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necessary*

Government of India  
Ministry of Railway  
(Railway Board)

**RBA No. 35/2009**

No 2009/ACII/25/11

New Delhi, dated, 9. 7.09

General Managers/FA&CAOs,  
All Zonal Railways.

Sub: Fraudulent refunds on fake EDRs

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A case of fraudulent refunds on the basis of fake EDRs (Exception data report) has been brought to the notice of Railway Board by one of the Zonal Railways. The modus operandi is as under:-

Tickets were picked up from the lot of collected tickets for specific trains and some passengers were marked as not turned up in these tickets. EDR was prepared for the passengers who had actually traveled, but shown as not turned up in these fake EDRs. These EDRs were signed in names of different TTEs of the same Division with fake signatures. EDRs thus prepared were submitted to PRS for entries to be made in the system. The collected tickets were sent to other locations to take refunds fraudulently, on the basis of system entry and the tickets so produced.

The following factors facilitated the fraud:-

- No uniform procedure is being followed for preparing the EDR. EDRs are prepared on plain papers in some cases and in printed format in other cases. Standard forms as prescribed by Board are not used.
- Amended charts are either not prepared or prepared with incomplete details.
- Guidelines given by Railway Board vide letter no. TC/II 2003/03/Refund Computerization dt 21/01/04 circulated vide Rate circular No 1 of 2004 are not being followed. In fact it is observed that a no. of TTEs and PRS staff are not even aware of these guidelines.
- PRS supervisors/ Staff are not crosschecking the details fed in the system and verifying the genuineness of the passengers while arranging the refunds.
- There is no proper security of collected tickets and DMRs.

In view of the above, Zonal Railways are advised to alert their staff against such instances besides ensuring strict compliance of the instructions on subject.

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