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“गोपनीय” / Confidential/



दक्षिण मध्य रेलवे SOUTH CENTRAL RAILWAY

महाप्रबंधक के कार्यालय General Manager's Office,  
सतर्कता शाखा Vigilance Branch,  
सिकंदराबाद Secunderabad

No.G.265/Vig/System Improvement/2019/Tfc/2

तारीख Date: 22 March 2019

**PCCM/SC**

Sub: System improvement on refund of e-tickets especially after  
Preparation of chart.

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During a preventive Vigilance check, E-Ticket Refund file was scrutinized and observed that an E-ticket bearing PNR No.930-3910153 was booked for 3 passengers in Sleeper class ex.KYN to NZB by train No.17057 Exp at a cost of Rs.1065/-. The ticket status at the time of booking was W/L No.60,61,62 and status after charting was RAC 31, 71 & 71. Date of journey of the said ticket was of 22/4/18, time of departure was 22:10 hrs against which TDR was filed on 22/4/18 at 19:48 hrs. Based on the claim refund details, CCI/Refunds verified the working chart and passed remark as “As per charts of CSTM, No TTE remarks”. Based on the remarks passed by CCI/Refunds file was processed and an amount of Rs.885/- was refunded duly deducting the cancellation fee of Rs.180/-. The working chart of S-7 by Train No.17057 Exp of 22<sup>nd</sup> April 2018 is appeared to be unchecked/ unmanned.”

In the above case, there is every possibility of wrong claim in such situations like coaches not manned by TTEs. As per refund rules “E-Tickets” cancellation of all kinds of e-tickets is to be done through IRCTC's Website only within the prescribed time limit vide CC-62 of 2015 para (ii) Zonal Railways should ensure that supplementary charts indicating the booking made after preparation of reservation charts and up to a specific time before departure of train should invariably taken out and handed over to the Train staff.”

To curtail wrong claim e-ticket refund after preparation of charting, it was suggested that “**if a train is unmanned in the first leg, the staff manned in the second leg should at least update the NTP position to work out & process the genuine refunds and also to curtail the fake claims.**”

Since the above suggestion by Vigilance was accepted by PCCM/SC, it is requested to implement the same as system improvement and the action taken may please be intimated to this office please.

RECEIVED

22/3/19

d/c

(एस. रमेश बाबू / SIRAMESH BABU)

उप मुख्य सतर्कता अधिकारी / यातायात/ सिकंदराबाद  
Dy.Chief Vigilance Officer/Traffic/SC

"गोपनीय" /Confidential/



दक्षिण मध्य रेलवे SOUTH CENTRAL RAILWAY

महाप्रबंधक के कार्यालय General Manager's Office,  
सतर्कता शाखा Vigilance Branch,  
सिकंदराबाद Secunderabad

No.G.265/Vig/System Improvement/2019/Tfc/2

तारीख Date: 09 April 2019  
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PCCM/SC

Sub: System improvement on refund of e-tickets especially after preparation of chart.

Ref: This office letter even no. dated 22<sup>nd</sup> March 2019.

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With regard to the letter cited in reference, the system improvement which was suggested is elaborated for better understanding as mentioned in the following paras.

As mentioned in Para No (ii) of CC-62 of 2015, in addition to the regular/normal practice of indicating the bookings made after preparation of reservation charts,

1. **"it may be advised to include the details of TDRs filed for cancellations by E-Ticket holders through IRCTC's website in the supplementary charts"**. If such details are provided in the supplementary charts, at least the ticket checking staff that has joined in the second leg can update the coach position (like NTP) in the charts to avoid fake claims.
2. Specific order should be issued to the Depots that **"if a train is unmanned in the first leg, the staff manning in the second leg should check the berths of the E-Tickets for which TDR is filed and update the chart to work out & process the genuine refunds and also to curtail the fake claims"**.

Since the above suggestion by Vigilance was accepted by PCCM/SC, it is requested to implement the same as system improvement and the action taken may please be intimated to this office please.

(एस. रमेश बाबु / S.RAMESH BABU)

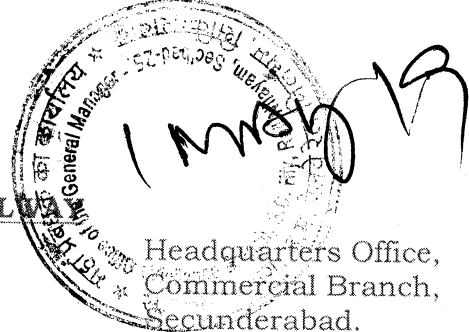
उप मुख्य सतर्कता अधिकारी / यातायात/ सिकंदराबाद  
Dy.Chief Vigilance Officer/Traffic/SC

o/c

10/4/19  
10/4/19



**SOUTH CENTRAL RAILWAY**



Headquarters Office,  
Commercial Branch,  
Secunderabad.

Date. 16-04-19

No.G.II/Misc Corr/TC/2018.

**Sr.DCM /SC, HYB, BZA, GTL, GNT & NED**

**Sub:** System improvement on refund of e-tickets especially after preparation of chart -reg.

**Ref:** Letter No..265/Vig/System Improvement /2019/Tfc/2 dated 22-3-19.

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As part of System improvement, on refund of e-tickets, especially after preparation of charts, vigilance has made the following suggestions:-

1. To ensure that, supplementary charts indicating the booking made after preparation of reservation charts and up to a specific time before departure of train should invariably taken out and handed over to the Train staff.
2. To ensure that, if a train is unmanned in the first leg, the staff manning in the second leg should at least update the Not Turned up Passengers position, to work out and process the genuine refunds and also to curtail the fake claims.

PCCM has approved these suggestions. Hence, it is requested to instruct the staff concerned to implement the same without fail. Action taken in this regard may please be intimated to this office.

Encl: As above

(G. Chandrasekhar)

SCM/General

for Principal Chief Commercial Manager

C/- Dy.CVO/Traffic/SC with reference to his letter cited above.

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2.4.19

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