

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No. 2013/TG-1/20/P/PRS Ticket/Pt.

New Delhi, dated 02.12.2015

The Chief Commercial Managers, *SL-62*
All Zonal Railways..

Sub: Rationalisation of Computerised Passenger Reservation System (PRS)

Ref: Board's instructions of even number dated 06.11.2015(CC No. 66 of 2015)

Certain clarifications have been sought by Railways in connection with implementation of above said instructions. The queries raised and comments thereon are as under:

(i) *Different timings are being observed by different PRS for issuing of tickets resulting in non delivery of supplementary charts to ticket checking staff.*

(ii) *Because of lack of supplementary charts, the onboard ticket checking staff are unable to check the authenticity of the tickets booked on internet.*

Comments: Zonal Railways may permit booking of train even after 30 minutes before scheduled departure of train up to a time which can be decided by the Railway keeping in view the distance between the charting location and the platform. It may, however, be ensured that second/final charts are invariably taken out and should reach the onboard ticket checking staff at least 5 minutes before scheduled departure of train. In case no transaction takes place between first and second chart, a nil report should reach the onboard ticket checking staff.

CRIS will develop a utility to monitor the location where second chart has not been prepared. Zonal Railways will keep a watch through this utility and take action against the staff found responsible for not taking out second chart.

CPP
11.12
11.12.15
(iii) *The ticket checking staff are confirming the RAC passengers when the berths falling vacant due to getting down of passengers enroute. But, due to this new system these berths are also being allotted through internet and the onboard ticket checking staff are not aware of this due to non receipt of supplementary charts.*

1381
07.12.15
2
Dell 5 rev documents 11.17.17, letter 2015

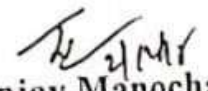
(iv) Onboard ticket checking staff are allotting the berths which are vacant as per demand but the same are booked through internet.

Comments:- After preparation of second reservation charts, onboard ticket checking staff can allot the vacant accommodation only up to the next remote location to the passengers holding tickets up to that point. They can also allot vacant accommodation becoming available on account of non-turning up of passengers in the train.

(v) Doubts are being raised regarding status of waitlisted tickets keeping in view the fact that refund will be given on such tickets up to 30 minutes before scheduled departure of train.

Comments:- It is clarified that:

- i. Fully waitlisted e-tickets i.e. the e-tickets on which the status of all the passengers is waitlist after preparation of first reservation chart, names of all passengers booked on such tickets will be dropped and refund will be credited to the account from which the ticket was booked.
 - ii. Fully waitlisted PRS tickets: Such passengers can cancel these tickets across any PRS center up to 30 minutes before scheduled departure of train. In case no refund is taken on such ticket up to that point of time, the passengers can undertake the journey in unreserved coach.
 - iii. Partially confirmed ticket: In case of these tickets, the passengers can cancel partially/fully up to 30 minutes before scheduled departure of train. After that, the confirmed passengers can undertake journey in reserved coach whereas waitlist passengers can travel in unreserved coach.
2. Necessary instructions may be issued to all concerned accordingly.


 (Sanjay Manocha)
 Dy. Director Traffic Commercial(G)II
 Railway Board