

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

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

New Delhi, dated 01.06.2011

Chief Commercial Managers,  
All Zonal Railways.

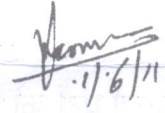
(COMMERCIAL CIRCULAR NO. 23 OF 2011)

**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.