

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

F No. TC-II/2910/2020/Special Train/Covid-19

New Delhi, dated 31.05.2020

To,

The Principal Chief Commercial Managers,
All Zonal Railways.

Sub: Capturing of destination details during booking of PRS counter tickets

As per Standard Operating Protocol laid by Ministry of Home Affairs, passenger manifest including destination address along with details of the passengers deboarding at station has to be shared with the respective State Government by Railways. This information is being extracted by Zonal Railways through PRIMES utility whose access is available with CCM/PMs as well as Sr. DCMs.

Passenger manifest including destination address of passengers travelling by train are being captured in case of passengers booking e-tickets, however, this is not being done in case of booking of PRS counter tickets. Now, CRIS has enabled capturing of the requisite details in PRS system also while booking of PRS counter ticket.

Zonal Railways should issue necessary directions to all concerned to ensure that the destination details as well as mobile number of the passengers are taken at the time of booking PRS tickets on the existing reservation form itself and fed in the system.



Director Passenger Marketing
Railway Board

Copy forwarded for information and necessary action to:

- i. CRB, MT, FC Railway Board for kind information.
- ii. AM/Revenue, ED/C&IS, EDIP Railway Board.
- iii. MD, Konkan Railway Corporation LTD, Belapur Bhavan, Plot no. 6, Sector-11, CBD Belapur, Navi Mumbai-400014.
- iv. MD/CRIS, Chanakyapuri, New Delhi
- v. CMD/IRCTC, 11th Floor, Statesman House, B-148, Barakhambha Road, New Delhi-110001