

Local rcles



“TTE Corruption and Discretion”

Collective inputs from over 145,000 Indian Citizens on

“Make Railways Better”

(Current Issues and Proposed Solutions)

November 18, 2015



TTE Corruption and Discretion

Executive Summary

One of the major issue that frequently gets reported by citizens in the Make Railways Better circle is TTE corruption and discretion. Citizens have shared their experiences and issues faced across multiple discussions and individually as they have occurred.

The 145,000+ strong “Making Railways Better” online community has come together to collectively identify the key issues and solutions for Addressing TTE Corruption and Discretion and expects that the Ministry of Railways will work towards implementing some of the identified solutions.

Issues Identified:

1. Many TTEs take money from unreserved passengers and offer them seats
2. TTEs sell vacant seats at high prices to needy passengers
3. Seats sold by the TTEs are not reported properly
4. TTEs take bribes and allow passengers to carry goods in passenger compartments
5. Many times they don't give seats to RAC passengers but sell seats to non-ticket holders
6. They collect fines but do not give receipts in many cases
7. Many times they ask for money from RAC passengers to allot seats
8. TTEs tend to take bribe to upgrade you to an upper class seat
9. TTEs allow daily passenger to board general compartment without ticket by taking a small bribe
10. TTEs offer unoccupied Emergency /VIP quota seats to passengers by taking bribes
11. TTEs allow passengers specially businessmen to travel in long distance trains during night time without ticket. In the morning they get tickets for the remaining portion of the journey and pocket the money

Solutions Identified:

1. Authority of distributing the vacant seats must be removed from TTE and their responsibility should be only ensuring the verification of proper tickets.
2. TTE's should be given a GPRS machine instead of coupon booklet to avoid non-reporting of collected fine.



3. Vacant seats must be reported at every station via GPRS system by TTE which will be monitored at a centrally located BPO.
4. These seats should be made available online and automatically allocated to RAC/waitlist passengers in the train or to the passenger boarding on the next station
5. Electronic passenger feedback via mobile/internet on each TTE should be sought for their interaction/hospitality with their increment/promotion significantly linked to passenger feedback
6. TTEs should be rated by passengers via Make Railways Better circle with details and Railways should clean up the system based on the collective ratings
7. A phone HOTLINE for reporting TTE bribery cases should be set up and advertised in trains and at stations
8. RAC allotment should be made online after chart preparation
9. Strict & quick punishment including termination from service should be given to TTEs indulging in corrupt practices
10. Increase must be made in the number of vigilance officers and inspectors
11. Customer Service and Ethics training for TTEs must be organized regularly
12. Honest and sincere TTEs should be awarded with incentives
13. Current booking tickets obtained minutes before departure should also be issued with seat/berth numbers
14. Actual position of berth availability should be displayed at all stations on real time basis for all trains so that the real status is known
15. CCTV Cameras should be installed in trains and randomly viewed to look for TTE corrupt practices
16. Cancellations should not be allowed after 6 hours before the departure time so that the cancelled berths and seats can automatically be allotted to RAC & Waitlisted passengers
17. A railway mobile app should be made which gives instant info on the empty seats
18. There should be a system where in each train RAC and wait listed passengers should be able to record their presence in train by feeding PNR of the ticket. Once all such PNRs are fed into the system, only then the system should allow TTE to allot seats.

TTE Corruption and Discretion – A few citizen posts and comments:

1. TTE's should be given a GPRS machine instead of coupon booklet, to avoid collecting large amounts as surcharge, any other fees collected from the passengers. Also auto Display of seats available upon boarding so as to have the seats allotted to waitlisted passengers or any other's for utilisation. This will reduce malpractice by the TTE's and other staff – **Oruganti Venkata**
2. Even now one can get confirmed tickets through touts at the railway station at the time of departure of the train whereas the same shows as no seats available when trying to book the ticket online – **Mohammad Karjatwala**



