

ADVANCE RATES NOTIFICATION No. 32 of 2017

Sub:- Clarification regarding Yatri Ticket Suvidha Kendra (YTSK).

Ref:- (1) Board's letter no. 2014/TG-1/23/PRS Terminal
dated 17/07/2017

(Commercial Circular No.55 of 2017)

(2) Kindly connect this office following Circular no. given in the table.

Rly Bd.CC No.	This office Circular/ARN No.	Date
33 of 2014	Circular no. C/CRS/BB-407/YTSK Scheme	14/08/2014
35 of 2014	Circular no. C/CRS/BB-407/YTSK Scheme	05/09/2014
37of 2014	Circular no. C/CRS/BB-407/YTSK Scheme	07/10/2014
39of 2014	Circular no. C/CRS/BB-407/YTSK Scheme	30/09/2014
40of 2014	Circular no. C/CRS/BB-407/YTSK Scheme	07/10/2014
45of 2014	Circular no. C/CRS/BB-407/YTSK Scheme	27/10/2014
21of 2015	ARN No. 09 of 2015	17/04/2015
59of 2015	ARN No. 26 of 2015	28/10/2015

A copy of above quoted Board's Commercial Circular no.55 of 2017 Clarification regarding Yatri Ticket Suvidha Kendra (YTSK) is enclosed herewith for information and necessary action.

All concerned to please note and act accordingly.

Encl: as stated

(V.S.Bandgar)

-/ Chief Commercial Manager (PM)

Memo no. C/CRS/BB-407/YTSK Scheme/Pt.III

CCM (PM)'s Office

Mumbai CST

Dt. 04/08/2017

Copy forwarded for information and necessary action:-

Sr. DCM/Sr. DFM, Mumbai CST, BSL, NGP,SUR, PUNE,
GM/CRIS, COM, CCM, CPTM, CPRO,AGM,SDGM,CPO,CE,CME,CAO (C), CEE,
CCM/PS, FS, CCO, FA & CAO, (Exp.), (T), GGM,IRCTC, Sr. AFA (T) Insp, AFA (T)
Cog., ACM (Refund), ACM (T/C), AS (PG) Sr. EDP, EDP Centre, PZRTI, BSL
CCI (PM)/FM/Facilitation Centre, COS (G) CCM's Office, COS Trains, Refund (Cog),
DBS/PRS, Claims/CRD/G/RT/Rates (Cog), CCM, Office.

(V.S.Bandgar)

-/ Chief Commercial Manager (PM)

32

Chief Commercial Manager (PRR) Office
Control Room No. CST

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

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

New Delhi dated 17.07.2017

Chief Commercial Managers,
All Zonal Railways.

(COMMERCIAL CIRCULAR NO. 55 OF 2017)

Sub: Clarification regarding Yatri Ticket Suvidha Kendra (YTSK)

The scheme of YTSK was introduced vide Commercial Circular no. 33 of 2014 and provisions of the scheme have been modified vide CC nos. 35, 37, 39, 40 & 45 of 2014 and 21 & 59 of 2015.

2. Representations have been received from YTSK associations to make certain modifications in the provision of the scheme. The suggestions received were examined in consultation with Finance, Accounts, Legal and C&IS Directorate of Ministry of Railways and it has been decided as under:-

S. No.	Issue raised	Decision taken
1.	YTSK should be allowed to start booking at 0800 a.m. i.e. without the present restriction of 30 minutes or they may be allowed to book tickets for the trains which have been already opened for booking.	For opening day reservation in case of general as well as Tatkal, the restriction of not allowing booking during the first 30 minutes should continue, however, for the trains which have already become open for booking on the previous day should be allowed to be booked. This should be applicable to both general as well as Tatkal reservation.
2.	Facility of modification of ticket & issuing of circular tour tickets.	YTSKs may be allowed the facility of advancement/ postponement of journey, however, the facility of issuing circular journey ticket may not be extended to YTSKs.
3.	Separation of PRS & UTS counters: There is a facility of selling of the UTS (General ticket) on Yatri Ticket Suvidha Kendra terminals, however due to the connectivity of the same with PRS counters and there is long queue on the PRS counters, hence the fault often took place, thus the counter for the UTS should be separated.	In case YTSKs desire to have separate PRS and UTS terminal, the same may be provided to them. However, the entire cost (for installation as well as recurring cost of its maintenance) shall be borne by the licensee.
4.	Staff ID Card: During the making of the ticket on Yatri Ticket Suvidha Kendra sometimes due to loss of the connectivity, the staff of the YTSK has to go for making linker/modem on and off but in the absence of the ID Card, the reservation supervisor or RPF staff prevents them from doing the same.	Any fault in S&T equipment has to be set right by Railway staff. Zonal Railways may, however, ensure that such complaints should be attended on priority so that issuing of tickets is not hampered.

