket which was in possession of the passenger have to deposit to counter staff, who will pay the due amount to passenger and mark on the face of original ticket cancelled and mark with big line will be deposited after the end of shift, all the transaction recorded in system. If counter staff forget to collect from passenger duly signed for refund amount or otherwise missing than debit raise on such ticket.
- (vi) **Partly Cancelled**

Any passenger wants to partly cancel the tickets, the two tickets will be there, one ticket original other one partly cancel and one fresh ticket will for remaining with passengers. This is also printed in system and operator generally marked cancellation two lines on the face of the ticket. If any part of this instrument missing the debit raised.

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- (vii) Transfer of ticket: - when any passenger wants to postpone – preponed his journey in the available date, then the original ticket will be surrendered to the operator and in system after feeded the PNR & due requisite information journey will be possession or postponed, the due instrument as the ticket which was in possession with passenger while making on fare of the ticket postponed – preponed and big line – operator will kept with him. If due to various reasons this is missing then the debit will be raised.
- (viii) As per explained in para 4, 5 & 7 in all the cases in transaction summary every particulars appear also on ticket made NIT, refund granted, postponed/preponed/ transfer of tickets not remain blank space on which anybody can claim fraudulently refund while collect from exhibited chart and write down station from – to class, date of journey , PNR Number , sex and number of berths etc.
- (ix) The DTC also printed on computer ticket, only one ticket used for DTC, this can not be used for fraudulent refund, as without this DTC, cash , ROPD collection will not allow. The issue raised by AIRF in which the above tickets / ticket missing then the quantum and debit raised.
- (x) But in reply to AIRF letter by the Railway Board there on missing stolen saved fraud occurred, in this connection there is nil possibility to take refund on such tickets while collecting requisite date from the exhibited chart on the day, before departure of the train and write down on such ticket and claim the refund. While keeping Blank ticket from save stolen/missing tickets, these tickets are bearing random number/serial numbers in right side and for claiming fraudulent refund, he will collect PNR no – train no, class , date of journey, sex, coach no, seat/ berth numbers amount while endorsing all particulars at appropriate column, the refund can be claimed but can get random numbers which are printed only on computerised ticket.  
  
For example on stolen/save computer ticket, the ticket number is 12345678 and blank, after getting requisite particulars from exhibited chart on the very day is made ready for refund as below. The random number will separate this stolen/ save ticket and will not be tally.
- (xi) While granting refund after departure of the train on the day, his name will be scored out from charting lying with CTI/Hd. TC and verify/tally Random Number (Ticket Number), Date, Class, PNR etc. then only refund claim will certify and after certification and refund will be granted. In this case Random number will not be tally. Hence refund will be regretted at moment.

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- (xii) In this claim of refund apply after two/three days, then he was to go to refund counter with forged ticket, the counter staff will feed the PNR number in computer, then all particulars appear on screen of computer. The train conductor, while finishing his duty, he prepare EDR i.e. passengers who had not travelled on the particular. Train and all the particulars write down in one sheet which is known EDR (Electronic Data Report for Refund) and will send it to CERS in PRS office where all the not travelled passengers name and all particulars will be feeded in computer and the refund is available up to one month.

Here also random number will not tally, say any one name picked up from chart and that party traveled on the day, then his PNR & all particular will not tally and refund can not be granted.

- (xiii) If this claim is preferred after one month to CCM(Rft) then there is provision to get it verify from the original chart, about the status and particulars of the said tickets here random number – PNR number will not tally and refund cannot be granted.
- (xiv) The particulars collected from exhibit chart for example A/1 – 12 of 2955 train in endorsed on stolen/save ticket, this can not be presumed that the A/1 – 12 party will not travel, TTI while depositing chart & submitting EDR, the party A/1-12 traveled then claim can not be granted.

Under the circumstances explained above, there is Nil scope for any fraudulent can be refund due to above detailed functioning as narrated above. Ticket may stolen, saved or do anything but the rule and system is so perfect that no such refund fraudulent granted.

In the circumstances, the Board are requested to withdraw the order of recovery of such heavy amount on assumption and presumption.

Yours faithfully,

**(Shiva Gopal Mishra)**  
**General Secretary**

Copy to: General Secretaries, all affiliated zonal unions – for information.