



WESTERN RAILWAY

No.C549/10/TS VOLII

Headquarter Office,  
Churchgate, Mumbai-20  
Date: 21/08/2018.  
22

Sr.DCMs- BCT/BRC/ADI/RTM/RJT  
JCM-BVP

Sub :-Train Captain as overall leader and Incharge of all on Board railway personnel and outsourced staff.

Ref:-1)Director(PM).Railway Board's letter No.2018/TGV/12/2 Dated 15/06/2018.(CC No. 31 of 2018)  
2)Railway Board's letter No. 2015/TGV/ 12/3 dt. 04.10.2016 (CC No. 58 of 2016) & 08.06.2017(CC No. 39 of 2017)  
3)This office letter of even no. dated 08/08/2018.

\*\*\*\*\*

In continuation to this office letter of even no. dated 08/08/2018, a copy of duty list assigned to the Train Captain as overall leader and in charge of all onboard railway personnel and outsourced staff is enclosed herewith for immediate compliance under advice to this office.

This may please be given TOP PRIORITY.

Encl:- as above



Alok Sharma  
(Alok Sharma) 22/8/18  
CCM(CTG&PS)

C/- PCCM - CCG - for kind information please.

C/- Secy. to GM - For GM's kind perusal please.

*[Handwritten signatures and initials]*  
A. S. Sharma  
AD

*[Handwritten signatures and initials]*  
Alok  
T. K. Sharma  
P. S. Sharma

(5) (a3)

## DUTY LIST OF TRAIN CAPTAIN

- 1) Train captain will be the overall leader and Incharge of all on Board Railway Personnel and outsourced staff.
- 2) All on Board Railway personnel and outsourced staff will report to the Train Captain & Train Captain will be the single person/ leader responsible for co-ordinating the entire team and facilitating all the services during the complete journey of the train.
- 3) In trains, where Train Conductor is not present, senior most ticket checking staff will work as Train Captain who will wear the batch of Train Captain and shall be responsible for all the facilities in the train.
- 4) This batch will be handed over to the senior most ticket checking staff of the next leg of journey who will then act as Train Captain till the next leg and so on.
- 5) The Train Captain will report for duty one hour before the departure of the train. He must be in proper uniform with prescribed badges, scrolls and his name plate. He shall invariably declare his personal/private cash in his custody in the private cash register maintained in the TTE Lobby, before commencement of his official duties.
- 6) He shall "Sign On" and "Sign Off" on the register maintained at the station for this purpose.
- 7) He shall obtain complete position of the reservations, check the same on train, maintain records (charts, etc) and hand over to the reliever complete and correct details showing the vacant berths/seats of all coaches under his charge.
- 8) He shall check the tickets of the passengers in the coach and guide the passengers in occupying their accommodation. He shall prevent illegal/unauthorised entry in the coach including the platform ticket holders.
- 9) He shall ensure that the number of passengers does not exceed the number of passengers indicated in the reservation chart and also that only bonafide passengers are occupying seats/berths in the coaches allotted to him.
- 10) He shall collect railway dues such as reservation, supplementary and other charges and issue EFTs for all such railway dues collected by him from passengers promptly without fail.
- 11) He will ensure that passengers in the coach do not carry heavy luggage in tier compartments causing inconvenience to fellow passengers and assists such passengers to transfer the luggage to Luggage Van/Cabin.
- 12) He shall take care of the passenger amenities and cleanliness of the coaches, checking and ensuring that they are in proper working order, especially the condition of washroom/toilets and drinking water facilities (if available in the train). He shall help in disseminating information to passengers about the availability of On Board Housekeeping Services (OBHS) staff (if available on his train) on board, along with their mobile phone numbers, so that passengers can make use of the services of OBHS staff (along with their specific location in each coach) should be suitably publicized among the train passengers by the Train Captain and all the ticket checking staff on board in the train.



