

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2662
ANSWERED ON:29.03.2012
NEGLIGENCE OF DUTY BY TTES
Sardinha Shri Francisco

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways are aware that during train journey, majority of Train Ticket Examiners (TTEs) are not rendering their duty responsibly;
- (b) if so, the details thereof and the corrective steps taken in this regard;
- (c) whether there is any proposal to keep complaint box in each compartment to take prompt and stringent action against erring TTEs; and
- (d) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI K.H. MUNIYAPPA)

(a) & (b): Indian Railways have laid down clear cut responsibilities for ticket checking staff while working on trains. In order to ensure that these duties are rendered responsibly, regular inspections are conducted by officers and inspectors on trains to oversee the working of the Train Ticket Examiners (TTEs). Special checks are also conducted by Vigilance Officers. Action under Discipline and Appeal Rules is taken against staff found to be negligent in the performance of their duties. In addition, Customer Care Training is imparted to the frontline staff including ticket checking staff to ensure that such staff discharge their duty responsibly and behave courteously with the customers.

(c) & (d): There is no proposal to keep a complaint box in each compartment of the train. However, instructions already exist to provide complaint books with the guard of all passenger carrying trains, except suburban trains. Conductors of all Mail/Express, Coach Attendants of AC First Class coaches and Managers of the pantry cars also carry complaint books. Necessary action is taken on complaints/suggestions received.