

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No.2018/NFR/25/NINFRIS

New Delhi, Dated 17.12.2021

Pr. Chief Commercial Managers,
All Zonal Railways
PCOM, Metro Railway Kolkata.

Sub: Careful consideration of end to end baggage booking (Bags on Wheels/Book baggage) and trolley contracts concerned with Sahayaks (licensed porters) under Non Fare Revenue activities.

References are being received by Railway Board wherein the provision of end to end baggage booking and trolley contracts, which impact work environment of Sahayaks (licensed porters, LPs), have been awarded under NINFRIS to generate Non Fare Revenue. Efforts have been undertaken by Sr. DCMs to resolve grievances of LPs in divisions where baggage booking contracts have been awarded. In some cases these efforts have succeeded and in some other led to representations to Hon'ble Ministers through local political representatives. Some of the contracts are even in the process of termination, or haven't taken effect. Given the potential political sensitivity of this matter, Zonal Railways are advised that such contracts should be considered only when all relevant/concerned parties are taken on board and are completely satisfied with the outcomes of the contracts. The above may please be ensured.

P.C. Verma 17.12.21
(P.C. Verma)
Director (NFR)
Railway Board