

GOVERNMENT OF INDIA (भारत सरकार)  
MINISTRY OF RAILWAYS (रेल मंत्रालय)  
(RAILWAY BOARD)

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

New Delhi, Dated: 05.04.2018

The Principal Chief Commercial Managers,  
All Zonal Railways.

Sub: Workload on computerised Passenger Reservation System  
(PRS) counters.

Ref: This office letter No. E(MPP)2016/1/59 dated 10.01.2017.

In view of Board's instructions referred to above, an analysis of details of workload on computerised PRS counters of Indian Railways has been carried out which has revealed that a large number of PRS counters are not being optimally utilised. Accordingly the matter has been examined and it has been decided that:-

- (i) Zonal Railway should take action for review of reservation staff as advised vide instructions issued vide no. E(MPP)2016/1/59 dated 10.01.2017 regarding effecting savings in manpower costs.
- (ii) All Zonal Railways should monitor the number of transactions being handled at reservation counters and at those locations where the transactions are less than 100 per counter per shift, feasibility of reducing the number of counters should be explored and if the same is not possible, PRS cum UTS counters should be provided at such locations for selling both reserved as well as unreserved tickets.
- (iii) Similar exercise should also be undertaken for NRH-PRS locations and at those locations where the number of transactions is less, either the feasibility of reducing the number of reservation counters should be explored or PRS cum UTS facility should be provided at such locations.
- (iv) The status regarding excess staff in the computerised PRS centers, if any, and the plans for their redeployment being undertaken by Zonal Railways should be furnished to this office during the meeting of CCM/PMs & CCM/PSs of zonal Railways scheduled to be held in April 2018.

2.. Necessary instructions may be issued to all concerned accordingly.

2th

(Shelly Srivastava)

Director Passenger Marketing

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