3. I am so happy that someone brought this up. Firstly it's not only the TTE who is to be blamed. We are equally responsible for him behaving that way. On various instances I have seen well educated people for their comfort do pay hefty sum of money which a poor can't afford to TTE FOR A SEAT. We as Indians and as answerable citizens should Also come out of our comfort zones and should say no to such a practice and should stop anyone who is practicing so. Having said so TTEs are outright arrogant and shrewd in asking money for the seat without any shame. And when a passenger refuses to bribe he is threatened by the TTE. The other passengers also turn a blind eye to it. So basically the victim has nowhere to go to or nowhere to complain to in the train – **Tony Thomas**
4. TTE is one, who common train travellers directly in touch while travel. Now a day they are corrupt at the core. They ask money without any hesitation for allotting berth for wait listed passengers – **Gopakumar Gopalan**
5. The common traveller never understands difference between RAC and waitlisted passengers. Moreover, the TTE is not transparent to show the list. There should be an electronic display in the compartment to show the list of RAC/WL passengers – **Ashok Shrikhande**
6. TTE passengers chart should be made online by using web portal and to provide tab to every TTE for updating status of passengers online (they should not allowed to maintain manual chart for updating passengers record. by this somehow TTE corruption would be controlled. – **Santosh Chowdhary**
7. Do something similar to what is done in flights. The Air hostesses do not issue tickets. Do required modification to suit the railways, considering the number of passengers – **Sasi Gopalan**
8. My humble suggestion is that all the TTE Region wise/Division wise should be made to undergo Development Programmes wherein it should be impressed that taking bribes from passengers for using their discretion will be dealt with strictly. Every time a TTE is caught for corruption, it will automatically entered in their service records and the amount so collected from passengers should be deducted from their gratuity, overtime, and other full and final benefits at the end of their service period – **Hariharan Iyer**
9. In Reserved Coaches, unauthorized travellers are also boarding, especially day time and this should be arrested. Even TTEs are taking some amount and advising this type of travellers to sit in some reserved coach – **Krishna Murthy**
10. There should be a bar code that is read by a hand -held device with TTE and multiple other places like entry into platform etc. The record of all the registered tickets can be monitored by the vigilance cell centrally or regionally. This can bring down the improper allotment of seats – **Wg. Cdr. Natrajan**
11. You have to look at the system design level; the Government should focus on Governance which is their main Objective. Government should not be running any



businesses, including Railways. Once this Macro Systemic shift requirement is agreed upon, the execution strategy can be step wise to reduce opposition from vested groups. Coming to the subject at hand, 'removing TTE discretion', minor improvement tweaks, bandaid patchwork in present systemic holes will be easily subverted again. Consider shifting the booking/ ticketing system design and operations to some professional group. Case in point is the Passport issuance system/operations by TCS, can be seen in Delhi – **Ajit Jauhari**

12. The cancellation should not be allowed 6 hours before the departure time. so that the cancelled berths and seats can be allotted to RAC & Wait listed passengers before the departure of the train. No vacant seats should be given to TTC for allotment. This way at least some percentage of corruption can be prevented. The Non reserved ticket holders who boards the reserved compartments must be shown the doors of Non reserved compartments and also must penalise them for travelling in the reserved compartment – **Venkatnarayan Rajsekar**
13. Job Description of TTE has to be written all over again. He should be called Coach Manager instead of TTE. Apart from checking the tickets it should be his responsibility to see that coach is clean, unwanted passengers are not present in the coach, secure in the night, AC is functional, toilets are clean, curtains etc are in place, food arrangements for passengers are made properly. As TTE they are a much abused lot besides a group that is under employed. So change their job role – **Sanjeev Kumar**
14. I suggest that the TTEs should not have any rights in allocation of seats. Technology is so advanced today that preparation of charts can be done away with. Tickets can be allocated on a real time basis. TTEs should only function as facilitators in a coach and identify impersonated passengers only – **Debaprasad Chakraborty**