

Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralaya)
(Railway Board)

No.2015/TG-V/12/3

New Delhi, dated 21.11.2017

**The Principal Chief Commercial Managers,
All Zonal Railways.**


Commercial Circular No. -76 of 2017

Sub: Provision of CUG facility to ticket checking staff.

The ticket checking staff is frontline staff and the first to be contacted in the train by the passengers in case of any type of problem or any unforeseen situation like accident/fire/theft etc. In addition to their core activity of ticket checking they are supposed to provide first aid to sick passengers, they have to remain vigilant in respect of child trafficking in trains, are required to deal with security related situations during the run of the train, have to check for dangerous/prohibited/ inflammable articles and to remove the same at the next stoppage, to keep a check on the catering services etc. However, the ticket checking staff has not been provided with CUG facility.

2. At present the provision of CUG facility is governed based on the principle of expenditure neutrality as stipulated in letter no 2004/Tele/TN/3 dated 07.06.2006. The matter has been examined and it is felt that keeping in view the diverse duties assigned to on board ticket checking staff, provision of CUG facility to them is an absolute necessity regardless of financial neutrality. The competent authority has, therefore, desired that CUG facility with monthly ceiling of Rs. 300/- per month should be provided to all ticket checking staff even if financial neutrality is not achieved.

3. This issues with the concurrence of Finance Directorate of Board's office



(Shelly Srivastava)
Director Passenger Marketing
Railway Board

No. 2015/TG-V/12/3

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Copy to:


- FA&CAO, All Zonal Railways
- Director (Audit) All Zonal Railways


For Financial Commissioner, Railways

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New Delhi , Dated 21.11.2017

- Copy to : ED(Tele. Dev.) for information


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Director Passenger Marketing
Railway Board