- 13) He shall ensure that the end doors of the vestibule coach are kept locked during 22.00hrs to 06.00hrs to prevent unauthorised entry of passengers from adjoining coaches.
- 14) He shall remain vigilant particularly during night time and prevent entry of unauthorised persons/beggars/intruders in the coach. He shall remain available on his allotted berth/seat as and when he is not checking tickets or assisting passengers.
- 15) He shall always be polite, tactful and courteous in his dealing with the passengers leaving no room for any complaints. He shall render special assistance to senior citizens, female passengers and persons with disabilities also differently abled passengers. In case any passenger falls sick enroute, he shall arrange suitable medical assistance by informing the nearest station or the control office.
- 16) He shall allot seat/berth which are vacant to passengers at the intermediate stations on realisation of due fare /surcharge as per rules on first cum first serve basis or according to the priority on the waiting list if such a list is kept at the station.
- 17) He shall take assistance of GRP/RPF if necessary for removal of unauthorised occupants and deal with them under provisions of section 155(1) of Railway Act 1989. He shall remain in constant touch with the on board GRP/RPF staff on duty via walkie talkie set (if made available to him) or on mobile phone, or by such other means as possible.
- 18) He shall be present in the allotted coach during the duty hours and if more than one coach are to be manned, give frequent visits to all the coaches to be manned or be seated on the berth earmarked for on board Ticket checking staff in the coaches allotted to him. Whenever the train stops at a scheduled halt station as also at the originating station, he shall stand outside the coach on the platform prominently to guide entraining passengers to their respective coaches.
- 19) He shall issue Guard Certificate/ Receipt to AC passengers in case of failure of AC equipment or when passenger is compelled to travel in lower class with a higher class ticket for want of room/accommodation.
- 20) He will be the overall incharge of the conductors, TTEs and coach attendants, amenity staff like safaiwalas, Electric C & W, air-conditioning staff, catering manager and catering staff on duty by the same train and will be responsible for existing effective supervision on the quality of their work.
- 21) All the staff on duty in the train except the guard would report to him well before the scheduled departure of the train at the train originating station. The staff enroute would also report to him at the point from where they are to board the train as per their scheduled link programme.
- 22) The Train captain will record in a register the names and designation of the staff who report to him for duty on the train and mention the particulars of the absentees in his trip report at the end of the journey.
- 23) After ascertaining the details of the staff who have turned up for duty he will allocate the work of manning of coaches to the Conductor, TTE, Coach Attendants, Safaiwalas etc. to ensure that the coaches are properly manned.



- 24) The Train Captain should ensure that the staff are in proper uniforms with name badges and perform their duties properly.
- 25) In trains provided with public address system, the Train Captain will welcome the passengers on board and give his name and mobile number to be contacted for any assistance after departure from each stopping station.
- 26) The position regarding the details of the berths remaining vacant after allotment to RAC passengers and the RAC passengers left over in each coach will be reported to him by the Conductor and each TTE. He will have the vacant berths allotted to the RAC passengers still awaiting allotment of berths.
- 27) He will be responsible for giving the vacancy position of the berths/seats to the Commercial Controllers/S.M. of Road side stations if the berths are available in train after adjusting all the RAC passengers.
- 28) He will also exercise necessary checks on the reservations given to passengers and Excess Fare Ticket books of the TTEs and Conductors to ensure correct realisation of dues.
- 29) Whenever the staff belonging to his railway do not cooperate with him, or do not attend their duties properly and promptly, he should send a report against such staff to Sr. DCM of the Division concerned and also to Chief Passenger Services Manager(CPSM) indicating the name and specific act of failure, impertinence, indifference or disobedience for which the person is held responsible.
- 30) In case of staff belonging to the other railway, if they do not report for duty or fail to perform their duty, he should immediately send a message reporting this matter to DRM concerned from the next halt station.
- 31) In his role as the Captain of the train, he will coordinate the work of all the team members and will always be vigilant in ensuring customer satisfaction.
- 32) At the train starting station, the Train Captain will make a quick inspection of the train to ensure that the passenger amenity fittings are in proper working order. The defects and deficiencies should be reported to SM-in-Charge and got rectified by the staff concerned and if necessary send advance information to the station ahead and get the defects attended to by the electrical and C&W staff at that station. He would also ensure that the coaches, bathrooms and toilets are intermittently swept and cleaned by the staff concerned.
- 33) The Train Captain will ensure that proper precooling is done in AC coaches before start of the trains.
- 34) The Train Captain will ensure that the Coach Attendants of AC2-tier coaches are carrying the bed rolls on trains to all the passengers ensure that the bed rolls are supplied as early as possible avoiding disturbance to passengers during the night.
- 35) The train captain will also maintain a complaint book in his custody and make the same available to passengers on demand for recording complaints, if any. He should ensure that prompt action is taken to remove the cause of the complaint and render satisfactory service to the passengers.



