

GOVERNMENT OF INDIA (भारतसरकार)
MINISTRY OF RAILWAYS (रेलमंत्रालय)
(RAILWAY BOARD) (रेलवेबोर्ड)

No.2020/TG-I/10/P/COVID 2019

New Delhi, dated 21.05.2020

To,
The PCCMs,
All Zonal Railways

Sub: Opening of counters for booking of reserved tickets.

It has been decided by competent authority to open counters for booking of reserved tickets w.e.f. 22nd May 2020 as follows:

- i. Counters for booking of Rail journey tickets for **reserved travel** at railway stations/ railway premises. Principal CCMs of Zonal railway may decide the number of counters to be opened as per requirement and local conditions.
- ii. **Common Service Centers (CSC)** for booking of Rail journey tickets for reserved travel.

Zonal railways may adhere to standard social distancing guidelines and observe the hygiene protocols in view of spread of COVID-19 disease.

You are accordingly advised to take necessary action in this regard. Wide publicity may be given to the decision through print & electronic media, SMS etc.



Director Passenger Marketing
Railway Board

Copy forwarder for information and necessary action to:

- (i) CRB, MT, FC Railway Board for kind information.
- (ii) ED/Catering & NFR in reference to note above.
- (iii) MD, Konkan Railway Corporation LTD, Belapur Bhavan, Plot no. 6, Sector-11, CBD Belapur, Navi Mumbai-400014.
- (iv) MD/CRIS, Chanakyapuri, New Delhi for necessary changes in the software for fare.
- (v) CMD/IRCTC, 11th Floor, Statesman House, B-148, Barakhambha Road, New Delhi-110001 for necessary action.