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

No. 2023/TG-I/10/UTS&M-UTS/Part1 New Delhi, dated 20.05.2026

Principal Chief Commercial Managers,
All Zonal Railways

MD/CRIS
Chanakyapuri, New Delhi

(Commercial Circular no: 12 of 2026)

Sub: Allowing Jansadharan Ticket Booking Sewaks(JTBS) and Yatri Ticket Suvidha Kendra (YTSK) licensee to book unreserved tickets through MUTS.

A proposal to allow JTBS & YTSK to issue unreserved tickets through M-UTS Terminals has been examined keeping in view the feedback received from CRIS and Zonal Railways and it has been decided the facility of issuing unreserved tickets through MUTS shall be extended to all JTBS and YTSKs with following terms and conditions:

i. The cost of all hardware including the mobile device, network connectivity charges (4G/5G SIM) and the Bluetooth printer (including maintenance) shall be borne by the JTBS & YTSK.

ii. JTBS & YTSK will broadly function as per existing guidelines applicable to JTBS & YTSK including service charges to be realized from passengers.

iii. CRIS shall ensure prior geographical limitations through geo-fencing enabling JTBS & YTSK to issue tickets only from the premises where they have been engaged.

iv. Zonal Railways shall keep a check on their functioning and impose checks as deemed fit to avoid misuse of this provision.

v. Detailed feedback of the project including checks imposed to avoid misuse may be sent to this office after three months of implementation of the project for

amendments, if any.

vi. Traffic Accounts office of concerned Zonal Railways shall carry out sample checks related to end to end accountal and furnish reports to this office on quaterly basis.

2. CRIS shall take necessary action to provide specification of hardware to be procured by JTBS/YTSK and to make modifications in the software, if any.

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

Digitally signed by
SANJAY MANOCHA
Date: 20-05-2026
16:05:18

(Sanjay Manocha)
Director Passenger Marketing-II
Ph. No.:011-23047367
Email id: manocha.421sanjay@gov.in
4th Floor, Room No: 415-A
Railway Board

No. 2023/TG-I/10/UTS&M-UTS/Part1 New Delhi, dated 20.05.2026

Copy to:
1. PFA, All Zonal Railways.
2. Dy. Comptroller & Auditor General (Railway), Rail Bhawan, New Delhi.
3. Director General of Audit, All Zonal Railways.

For Member Finance, Railway Board

Copy forwarded for information to:
1. CCM/PMs and CCM/PSs, all Zonal Railways.
2. CEO & CRB, M(O&BD), Member Finance, Railway Board for information.
3. EDPG/MR, OSD/MR, JDPG/MoSR(S), Office of MoSR(R) for information.
4. PED/Vig, PED/A, EDTC(R), EDFC, ED(I&P), Railway Board for information.
5. MD/IRCTC, 2ND Floor, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi-110029
6. General Manager/PRS-I, CRIS, Chanakyapuri, New Delhi.
7. DG, Professor/Training & Professor/Commercial Railway Staff

College, Vadodara.
8. The Principals, Zonal Railway Training Institutes, Central Railway/Bhusawal, Eastern Railway/Bhuli-Dhanbad, Northern Railway/Chandausi, East Central railway/Muzaffarpur, NF Railway/Alipurduar, Southern Railway/Trichy, South Central Railway/Moula Ali, SE Railway/Sini, North Western Railway/Udaipur.
9. Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Lucknow-2260011.
10. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
11. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
12. Secretary General, Federation of Railway Officers Association (FROA), Room No. 370, Rail Bhawan, New Delhi.
13. Secretary General, Indian Railways Promotee OfficersFederation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
14. Secretary General, All India RPF Association, Room No. 256-D, Rail Bhawan, New Delhi.
15. Managing Director, Konkan Railway Corporation Ltd, Belapur Bhavan, Plot no. 6, Sector 11, CBD Belapur, Navi Mumbai-400 014.
16. CTM, Metro Railway, Metro Rail Bhawan, 33/1, J.L. Nehru Road, Kolkata-71.

Digitally signed by
Naresh Chand Jain
Date: 20-05-2026
16:12:01