



दक्षिणरेलवे/SOUTHERN RAILWAY
चेन्नैमंडल/CHENNAI DIVISION

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APPEAL TO PASSENGERS: COOPERATE WITH TICKET CHECKING STAFF FOR A SAFE, RESPECTFUL AND PLEASANT JOURNEY

The Chennai Division of Southern Railway appeals to all rail passengers to maintain courteous, disciplined and cooperative behaviour with Travelling Ticket Examiners (TTEs) and authorised ticket checking staff during ticket verification and related duties.

Ticket checking is a statutory responsibility entrusted to **Ticket Checking Staff under Sections 137, 138 and 146 of the Railways Act, 1989**. This essential function ensures fair travel practices, prevents ticketless and irregular journeys and safeguards railway revenue, which is utilised for improving passenger amenities, enhancing safety measures and upgrading overall service quality. **Passengers are requested to always carry a valid ticket or proper travel authority and produce the same on demand by TTEs or ticket checking staff.**

In instances where passengers are unable to produce a valid ticket, they are advised to remain calm, extend full cooperation and comply with the instructions issued by the ticket checking staff. Resorting to arguments, aggressive behaviour, use of abusive or derogatory language, intimidation, physical or verbal obstruction or refusal to follow lawful instructions of authorised railway staff constitutes an offence under the Railways Act, 1989 and may result in penal action, including fines and prosecution.

The Chennai Division places special emphasis on the **safety, dignity and respect of Women Ticket Checking staff**, who perform their official duties with professionalism and dedication. Any form of misbehaviour, harassment, intimidation, inappropriate remarks or disrespectful conduct towards Women Ticket checking staff will be viewed seriously and dealt with strictly as per law. The Railways follows a **zero-tolerance policy** towards harassment or obstruction of women staff and offenders will face stringent legal consequences.

It is reiterated that ticket checking staff are frontline staff working to ensure orderly travel, passenger safety and compliance with railway rules. They perform their duties in the interest of genuine passengers, often under challenging conditions. Mutual respect, patience and cooperation from passengers will go a long way in ensuring a safe, orderly and pleasant travel experience for everyone on board.

Passengers are also encouraged to make use of authorised ticket booking channels such as **Passenger Reservation System (PRS) counters, the UTS on Mobile App and other official digital platforms** to purchase valid tickets before commencing their journey, thereby avoiding inconvenience and penalties.

The Chennai Division of Southern Railway seeks the continued support and cooperation of passengers in maintaining discipline, safety and respect for railway staff, contributing to a secure, comfortable and pleasant travel environment for all.

SD/-

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