

मध्य रेल

संख्या: SUR/P/Genl./RailMadad

मंडल रेल प्रबंधक का कार्यालय
कार्मिक शाखा, सोलापुर

दिनांक: 15/12/2020

सभी सम्बंधित सोलापुर मंडल
सभी शाखा अधिकारी/सोलापुर मंडल

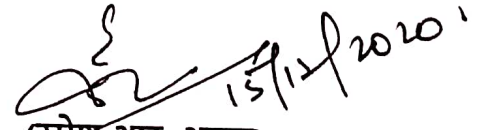
विषय: Suspicious calls to Rly customers
संदर्भ: Railway Board's letter No.2019/PG/1/15/RailMadad dated 09/12/2020

उपर्युक्त विषय पर Railway Board's letter No.2019/PG/1/15/RailMadad dated 09/12/2020 जारी परिपत्र की प्रतिलिपि आपके जानकारी एवं सूचनार्थ संलग्न है।

"Indian railway, IRCTC or its employees ever ask for any personal banking information, including details like Debit/Credit card number, OTP, ATM PIN, CVV number, PAN number and dates of birth" किसी भी अन्य व्यक्ति को शेयर ना करें, यह आपके हित के लिए परिपत्रित किया जाता है।

This Circular is also uploaded on website www.cr.indianrailways.gov.in (सोलापुर मंडल वेबसाइट)

DA: As above


(रमेश आर. अग्यर)

मंडल कार्मिक अधिकारी

कृते मंडल रेल प्रबंधक (कार्मिक)/ सोलापुर

**Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralaya)
(Railway Board)**

No. 2019/PG/1/15/ RailMadad

New Delhi, Dated 09/12/20

General Managers/All Indian Railways
CMD/IRCTC; MD/CRIS

Sub: Suspicious calls to Rly customers

Northern Railways vide their letter dated 16/10/2020 have brought into notice that some complainants (about 7-8) have reported to have been contacted by some unscrupulous callers posing as railway officials asking for details of their Debit/Credit card to effect the transfer of refund amount.

For the awareness of General public not to fall prey to such imposters, the following is advised:-

- i. IRCTC & CRIS should conduct a detailed inquiry, along with security audit of RailMadad application.
- ii. Wide publicity through social media, PRS counters and Claim offices for the awareness of General Public may be ensured.
- iii. At the time of claiming refund, IRCTC website should display the message that -*"Indian railway, IRCTC or its employees never ask for any personal banking information, including details like Debit/Credit card number, OTP, ATM PIN, the CVV number, PAN number and date of birth"*

DA: As above



09/12/2020

(Vivek Srivastava)

Executive Director (Public Grievances)
Railway Board

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