



## **“Commonly observed Malpractices in Railways”**

*(Collective inputs of 95,000 Citizens in Make Railways Better community)*

1. Travel agents and Touts have been using special software/hacks in collusion with Railway clerks to book tickets and put common man at a disadvantage
2. Coach attendants in AC compartments ask for tips as their right
3. Small vendors bribe the RPF to get permission to sell inside the train
4. Passengers consume alcohol inside a train and RPF does not object
5. TTEs take bribes from the passengers and offer them empty seats
6. The Railway staff pockets consumables like liquid soap and toilet paper, leaving the toilets empty
7. The pantry staff fills up the bottle with tap water and give to passengers
8. Pantry staff never gives a bill for the food purchase and many times overcharges
9. Unused/spoilt material is illegally sold off by employees
10. Transportation of unauthorized goods is facilitated in collusion with Railway officials  
E.g. Alcohol in Gujarat
11. Freight is transported many times without being put in records
12. Collusion between private shippers and Railway officials to under weigh shipments in exchange for a bribe is common
13. The loaders stealing from freight containers is a frequent occurrence
14. No quantifiable matrix exists to shortlist a vendor for purchasing of rolling stock
15. Tender process and vendor selection are not transparent and bribes are common to get a tender
16. Emergency quota is heavily misused by politicians and is a big grey area
17. Re-use of travel passes by Railway officials and their families due to poor tracking
18. DRM and Senior Railways staff traveling in saloons is misuse of taxpayer money.