

भारत सरकार Government of India  
रेल मन्त्रालय Ministry of Railways  
(रेलवे बोर्ड Railway Board)

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No.2001/C&IS/Pass.Resv./Policy.

New Delhi, Dt.02.03.06

General Managers,  
**All Indian Railways.**

Managing Director,  
Konkan Railway Corporation Ltd.,  
Belapur Bhawan, Plot No.6, Sec.11,  
CBO Belapur,  
**Navi Mumbai-400614**

**Sub: Revised PRS policy guidelines.**

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**Ref: Board's letter of even numbers  
Dt.14.12.01 & 26.08.02.**

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Revision of extant PRS policy for qualification of a location for provision of PRS facility has been under consideration in this Ministry. In supercession of earlier instructions, Ministry of Railways has now decided to revise guidelines for providing PRS facility as under:-

- (i) All stations having reservation related workload of **100** transactions per day, may qualify for provision of PRS facility.
- (ii) At least one PRS, railhead or non-railhead, in every District, irrespective whether the location is in Distt. HQ or otherwise, need be provided. PRS at places, other than Distt. HQ, would be finalized on the recommendation of District Collector and concerned Zonal Railway. District authorities will have to provide free-of-cost accommodation at non-railhead locations. Other cost towards air-conditioning, channel and equipment etc. is to be borne entirely by the railways.
- (iii) Important tourist or hill stations and pilgrimages centers etc., not covered under Item (i) & (ii) above, may also qualify for PRS facilities.
- (iv) Such railway stations, where there is no PRS within a vicinity of 50 Kms., may be considered for combined PRS-cum-UTS offices based on adequate justification provided by the concerned railway.

- (v) Additional PRS may be opened for such satellite locations in Metro cities, which are thickly populated, having population of 4 lakhs and more and where no PRS center is available within a radius of 15 Kms. The railways may also recommend additional PRS centers in metro and other big cities, where urban population is increasing and leading to congestion in the existing PRS centers.
- (vi) No new conventional PRS center be generally and exclusively provided at Universities, Institutions, Airports, Courts, etc. barring highly exceptional cases. They may be advised to tie up with IRCTC on the pattern of corporate houses or alternatively they may opt for Internet kiosks to have Internet booking in their premises.
- (vii) All PRSs at non-railhead locations e.g. hilly terrains or far-flung areas or District HQ/cities etc., may be allowed to be manned by employees of State Governments on mutually agreed terms on the pattern of NE States to be ratified by Railway Board.
- (viii) At non-railhead PRS locations, specially District Headquarters, PRS 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.
- (ix) PRS centers for armed forces (Ministry of Defence) at remote locations may be provided as per Board's letter No.99/C&IS/OOT/Defence Dt.30.09.2005 (copy Enclosed). However, no requests for similar facilities in exclusive cantonment areas be acceded to, unless it is supported and conjoined with other public demands of the city.
- (x) Non-railhead PRS locations, having a workload of less than 30 transactions per day and operated by railway staff, may be recommended for closure. However, all railhead PRSs having average workload less than 30 transactions may be recommended for conversion to PRS-cum-UTS terminal, if technically feasible.
- (xi) All PRS centers, irrespective whether free of cost accommodation is provided by a particular agency, will remain open to general public also.

**DA: As above.**

  
**(Satyavir Singh)**  
**Director Electronics (C&IS)**

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रेल मन्त्रालय Ministry of Railways  
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New Delhi, Dt.16.03.06

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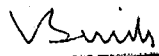
C O R R I G E N D U M

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With reference to Board's letter of even number dated 02.03.2006, on the subject cited above, the para (vii) of the revised PRS policy may be read as under:

"All PRSs at non-railhead locations e.g. hilly terrains or far-flung areas or District HQ/cities etc., may be allowed to be manned by employees of State Governments on mutually agreed terms to be ratified by Railway Board."

  
(Satyavir Singh)  
Director Electronics (C&IS)