

**Government of India
Ministry of Railways
(Railway Board)**

No.2008/C&IS/New PRS Policy/15

October 04, 2013

The General Managers
All Indian Railways

The Managing Director
Konkan Railway Corporation Ltd.,
Navi Mumbai.

Sub.: Revised Policy for provision of PRS facility at a location(2013).
Ref.: Board's letter No.2001/C&IS/Pass.Resv./Policy dated 02.03.2006

The revision of extant policy guidelines for provision of PRS facility at a location has been under consideration in this Ministry. In supercession of earlier instructions, Ministry of Railways has now decided to revise the guidelines for providing PRS facility at both Railhead and Non-Railhead locations, as under:

Based on proper/adequate justification by the concerned Zonal Railway, Passenger Reservation System (PRS) facility may be considered at following locations/stations:

- (i) All stations having reservation related workload of 75 transactions per day, may qualify for provision of PRS facility.
- (ii) Such locations where there is no PRS facility within a vicinity of 15 kms.
- (iii) The railways can recommend additional PRS centres in metros and other big cities, where increasing population is leading to congestion at the existing PRS centres. Separate PRS may be considered if the population of the town/catchment area is more than 50000.
- (iv) At least one PRS, railhead/non-railhead, in every district, irrespective of whether the location is in Distt. HQ or otherwise, needs to be considered.
- (v) If, nearby PRS has annual average workload of more than 100 transactions/counter/shift, a separate PRS location may be considered.
- (vi) This facility may be considered to be extended in Government/ Panchayat/ Municipal offices/ Government Universities & Institutes of eminence, Government Hospitals & Airports etc. manned by their own staff on mutually agreed terms to be ratified by Railway Board.
- (vii) No new conventional PRS center be generally and exclusively provided at privately owned educational institutes/ Universities /Hospitals /Airports etc. They may be advised to tie up with IRCTC on the pattern of corporate houses or they may opt for internet kiosks to have internet booking in their premises.

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- (viii) Important tourist or hill stations and pilgrimage centres etc., not covered under (i) to (vii) above, may also qualify for PRS facilities.
- (ix) PRS facility may be opened in Post Offices and will be manned by postal staff on mutually agreed terms and conditions, to be ratified by Railway Board.
- (x) In NRH (Non-Railhead) location, PRS center may be commissioned in the accommodation provided free of cost by State Governments/District authorities and other such institutions mentioned in item(vi) to be preferably operated by their staff, who would be given adequate training by railways before commissioning of PRS. The cost towards electrical connections, civil works and air-conditioning, if any at such PRS centre would be borne by State Government/District authorities and other such institutions as mentioned in item(vi). Other costs towards, channel hiring and hardware equipment (both initial as well as replacement and recurring) etc., is to be borne entirely by the railways along with their maintenance costs.

PRS centres for armed forces (Ministry of Defence) may be provided as per extant policy dated 30.9.2005, 5.12.2006 & 4.2.2009.

- (xi) NRH PRS locations having an annual average workload of less than 25 transactions per day may be recommended for closure ascertaining that there is less/negligible demand. However, all railhead PRS locations having an annual average workload less than 25 transactions may be recommended for conversion to PRS-cum-UTS terminal, if technically feasible.
- (xii) All PRS centres, irrespective of whether free of cost accommodation is provided by a particular organisation, will remain open to general public also.

Zonal Railways are advised to identify the locations over their railways and send proposal to Board, in bulk, for sanction.

(Shobhit Bhatnagar)
Director (C&IS)