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All India Railwaymen's Federation
(Estd, 1924)

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INDIA

No. AIRF/DC/JCM/20/2010

Dated: May 14, 2011

The Secretary(E),
Railway Board,
New Delhi

Dear Sir,

Sub: Quantum of debits on PRS ticket

Railway Board vide letter **No.2006/AC II/45/10 dated 9.8.2010**(RBA No.21/2010) have issued instructions to the General Managers of the Zonal Railways, FA&CAOs/CCMs on the issue of recoveries of debits from concerned employees after the enquiry establishes that missing ticket/rolls has been misused.

As after due investigation in such cases, if mistake committed by the Staff(A), Operator(B), Wing Supervisor(C) ROPD staff, and this has confirmed that careless/mistake/negligence committed by the Staff(A), then recovery of amount decided in Railway Board's letter No.2006/AC II/45/10 dated 13.6.2005 is not correct and justify. Debit for the value of ticket accounted for in the system plus 1st Class full fare for six passengers for farthest destination in the system shall be raised and after departmental enquiry, delinquent staff will be taken-up under D&AR.

If cancelled/refunded/modified ticket is misplaced/lost, then ticket value of the said ticket can be collected as penalty. As such, these tickets fully/partly cannot be used by anybody for travelling/refund purpose. While cancellation, granting refund/modifying ticket, subject particulars - date/train, class, coach, berth number, name, sex, age are deleted from the system and shown vacant.

Subsequently, on this vacancy, new and another booking can be done/allotted to waiting list passenger by the operator or system. On final day of journey, when chart prepared, old name and all particulars will not appear in the chart and requisite particulars will not print out on the chart, then on cancelled/refunded/modified ticket, nobody can travel, as his particulars are already deleted and his name will not appear in the chart.

- (A) **Cancellation** – For example PNR 283-3939765, Train No.2951, II AC dated 15.5.2010, Ex. BCT-NDLS for two adults M-39 and F-37, Coach No.A-2, 35-36, fare amount Rs.3950 on the name of A&B. When this ticket cancelled in the system, PNR 283-3939765 will be feed to computer and above particulars will appear on the screen while giving command for cancellation(one passenger/both the passengers), all the particulars will be deleted from the system and one ticket will generate, known as cancellation ticket, bearing above-mentioned particulars along with cancellation charges and not amount refunded. On this portion, before handover refund amounts to the passengers signature obtained on this portion and due refund given to him and on this original ticket, staff write on the face of the ticket "**CANCELLED**" and mark two big lines ||.

(B) On account of above cancellation, berth of A-2, 35-36, 2951DN dated 15.5.2010 remain vacant in the system. On this place, fresh booking will be done - BCT-KTT, PNR 283-3940516, M-51and M-69 etc. Particulars of this PNR will appear in the chart on the day of train departure.

Particulars shown in `A' will not appear at all in the chart and he cannot use this ticket. Due to some reason/ mistake, if this portion/part is misplaced/missing, then it cannot be used for any purpose as explained above.

On account of this, Railway Board have modified recovery amount and instructed all the Railways, vide their letter No.2006/AC II/45/10 dated 13.6.2005, is not correct and justify.

On account of missing/misplaced portion, amount equivalent to normal amount shown on the ticket may be deducted as penalty on account of his careless/negligence, which has not caused any monetary loss to the Railways.

Under the circumstances explained above, there is nil scope of misuse or fraudulent refund on such missing/lost ticket.

Therefore, heavy recovery on account of missing/lost ticket is to be reduced to normal fare of value of the ticket.

Yours faithfully,

(Shiva Gopal Mishra)
General Secretary

Copy to: GSs, all affiliated zonal unions. This refers to GS/WREU/Mumbai's letter No.F/CCG/63/2009 dated 30.10.2010.

Copy: AIRF/88

No.AIRF/405(VI CPC)

Dated: May 14, 2011

The Secretary(E),
Railway Board,
New Delhi

Dear Sir

Sub: Grade Pay Rs.2800 to the Booking Clerks working on UTS and PRS together

Railway Board have issued orders for combining both the ticketing systems - Unreserved Ticketing System and Passengers Reservation System(UTS-PRS) by one operator, and the same is implemented in Western Railway. As per enclosed list, Booking Clerks while keeping both printers together in booking offices issue tickets to the customers. On these places, only Booking Clerks are manning both the units with one keyboard and attending passengers for Reserved and Unreserved tickets on booking window.

While doing jobs pertaining to PRS and UTS, such as indenting ticket rolls, stocking, counting, distributing roll on counters, Booking Clerk do correspondence with printing press/division/accounts, generating daily statements, ROPD checking, dispatching ROPD, collecting and dispatching cash to banks/cash officers deploying Booking Clerks and doing all allied works for day-to-day, daily ,weekly periodically, monthly, i.e. regularly.

Grade Pay of Booking Clerks is Rs.2000 while grade pay of ECRC is Rs.2800, therefore, it is requested that the Booking Clerks, who is doing same nature of work as done by the ECRC, should be provided with GP Rs.2800.

Work done by the ECRC is also same to that of done by Booking Clerk. Moreover, Booking Clerk attends two machines, i.e. one printer for UTS and another for PRS, whereas ECRC attend only one machine, i.e. PRS printer. Booking Clerk keeps double record and accounting. Booking Clerk has to remain more cautious while dealing both the system. More responsibilities are lying with Booking Clerk. This system is increasing and covering more and more small/medium/big stations.

In view of the above, Booking Clerks should be provided with GP Rs.2800 on par with ECRC on the pattern of same nature of work done by both the categories of staff.

Yours faithfully,

(Shiva Gopal Mishra)
General Secretary

DA/As above

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