

Government of India
Ministry of Railways
Railway Board

No. 84/TGII/1010/23/RRC

New Delhi, dt. 29-10-84

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The General Managers,
All Indian Railways,

Sub:- Graded system of punishments to
licensed porters.

The Railway Reforms Committee in part XVII
of their report on Commercial Affairs have made the
following recommendation.

Recommendation No. 47

" A graded system of punishments should be
introduced in respect of defaulting station
porters

1. For the first justified complaint, a warning
should be given. For successive complaints,
more deterrent punishment should be awarded.
2. During three months, if the complaints
exceed five, the licensee should be revoked."

Board have accepted the above recommendation.
Instructions may be issued to all concerned for compliance.
Board also desire that the SMs/SSs and inspecting officers
should pay specific attention to the working of the station
porters and erring persons should be suitably taken up to
ensure proper quality of service to passengers.

Lalve Dev Raj
Jt. Director-Traffic Commln(G)
Railway Board.

Office