

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No. 2015/TG-I/23/YTSK/Suggestions

New Delhi, dated 07.04.2015

**Chief Commercial Managers,
All Zonal Railways.**

(COMMERCIAL CIRCULAR NO. 2 OF 2015)

Sub: Clarification regarding Yatri Ticket Suvidha Kendra (YTSK)

Ref: Instructions issued vide CC no. 33, 35, 37, 39, 40 & 45 of 2014.

With reference to instructions mentioned above, certain clarifications/demands were raised by YTSKL which were examined in consultation with Finance & Accounts Directorate of Ministry of Railways and the following has been decided:-

(i) The condition of non-release of berths out of Emergency Quota for tickets issued by YTSKL may be removed. (para 9(vii) of the Draft Agreement enclosed with CC no. 39 of 2014)

(ii) Para 9(ix) of Draft Agreement enclosed with CC no. 39 of 2014 may be revised as under:-

“9.(ix) Tickets cancelled prior to preparation of reservation charts must be handed over along with summary of transaction in PRS office, by next working day as per the procedure order to be finalised by zonal railway concerned based on the scheme as well as draft agreement. Failure to deposit these tickets by YTSKL will result in stoppage of facility of issue of tickets by YTSKL and further action as provided in para 22 below.”

(iii) In para 9 (xi) of Draft Agreement enclosed with CC no. 39 of 2014, the intention behind mentioning that no group booking will be permitted on YTSKL terminal is that YTSKL will not accept request for more than six passengers from one party.

(iv) The word ‘pre-bought tickets’ mentioned in para 9(xvi) of Draft Agreement enclosed with CC no. 39 of 2014 means zero value ticket i.e. tickets which are issued without realizing any fare and on the authority of tickets already issued. This however, does not restrict the booking of onward journey of the same party by YTSK.

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- (v) Para 11 (i) & (ii) of Draft Agreement enclosed with CC no. 39 of 2014 & para 4 of YTSK Scheme enclosed with CC no. 33 of 2014 will stand amended as under:-

“(i) The timing of operations of terminals in the premises of licensees for general reservation shall be from 0830 hours to 2200 hours on week days and from 0830 hours to 2000 hours on Sundays for booking general PRS and UTS tickets.

(ii) The booking hours for Tatkal tickets will start from 10:30 hours at these centres or as per timings specified by Ministry of Railways from time to time.”

- (vi) Para 13.2 (iii) of Draft Agreement enclosed with CC no. 39 of 2014 will be revised as under:-

“13.2 (iii) In case the licence is renewed after the expiry of this agreement, the security deposit shall continue (unless revised). However, in case the licence is not renewed after the expiry of the agreement, the security deposit shall be refunded after realizing therefrom all amounts due by the licensee to the Government either as sale proceeds of tickets, penalties or otherwise whatsoever and accounts adjusted. The decision of the Government as to the amount due to the Government by the licensee on this account shall be final and binding on the licensee. Security Deposit shall stand forfeited in case of breach of contract and or termination of the licence due to unsatisfactory service.”

- (vii) As regards depositing of requisition slip as indicated in para 13.5 (vii) of Draft Agreement enclosed with CC no. 39 of 2014, it is clarified that YTSKL are not required to deposit any requisition slip for issuing of unreserved tickets through UTS.

- (viii) The word ‘Government’ indicated in para 17 (ii) of Draft Agreement enclosed with CC no. 39 of 2014 means any Government Agency.

- (ix) The word ‘balance sheet’ mentioned in para 17 (vii) of Draft Agreement enclosed with CC no. 39 of 2014 means station balance sheets as prescribed under the codes.

- (x) The records to be preserved as mentioned in para 20 of Draft Agreement enclosed with CC no. 39 of 2014 refers to the office copies of returns/statements sent to Railways.

- (xi) Para 22(i) of Draft Agreement enclosed with CC no. 39 of 2014 will stand revised as under:-

“(a) Any case of violation of provisions of this agreement or the rules of Indian Railways by the licensee would invite deterrent punishment by way of penalties equivalent to maximum of ₹50,000/- which may include termination of licence.

(b) The penalty up to ₹25,000/- can be decided by Sr. DCM/DCM and penalty above ₹25,000/- & up to ₹50,000/- can be imposed on the recommendation of Sr. DCM/DCM and with the approval of DRM.

(c) Termination can be mooted by Sr. DCM with detailed reasons which should be approved by DRM with prior concurrence of associate finance.”

(xii) As regards termination of agreement as mentioned in para 22 (ii) & (iii) of Draft Agreement enclosed with CC no. 39 of 2014, it is clarified that these are for two different types of circumstances. The licence can be terminated under para 22 (ii) after giving one month's notice in case the Railway decides to terminate the scheme even if there is no irregularity on the part of YTSKL. However, para 22 (iii) applies to the case where YTSKL has committed any irregularity and in that case licence can be terminated without giving any notice.

(xiii) As regards separate indication of service charges being collected by YTSK, CRIS will develop a separate field to capture service charge component separately for YTSKL and Indian Railways. In the meantime, the procedure stipulated in para 13.5 (i) should be followed scrupulously.

2. Necessary instructions may be issued to all concerned.

3. This issues with the concurrence of Finance Directorate of Ministry of Railways.

DA: As above.



(Dr. S.K. Ahirwar)
Director Traffic Commercial (G)
Railway Board

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New Delhi, dated 07.04.2015

Copy to :

FA&CAO, all Zonal Railways
Director (Audit), All Zonal Railways



For Financial Commissioner, Railways

Copy to:

- 1) CCM/PMs and CCM/PSs, all Zonal Railways.
- 2) ADG/PR, 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, South Central Railway, Maula Ali, SE Railway, Sini, Western Railway, Udaipur.
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