

**GOVERNMENT OF INDIA (Bharat Sarkar)
MINISTRY OF RAILWAYS (Rail Mantralaya)
(RAILWAY BOARD)**

No.2010/TG-I/20/P/Counter

New Delhi, dated 01 .06.2011

**Chief Commercial Managers,
All Zonal Railways.**

(COMMERCIAL CIRCULAR NO. 23 OF 2011)

**Sub: Yardstick for opening of additional reservation counter at the
existing computerized Passenger Reservation System (PRS)
location**

At present, there is no uniform yardstick for opening of additional reservation counter at existing computerized Passenger Reservation System (PRS) centers. Zonal Railways have been following varying yardsticks for this purpose.

2. The issue has been examined in consultation with Zonal Railways and keeping in view the present working hours of the Reservation Centers, it has been decided that at those locations where daily average number of transactions per shift per counter are 180 or more, Railways can take action to open additional counters subject to availability of manpower, space and other infrastructure.

3. Please acknowledge the receipt.



**(V.K. Sharma)
Director Traffic Commercial (G)-II
Railway Board**

Copy to:

- 1) CCM/PMs and CCM/PSs, all Zonal Railways.
- 2) EDV (T), EDFC, DF(C), OSD/TC, F(C) & V (SS) branches of Railway Board.
- 3) MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
- 4) General Manager/PRS-I, CRIS, Chanakyapuri, New Delhi.
- 5) Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- 6) The Principals, Zonal Training Centers, Central Railway/Bhusaval, Eastern Railway Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF Railway, Alipurduar, Southern Railway, Trichy, SE Railway, Sini, Western Railway, Udaipur.
- 7) General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- 8) General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- 9) Secretary General, Federation of Railway Officers Association (FROA), Room No.256-A, Rail Bhawan, New Delhi.
- 10) Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
- 11) Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
- 12) CTM, Metro Railway, Metro Rail Bhawan, 33/1, J L Nehru Road, Kolkata-71.

भारत सरकार
रेल मंत्रालय (रेलवे बोर्ड)

सं. 2010/टीजी-1/20/पी/काउंटर

नई दिल्ली, दिनांक: 01.06.2011

मुख्य वाणिज्य प्रबंधक,
सभी क्षेत्रीय रेलें।

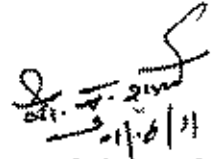
(2011 का वाणिज्यिक परिपत्र सं. 23)

विषय: मौजूदा कंप्यूटरीकृत यात्री आरक्षण प्रणाली (पीआरएस) लोकेशन पर अतिरिक्त आरक्षण काउंटर खोलने के लिए मानदंड।

इस समय, मौजूदा कंप्यूटरीकृत यात्री आरक्षण प्रणाली (पीआरएस) केन्द्रों पर अतिरिक्त आरक्षण काउंटर खोलने के लिए कोई एक समान मानदंड नहीं है। क्षेत्रीय रेलें इस उद्देश्य के लिए भिन्न-भिन्न मानदंड अपना रही हैं।

2. इस मामले की क्षेत्रीय रेलों के परामर्श से जांच की गई है और आरक्षण केन्द्रों के वर्तमान कार्य घंटों को ध्यान में रखते हुए यह विनिश्चय किया गया है कि जिन लोकेशनों पर प्रति शिफ्ट प्रति काउंटर संव्यवहार की दैनिक औसत संख्या 180 या इससे अधिक है, रेलें अतिरिक्त काउंटर खोलने की कार्रवाई कर सकती हैं बशर्ते कि जनशक्ति, स्थान और अन्य अवसरचना उपलब्ध हों।

3. कृपया पावती दें।



(वी.के. शर्मा)

निदेशक यातायात वाणिज्य (सा.)II
रेलवे बोर्ड।