

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

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No.2014/TG-I/23/PRS Terminal

New Delhi, dated 08.08.2014

General Managers,  
All Zonal Railways.


Managing Director,  
CRIS, Chanakyapuri,  
New Delhi

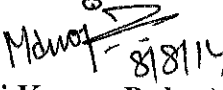
(COMMERCIAL CIRCULAR NO. 33 OF 2014)


**Sub: Introduction of scheme for establishment and operation of Yatri Ticket Suvidha Kendra (YTSK)**

With a view to expanding the facilities for issue of tickets (both reserved and unreserved) it has been decided to allow public private partnership in establishment and operation of computerised PRS-cum-UTS terminals at centres which shall be called Yatri Ticket Suvidha Kendra (YTSK). A copy of detailed scheme is enclosed.

2. It is desired that necessary action may be taken to open such Yatri Ticket Suvidha Kendra (YTSK) on Zonal Railways as per the terms and conditions indicated in the scheme. The standard agreement format shall be circulated shortly.
3. CRIS will make necessary modification in the software.
4. This issues with the concurrence of Finance & Accounts Directorates of Ministry of Railways.

  
(Dr. S.K. Ahirwar)  
DTC(G)/Railway Board

  
(Manoj Kumar Dubey)  
DF(C)/Railway Board

  
(Vivek P Tripathi)  
DF(A)/Railway Board  
08/08/2014

DA: As above.

Copy to:

- 1) CCMs, CCM/PMs and CCM/PSs, all Zonal Railways.
- 2) FA & CAO/All Zonal Railways, Director (Audit)/All Zonal Railways.
- 3) ADG/PR, EDV (T), EDFC, DF(C), OSD/TC, F(C) & V (SS) branches of Railway Board.
- 4) MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
- 5) General Manager/PRS, General Manager/UTS, CRIS, Chanakyapuri, New Delhi.
- 6) Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- 7) 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.
- 8) Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Luknow-2260011.
- 9) General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- 10) General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- 11) Secretary General, Federation of Railway Officers Association (FROA), Room No.370, Rail Bhawan, New Delhi.
- 12) Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No. 268, Rail Bhawan, New Delhi.
- 13) Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
- 14) CTM, Metro Railway, Metro Rail Bhavan, 33/1, J L Nehru Road, Kolkata-71.

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DA: As above.

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**SCHEME FOR ESTABLISHMENT AND OPERATION OF YATRI TICKET  
SUVIDHA KENDRA (YTSK)**

**1. INTRODUCTION:**

The Government of India shall allow private participation in the establishment and operation of Computerized Passenger Reservation System (PRS) cum Unreserved Ticketing System (UTS) terminals through the participants selected by a procedure elucidated in the succeeding paras. Such ticketing centres shall be called as Yatri Ticket Suvidha Kendra(YTSK)

**2. PROCEDURE FOR ESTABLISHING YTSK:**

Application shall be called for from all the authorised ticketing agents including RTSAs and RTAs of Indian Railways who fulfill the following criteria:

- (i) the applicant should have worked as authorised ticketing agent providing railway ticketing (reserved/unreserved) services for passengers of Indian Railways for at least five years;
- (ii) the applicant should have a Permanent Account Number (PAN) issued by Income-tax authorities and should have filed Income Tax return during the last three years;
- (iii) the applicant should have an office and premises outside the railway station premises equipped with adequate infrastructure. The applicant should have obtained all necessary and mandatory clearances regarding the premises from the appropriate local authorities. Such premises need to be properly maintained with adequate conveniences and amenities in the vicinity so as to accommodate the visit of sufficient number of customers; and the licensee shall not reduce the facilities or shift this office to any other location without the prior written approval of the Railway administration.
- (iv) the applicant should not have been convicted in a criminal case involving moral turpitude.
- (v) while working as an agent of Indian Railway's ticketing system, the applicant's licence should not have been terminated in the past on account of irregularities or violation of the agreement or any of the rule(s) of Indian Railways.

**2.1** All such applications received from the authorised agents of ticketing services of Indian Railways shall be screened for fulfilment of laid down criteria and selected by a committee of three member of Jr Administrative Grade, which will include one member each from Commercial and Finance.

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**3. TERMS AND CONDITIONS FOR ESTABLISHING YTSK**

**3.1** Each selected licensee will be given facility of operating upto four terminals. However, the limit on numbers of counters to be given to a licensee can be increased by Indian Railways if found necessary.

**3.2** The cost of establishing, operating, maintaining and periodic system upgradation of hardware/software required at such reservation centres shall be borne by the licensee. Any default/non compliance may invite temporary suspension of access to the PRS/UTS system or even termination of the licence if the licensee refuses to undertake necessary upgradation.