- 36) He will exercise checks on the catering service on the train in respect of quality and quantity of food, cleanliness of uniform and utensils, behaviour of the manager and bearers, production of vouchers by the bearers, timely service of meals, proper vending of tea, coffee, snacks and cold drinks.
- 37) He will be responsible for taking action against the persons smoking in public place under Tobacco Product Act 2003, as persons authorized in terms of Ministry of Health and Family welfare, government of India, Gazette Notification No. GSR / 680(E) dated 15.09.2009.
- 38) He will be responsible for collecting of fine from passengers for activities affecting cleanliness, for throwing / deposit of refuse inside trains which tend to create unclean or unhygienic conditions.
- 39) He will ensure that whenever inflammable and dangerous/ prohibited goods are detected, intimation about the same is given to the station staff for necessary action.
- 40) Pantry Car Manager has also to maintain complaint books separately. Train Captain will ensure that the complaint books are readily available with him. He will check the nature of complaints and their proper dispatch to IRCTC for further action. He will also take steps to rectify the deficiencies leading to complaints.
- 41) He shall check all prices of menu items should be displayed prominently in the pantry cars and elsewhere on the train, as possible and sold at the prices (MRP) fixed by the competent authority as per the approved menu card.
- 42) He shall check that all waiters/catering staff must invariably carry with them the menu card with prices (including taxes, if any) which should be readily produced on demand by any passengers.
- 43) He should ensure that the sleeper coach TTEs and Coach Attendants follow the standing instructions regarding the securing and latching of the doors on run and at stations and also closing and bolting the vestibuled doors at night.
- 44) He shall carry blank FIR forms for making them available to the passenger in case of any incident of theft during the run of the train, he would guide the passenger to the GRP escort party, if travelling by the train. Otherwise, he will make a blank FIR form available to the passenger for lodging the complaint. Such forms duly filled in should be handed over to the first GRP Post available at the scheduled stoppage of the train for further action.
- 45) He will ensure that all necessary assistance is provided in using firefighting equipments available in the coach in case need arises. He will also ensure that all possible assistance is provided to passengers for providing first aid to him/her. If the train is involved in an accident, then the Train Captain alongwith the team of TTEs, coach attendants, OBHS staff and other Railway staff on board shall provide all assistance to the passengers with first aid and also assist them in recovering their personal belongings, and initiate all steps for disaster management at the accident site so as to provide suitable relief and assistance to the passengers (as provided in the Accident Manual and the Division's Disaster Management Plan)



- 46) At the end of the each trip he should make out a brief report indicating special occurrences, if any, and commenting upon all aspects of passenger amenities namely Catering, supply of drinking water, filling up of water tanks, cleanliness of coaches, entry of unauthorized passengers in reserved coaches, working of lights, fans and other fittings, incidents of thefts of luggage, non-functioning of air-conditioning and other public complaints, etc. The report should be submitted to the Lobby Officer/ SM (Comml) at the destination station who should take necessary action for getting the deficiency rectified. A copy of the same should also be sent to SM (Commercial), Senior Divisional Commercial Manager (Sr DCM )/ Divisional Commercial Manager (DCM) for initiating immediate necessary action.
- 47) He shall be on the look out for any possible suspected trafficking of children in the trains or at stations by the middlemen who intend to use/sell them for various illegal tasks. Suspected cases may immediately be reported to GRP/RPF post and assistance booths available on the platforms at the next halt station of the run of the train.
- 48) He shall keep himself updated with latest Railway Board rules / policy circulars and shall implement the same while discharging his duties.
- 49) Any other duty assigned to him from time to time.