

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

No. 2020/TG-I/COVID-19

New Delhi, dated.14.06.2020.

The Principal Chief Commercial Managers, Western Railway/Mumbai & Central Railway/Mumbai	MD, Centre for Railway Information System, New Delhi
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Sub: Extension of validity of season tickets for essential service staff of Govt. of Maharashtra in Mumbai region.

Ref: I. CCM/PS Western Railways letter No. C 548/2/5/19 & CCM/PM Central Railways letter No. C/445/T/EMU, dated 14.06.2020 (copy enclosed)

ii. Coaching Directorates Message No.DTP/2020/03/22 dated 21.03.2020 & DTP/2020/03/23 dated 22.03.2020 regarding regulation/ cancellation of train service in wake of COVID-19.

iii. This office letter of even number dated 22.03.2020 & 25.03.2020

1. Due to COVID-19 pandemic, cancellation of train service including suburban service was done vide Coaching Directorate's message mentioned under reference (ii)above.

2. CCM/PS Western Railway & CCM/PM Central Railway (ref-i above) have conveyed that suburban services in partial manner are to be resumed from 15.06.2020 in the Mumbai suburban region. These services will carry persons as permitted by State Government of Maharashtra involved in essential services across the region of Mumbai and its suburban areas.

3. It is observed that due to the lockdown, season ticket holders lost a number of days despite holding a valid season ticket. It has been decided to extend the validity of the season tickets to the extent of days lost. The same shall be permitted at the UTS counters at the stations to those permitted by State Government. UTS counters may also issue fresh tickets/season tickets to persons permitted by State Government of Maharashtra.

4. For tickets issued on UTSONMOBILE APP the revalidation may be deemed to have been done till the changes are effected by CRIS in the system. Accordingly, CRIS may make necessary changes regarding revalidation of season tickets in the UTSONMOBILE system for persons as allowed by State Government of Maharashtra in coordination with Western & Central Railways. UTSONMOBILE shall continue to remain suspended till further advice.

5. UTS counters may be opened as per requirement, adhering to standard social distancing guidelines and hygiene protocols in view of COVID-19.

This issues with the concurrence of the Finance Directorate of Railway Board. Necessary instructions may be issued to all concerned accordingly.



(Shelly Srivastava)
Director Passenger Marketing
Railway Board

Copy forwarded for information & necessary action to:

1. CRB, MT, FC, Railway Board.

2. AM/ Revenue, PED/CHG, ED/C&IS,EDIP Railway Board.