Handwritten notes:
m/BM-...
...

Handwritten signature:
...

5.	<p>Facility of reservation through credit card: The corporate clients, government employees and LTC passengers also wanted to make payment through credit card and debit card against the railway ticket, hence permission should be granted for installation of the machine for deducting the payment to be made through credit card and debit card on all YTSK.</p>	<p>Instructions have already been issued vide Commercial Circular no. 78 of 2016 wherein Railways have been advised to instruct YTSKs to get installed POS machines and accept payments through all banks debit/credit cards for issuing both reserved and unreserved tickets. They have also been asked to accept payment through other modes like UPI, USSD, e-wallet, Aadhaar enabled payment systems. However, it is clarified that as per Controller General of Accounts/Ministry of Finance's instructions integration of private e-wallets with the accredited bank for issue of PRS/UTS tickets is not permissible. As such, payment through private e-wallets (e.g. PayTM, Freecharge etc.) shall not be allowed.</p>
6.	<p>Advertisement: YTSK members from the last one year are constantly working, however, the Yatri Ticket Suvidha Kendra carrying on the function on the basis of the co-participation shall be given the liberty for advertisement through newspaper, TV channels and radio channels and licence holder of the YTSK may represent their name and address on the websites.</p>	<p>YTSKs are there to facilitate passengers in getting reserved as well as unreserved tickets. As such, Zonal Railways should give addresses and phone numbers of the YTSKs working on their Railways on Zonal Railway's website.</p>
7.	<p>Granting permission to issue Premium Tatkal and Suvidha Train tickets through YTSK terminals:</p> <p>Currently premium Tatkal tickets can be issued only through IRCTC and Suvidha trains tickets can be issued 48 hours prior to the departure of the train at YTSK centers. If this facility is provided to the YTSKs, it will be an extended facility to the common rail passenger but also over and above the railways will earn through 25% revenue sharing scheme from YTSKs.</p>	<p>On the lines of facility of booking of Tatkal tickets, YTSKs may be allowed to book premium tatkal tickets also with the restriction of not booking these tickets during the first 30 minutes of opening of reservation.</p> <p>General Manager's Office, C. Ry.</p> <p>प्राप्त/RECEIVED</p> <p>दिनांक Date: 26 JUL 2017</p> <p>मुंबई सी. एस. टी. स्टेशन Central Ry., Mumbai C. T. 400 004</p>
8.	<p>Issuing of onward journey ticket:</p> <p>In commercial circular no. 39 of 2014 in point no. 9 xvi says no</p>	<p>YTSKs will not be allowed to issue any zero value ticket, however, they can issue ticket up to a certain point with reservation up to a point shorter than the</p>

copy not
P.T. also

	reservation will be permissible on pre-bought tickets but they cannot deny if any passenger wants to do an onward booking and also the service was started for three days as per commercial circular no. 21 of 2015 and then was discontinued.	destination e.g. they can be allowed to book ticket ex. New Delhi-Chennai with reservation up to Nagpur. However, they will not be allowed to book ticket ex. Nagpur - Chennai on the authority of this pre-bought ticket.
9.	Verification of employees of YTSKL: In commercial circular no. 39 of 2014, point no. 9.xix says the YTSKL have to keep the staff after police verification but in commercial circular no. 35 of 2014, it is clearly mentioned that no verification is required. It is further stated that the whole liability of their staff belongs to them and not Indian Railways then why such harassment is being done on YTSKL.	The condition of police verification of employees of YTSK may be withdrawn. Instead YTSK should do Aadhar-based verification of the employees before appointing them.
10.	Competent authority to waive the penalty in case YTSK is proved innocent.	Zonal Railways may nominate an administrative authority to examine the appeal of YTSKs against any penalty imposed on him/her. Such appellate authority should be higher than the authority who has given them licence or who has imposed penalty.
11.	Permission to issue handicapped ticket in accordance with CC no. 18 of 2015.	YTSKs should be allowed the facility to book tickets for such handicapped persons whose details are available in the system. They shall, however, not be allowed to book tickets on those physically handicapped concession certificates whose details are not available in the system.

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

Shelly

(Shelly Srivastava)
Director Traffic Commercial (G)
Railway Board

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

Copy forwarded to:

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

Date: 17.07.2017

17/7/17
for Financial Commissioner, Railways