भारत सरकार Government of India
रेल मन्त्रालय Ministry of Railways
(रेलवे बोर्ड Railway Board)

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No.2005/C&IS/UTS-cum-PRS/Policy. **New Delhi, Dt. 28 -3-2007.**

The General Managers,
All Indian Railways.

Sub: Installation and commissioning of combined UTS-cum-PRS terminals.

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The system of combined UTS-cum-PRS terminals has been introduced on some of the zonal railways. The concept has to be considered for wider adoption on those locations, where the average PRS workload is less than 100 transaction/day and does not justify provision of an exclusive Reservation office. Combined UTS-cum-PRS terminals must not be confused with unified and strengthened network of both the systems. It also does not necessarily denote opening combined Unreserved and PRS offices in the same compound/complex considering the availability of space and windows. The following guidelines may be adopted while proposing combined UTS-cum-PRS terminals at more locations:-

(i) All those stations, where 'manual reservation quota' is available and UTS has been introduced or is sanctioned, may be converted to the combined UTS-cum-PRS (irrespective of class of station).

(ii) The existing PRS Centres at railheads and non-railheads locations and having transactions less than 100 (annual average) per day, (based on daily averages for the last financial year), may be converted into combined UTS-cum-PRS terminals.

(iii) The UTS-cum-PRS terminal should be manned by Commercial Clerk/ASM/ECRC, who can be trained in the Division for operating the combined terminal.

(iv) Combined UTS-cum-PRS terminal(s) may be introduced in the existing booking office with suitable modification in the window setting for better management of intending passengers and queues.

(contd ... 2/-)

(v) Creation of UTS-cum-PRS facility should not normally cost any additional expenditure, excepting provision of additional printers or printer switches etc.

(vi) Division/Zonal Railways may decide to nominate one or more terminals as PRS-cum-UTS terminals, to have common queues or separate queues for the two steams for disbursal of respective tickets and need of timings being staggered to suit the convenience of both the streams depending upon local needs.

2. Zonal Railways may send their proposals along with information furnished in the attached proforma. Before furnishing the proposals, the railways may ensure that the station/location has been technically enabled for operation of UTS-cum-PRS terminals.

DA: As above

(Chhatrasal Singh)
Director (C&IS)

Copy to: CCMs/ All Indian Railways

Annexure

Checklist for Proposing Combined UTS-cum-PRS Terminals

1.	Station Name	:	
2.	Division	:	
3.	Civil District Name	:	
4.	Class of Station	:	
5.	Volume of Unreserved Passengers per day (Last financial years daily average)	:	
6.	Number of total and operative booking windows (___+___)	:	
7.	Booking done by Booking Clerk or ASM (No. of Booking Clerks sanctioned)	:	
8.	Number of stopping trains	:	
9.	Nearest PRS, along with distance	:	
10.	Existing PRS and/or existing/sanctioned UTS	:	
11.	If PRS is existing, last financial years daily average transactions or manual reservation quota and/or expected during transaction load	:	
12.	Number of ECRCs sanctioned	:	
13.	Whether technically network has been unified at station to enable it for functioning combined UTS-cum-PRS terminal		