**3.2.1** The terminals, PCs, ticket printers, modems and multiplexers etc., may be provided and maintained by the railways through an authorised agency or may be purchased and maintained by the licensees. In case if any of these items as per prescribed specifications are procured by the licensees themselves, the officers of Railways nominated will inspect the Hardware for certification. In case any of these items are supplied and maintained by the railways, the cost as fixed by the Railways will be borne by the licensees. In this case, the licensee will give access to their premises for the railway's authorised maintenance agency to maintain equipments as prescribed for in this agreement. The decision on maintenance charges fixed by the Railways will be final and licensee will not dispute the same. The licensee can also undertake maintenance of hardware through their own Engineers. However, equipments purchased by the licensee will be maintained by the licensee only.

**3.3** The licensee will hire and maintain two numbers of data/communication channels between his location and the nearest computerised PRS centre of the Railways.

**3.4** The licensee will set up an office and set up counters on the pattern and standard at par with computerized PRS centres of Indian Railways. The cost and rental of premises (if any) will be borne by the licensee only.

**3.5** The licensee shall pay system access charges of Rs.1.6 lakhs per terminal per annum. These shall be paid by the licensee in advance. The system access charges may be revised by Indian Railways from time to time.

**3.6** The licensee will engage their own staff at their own cost for running such ticketing centre(s).

**3.7** The Railway will supply, free of cost, only PRS tickets rolls of different colour after due accountal. Detailed procedure order for issue and accountal of PRS ticket rolls will be as per model agreement to be issued by Railway Board. However, the licensee will bear the cost of non-ticketing stationery.

**3.8** The licensee will ensure safe custody of PRS ticket rolls/tickets. Loss/misuse of PRS ticket rolls/tickets will invite penalty as fixed by the Railway administration for recovery of pecuniary loss suffered by the Railways.

**3.8.1** As per extant Rules, for loss of PRS ticket rolls/tickets, debit equivalent to fare of the farthest distance by highest class of train for six adult passengers per ticket lost, shall be raised. In case of loss/misuse UTS tickets, the debit will be raised at the

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rate equivalent to 2<sup>nd</sup> class Mail/Express fare of four adult passengers for farthest destination in the system.

3.9 Enquiry services to passengers shall be provided by these licensees free of cost.

3.10 Railway administration reserves the right to regulate the access of the licensee to the system for a particular class, train or route in public interest and/or national security reason.

4. **TIMINGS OF OPERATION:**

- The timing of operations of terminals in the premises of licensees for general reservation shall be from 0900 hours to 2200 hours on week days and from 0900 hours to 2000 hours on Sundays for booking general PRS and UTS tickets.
- The booking hours for Tatkal tickets will start from 11:00 hours at these centres or as per timings specified by Ministry of Railways from time to time.
- The operating hours of the terminals may be reduced by the licensee to enable closure before the timings indicated above. However, this should be done only with prior information by the licensee to railway administration. The licensee will display prominently the working hours of ticketing related services in the ticketing area of the YTSK.

5. **ADVANCE DEPOSIT, BANK GUARANTEE, SECURITY DEPOSIT AND LICENCE FEE**

5.1 **Registration Fee:** Licensee shall pay a one time non-refundable registration fee of Rs.5 lakh upon allotment of licence.

5.2 **Advance Deposit:** The licensee would be required to deposit a minimum amount of Rs.5 lakh per counter with the Railways in advance and shall be allowed to issue tickets only up to Rs.4.5 lakh per counter, i.e., the licensee can issue the tickets up to an amount which is Rs 0.50 lakh per counter short of the deposit available with the Railways. The issue of ticket shall automatically stop as and when the amount of the tickets issued by him reaches Rs. 4.50 lakh per counter. This feature shall be in-built in the software. The licensee can deposit up to a maximum value of Rs.1 crore for this purpose.

5.3 **Security Deposit/Bank Guarantee:** The licensee would be required to keep an interest free security deposit of Rs. 2 lakh per port subject to a maximum of Rs. 5 lakh with the Railways. Such security deposit can be in the form of a bank guarantee by a scheduled bank or in the form of a cash deposit/cheque/demand draft with the railways. This security deposit shall be liable to be forfeited in the event of breach of any of the clauses of the Agreement.

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6. REVENUE SHARING

The licensee shall share the revenue which is essentially the service charges levied on the customer for the booking or cancellation of tickets. The licensee shall share 25% of the service charges levied on the customer for booking/cancellation of reserved tickets.

- (i) 25% of the service charges collected by the licensee from the passengers shall be credited to Railways account at the time of booking/cancellation of reserved tickets.
- (ii) Licensees shall levy one rupee per passenger as service charges on booking of unreserved tickets by the customers which is at par with the charges levied by JTBS. There shall be no revenue sharing arrangement in case of tickets sold through unreserved ticketing system.
- (iii) The service charges so collected by the licensee on account of selling unreserved UTS tickets shall be entirely retained by the licensee.
- (iv) This revenue sharing model shall be applicable for one year. After the period of one year, the Indian Railways shall review the revenue sharing formula based on the response to the scheme and the volume of business generated under the scheme.
- (v) The efficacy of the system of revenue sharing should be reviewed every quarter jointly by Accounts and Commercial Departments to ensure that due revenue share accrues to Railways.

