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**All India Railwaymen's Federation**

(Estd, 1924)

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**MINUTES OF THE CONFERENCE OF THE ENQUIRY-CUM-RESERVATION STAFF  
HELD ON 29.4.2010 IN T.N. BAJPAI MEMORIAL HALL, NEW DELHI**

An **All India Conference of Enquiry-cum-Reservation Staff** was held on 29<sup>th</sup> April, 2010 in T.N. Bajpai Memorial Hall, 12 Chelmsford Road, New Delhi, which was presided over by **Com. Harbhajan Singh Sidhu**, Asstt. General Secretary AIRF.

The Conference was inaugurated by Com. Umraomal Purohit, President, All India Railwaymen's Federation in jam packed auditorium by the Enquiry-cum-Reservation Staff from all over the Indian Railways.

Member Traffic, Railway Board, **Shri Vivek Sahai** was the Chief Guest, whereas **Shri S.K. Budhalakoti**, General Manager, Northern Railway, was the Guest of Honour at this historical conference.

**Coms. Shiva Gopal Mishra**, General Secretary AIRF, **Rakhal Dass Gupta**, Working President AIRF, **J.R. Bhosle**, Treasurer AIRF, **V.P.R. Pillai**, Vice President AIRF and **Coms. N. Manivannan**, ERS/MAS and AGS/SRMU and **Nirmalender Gupta** were the other distinguished guest

**Com. Devender Parcha**, Chief Reservation Supervisor, Northern Railway and Branch Secretary, Reservation Branch, Northern Railwaymen's Union, moved the attached Resolution, which was seconded by **Com. Anil Kumar Saxena**, Asstt. Branch Secretary, Reservation Branch, Northern Railwaymen's Union, with the following additions:-

1. Entire work of Railway Enquiry should be returned back with ECRC cadre which has been outsourced through the IRCTC as quality of information relayed by Premium No.139 throughout the Indian Railway is relaying wrong and incomplete information, resulting in harassment of Railway users. It is also giving a bad image to Indian Railways. Outsourcing of Railway Enquiry should be stopped immediately.
2. Clear and specific written guideline should be issued regarding day-to-day working and issuing of tickets to Rail users in the present concept of single window service on each and every point.

After introduction of computerization in the Indian Railway Reservation System, drastic changes have come and the Rail users are provided single window service. But it is most unfortunate that no clear and written guidelines/instructions have been framed to meet day-to-day problems arising out at the counters at the time of issue of tickets, involving multiple journeys, cancellations and modifications, refund and checking of genuineness of PRS tickets etc. etc. which involves 5-6 requisitions and some more time.

Due to lack of the above, not only Rail users feel harassed but also ECRC Staff face more awkward situation and chaos, which is also becoming a cause of public complaint.

Handwriting, number of requisition have become a tool of the Vigilance to harass ECRC Staff.

3. Instructions issued by the Railway Board regarding raising a debit of Rs.32,000 against the Reservation Staff in case of lost cancelled ticket is unjustified and these orders should be cancelled.

**Coms. Archana Patankar, ERS/CSTM, Pramod Bhagat, ERS/MAS, Sarika Jain, ECRC/AII, J.K. Chaterjee, ECRC/Bandel, Franuis D. Raju, CRS/MAS, Radhey Shyam Vishar, ECRC/ABR, Uday Iyyer, ECRC/CSTM, C.S. Trivedi, ECRS/IRCA, Sabyasachi Sarangi, ECRC/CTC, Afsor Saeed, RS/ALD, D.K. Srivastava, CRS/GKP, Karan Singh, ECRC/DLI/NR, B.S.Malik, RS/IRCA/NDLS/NR, A.K. Sharma, RS/IRCA/NDLS, M.K. Chauhan, RS/IRCA/NDLS, J.K. Sharma, CRS/ASN, R.K.Singh, ECRC/BSL, Chand Kashyap, ERS/MB, Sunit Kumar, ECRC/SPN, Naresh Chander Saxena, CERS/LKO, D.K. Shukla, RS/LKO, Lakhmendra, CRS/JU, Raj Prakash Tyagi, ECRC/KNW, Venkata Raman Suri ECRC/AK, M. Ganesan, ECRC/MDU/SR, K.R. Joseph Rayden, ECS/CHTS, Sumit Kumar, HERC/LDH, Deepchand, CRS/Bhiwani, Naveen Kumar Sharma, ARS/AII, Bhagwan Rupani, RS/AII, Sanjay Kumar Sharma, ECRC/ABR, S. Shiva Subbramanian, ERC/NGP, Jai Prakash G. Rajput, ECR/KYB, Vilasini, Manish Kumar Nair, ERS/CSTM, Vijaylakashmi K, ERS/PNVL, Vinod Kumar Singh, ARS/NGP, Narendra Vishwanth Rao, CRS/NGP, Dinesh Chnadra Chaturvedi, CRS/BRC, Satish Kumar Srivastava, ERS/HRI and Ikran Hussain, Head ECRC/AF and others expressed their views.**

The Conference ended with a vote of thanks to the Chair.