

S. E. Railway

Office of the
Sr. Divl. Personnel Officer
Cum Nodal Officer(PG)
Chakradharpur.
Dated : 21.06.2017

No.SER/P-CKP/CPGRAMS/GY/2017

To
Gyanendra Yadav
Dept of Labour, Employment and training
Room No-205, Nepal House
Doranda, Ranchi-834002

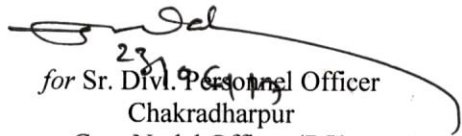
Sub: Your complaint lodged regarding passenger booking

**Ref: Grievance Registration No. MORLY/E/2017/10640 of
12.06.2017**

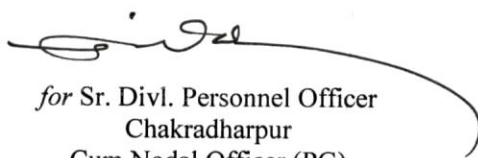
With reference to the above, the reply received from the concerned department is forwarded herewith for information please:

It is brought to your kind notice that reservation counter of Dangoaposi station is operated only upto 14 hrs, hence issue of reserve ticket after 14 hrs does not arise. This part, vide Railway Board letter no. 2008/T.1.100/P/UTS dtd: 05/01/2016, provision of issue of UTS ticket in train like Jan Shatabdi Express has withdrawn, hence issue of unreserved ticket in Jan Shatabdi train Ex DPS does not arise. As per Commercial Circular No. 62/2015, 1st reservation chart should be prepared atleast 4 hrs before the scheduled departure of train vide CC No. 66/2015, 2nd chart should be prepared 30 minutes before the scheduled departure of the train. Hence, once the Barbil station prepared the 2nd reservation chart, all other stations(BJMD, NOMD, DPS,CBSA & SINI) are also stopped issuing ticket in Jan Shatabdi train as system does not allow to do so. Hence, in all cases, no one can get reserved ticket once Barbil station generated the 2nd chart i.e, at 13/15 hrs. However, for not issuing the EFT by TTE to you though Rs 200/- was collected from you is matter of serious concern but in absence of proper information like name of TTE or manning coach by the concerned TTE, we are unable to take up the issue. Hence, you are requested to furnish these information to this office, so that proper action could be initiated against the said TTE.

This disposes your complaint lodged under CPGRAM.


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for Sr. Divl. Personnel Officer
Chakradharpur
Cum Nodal Officer (PG)

Copy to :- Asstt. Secy. GRC for information in connection with Grievance Registration No. mentioned above.


for Sr. Divl. Personnel Officer
Chakradharpur
Cum Nodal Officer (PG)


21/6/17

Recd
23/6