7. TENURE OF THE LICENCE

The initial tenure of the licence shall be for a period of 3 years. The licensee shall pay licence fee @ Rs. 5,000/- per counter per annum to Indian Railways. The licence can be renewed for one year at a time after expiry of its existing tenure subject to the satisfaction of the competent authority and as per the extant policy prevalent during the period of renewal.

8. SERVICE CHARGES (COMMISSION)

The Commission/Service Charge will be charged as notified by Indian Railways from time to time. To start with, the Service Charge shall be Rs 30/- per passenger for 2S and Sleeper classes and Rs 40/- per passenger for all other classes. The commission/service charge shall be printed on the ticket(s).

8.1 The service charges for cancellation shall be 50% of the charges prescribed for booking.

8.2 The licensee shall display the information regarding the opening and closure timings of the YTSK and the rate of service charges for different class of passengers at prominent locations bilingually.

9. GUARD AGAINST MALPRACTICES

9.1 Adequate system security provisions shall be in-built in the system to preclude the possibility of disruption by virus/unauthorised access etc.

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9.2 In order to guard against malpractices, the facility of block booking, modification, change of name, age, sex, etc. will not be permitted. However, the facility of postponement/advancing of ticket will be available.

9.3 The licensee will be allowed to cancel only the tickets issued by the YTSK licensee. However, the YTSK tickets can be cancelled at PRS centres also.

9.4 The cancellation charges will be credited to the Railways but the licensee will be allowed to charge commission for cancellation from the passengers at the rate fixed by the Railways in terms of para 8.

9.5 These licensees will not deal with any type of concession vouchers, etc.

9.6 A separate code number will be allotted to these licensees and the code number will appear on the ticket itself. There will be two passwords, one supervisory password which will be controlled by the Railways and the other, operator password, which will be controlled by the licensee.

9.7 The colour of ticket roll issued to licensees will be distinct.

9.8 The fare value, the service charges, etc. realised will appear on the ticket to avoid over-charging by the licensee. In case of cancellation, the cancellation charges payable to Indian Railways and cancellation commission payable to the licensee shall be indicated on the cancellation ticket.

9.9 Any case of violation of provisions of the agreement or the rules of Indian Railways by the licensee would invite deterrent punishment by way of penalties which may include termination of licence after due notice.

**10. MAINTENANCE OF REGISTERS, SUBMISSION OF RETURNS AND CHECKS BY ACCOUNTS & COMMERCIAL OFFICERS, ETC.**

10.1 Railway Administration will prescribe the statements/returns to be submitted by the licensees to the Railways. The details of these returns, periodicity of these reports/returns will be as specified in the model agreement to be issued by Railway Board.

10.2 Licensee shall maintain all the registers/books and returns as required under the scheme. In addition, he shall also be asked to maintain such documents/registers as are considered necessary by the Railway Administration for verification purpose.

10.3 Statements of Refund (Cancelled) tickets and non-issued ticket for above terminals must reach the Traffic Accounts office next working day without fail.

10.4 The balance sheet and passenger classification for the privately owned terminals must be signed by the authorised licensee and his authorised signatory(ies) whose signatures must be available in the Traffic Accounts office. These must be submitted regularly in Traffic Accounts office of the concerned Zonal Railway.

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**10.5** Railway Administration shall have the right to inspect the office of the licensee at any time during the business hours and for this purpose, Railway Administration may depute any person as deemed fit. In order to maintain vigil on any spurious elements tending to indulge in malpractices at these centres the Licensee shall make provision of CCTV/IPTV at the YTSK (s). The footages of CCTV/IPTV shall be preserved for at least one month and access to such data shall be provided to inspection official(s) on demand.

**10.6** Performance of service being rendered by the licensee shall be reviewed from time to time by conducting surveys and by visits and inspection of Commercial and Accounts officers, etc. However, regular inspections at prescribed periodicity should be conducted by CMI/TIA whose names would be advised by Railways in advance.

**10.7** The licensee shall be subjected to all the supervisory checks carried out for Railway PRS terminals or any supervision provided for internet system.

**10.8** Fortnightly statements of tickets issued by the licensees would be analysed by the Railways with a view to ascertain if any unusual pattern of issue of ticket by the particular licensee is indicated.

**10.9** In case the YTSK scheme is withdrawn, the licensee shall be free to apply for licence under any prevailing scheme of ticketing of Indian Railways subject to eligibility.

**10.10** Transfer of Licence: In case of death of licensee during the validity of the tenure, licence will be transferred to the legal heir only for the remaining period of the tenure of the licence.

**10.11** For implementation of this scheme, an agreement will be signed between the competent authority and the selected ticketing agent.

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