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

No. 99/TGI/20/P New Delhi, dated 21.4.99

The Chief Commercial Manager,
All Indian Railways.

The Chief Commercial Manager(PM),
Central Railway, Mumbai.
Eastern Railway, Calcutta.
Northern Railway, New Delhi.
Southern Railway, Chennai.
South Central Railway, Secunderabad.
Western Railway, Mumbai.

Sub: POLICY ON RESERVATIONS OF BERTHS/SEATS.

CIRCULAR NO.6-COMML. DIRECTORATE.

Consequent upon networking of five main PRSs on Indian Railways, it has become necessary to rationalise the reservation quota distribution system. A note indicating the policy to be followed by the Zonal Railways in this regard duly approved by Board(MT) is enclosed. Board desire that necessary action may be taken to implement this policy immediately.

This policy will not be applicable to Rajdhani and Shatabdi Express Trains for which separate instructions are being issued.

Kindly acknowledge receipt of this letter and report compliance at the earliest.

DA: As above.

(Dr P.K. Goel)
Executive Director (PM)
Railway Board.

POLICY ON RESERVATIONS OF BERTHS/SEATS

1. BACKGROUND

1.1 There is a general feeling among the travelling public that it is very difficult to get confirmed reservations for their journey even within a few minutes on the opening day of the reservations for any particular train. This belief is due to passengers' perception of peak seasons, like, summer vacations, Pooja holidays, X'mas vacations, etc. where also the phenomenon occurs on important trains only. But it is a fact that the confirmed reservations are not available to the passengers who want to travel at a short notice on almost all the days throughout the year, particularly, in the Mail/Express and Superfast trains.

1.2 While the solution to this problem lies in making available sufficient accommodation to the travelling public by way of introducing new trains, augmentation of the load of existing trains, increasing the frequency of the existing trains which should be the basic thrust areas. Apart from this the reservation of berths should optimized, the problems encountered in the process of allotment & utilization of quotas are -

2. PROBLEMS

2.1 The reserved accommodation has been distributed to a large number of stations. While at some stations, the demand is much more than the availability, at some other stations, the quota allotted are not being fully utilised leaving a scope for malpractice on the part of the TTEs in the train.

2.2 Requests are received from various Members of Parliament and other dignitaries for allotment/enhancement of reservation quota at various stations, thereby requiring handling of a huge correspondence and big processing.

2.3 Presently, the manual system of quotas co-exist with the computerised reservation system at some places.

2.4 There is no uniformity for allotment of various quotas such as Emergency Quota, Foreign Tourist quota, Defence quota, etc.

2.5 There is no uniformity in defining intermediate station quotas and other quotas in various coaches.

2.6 With the networking of five PRS systems of Northern, Central, Southern, South Central and Eastern Railways, it has become necessary to re-define the quotas to ensure optimum utilisation and earnings.

3. PROPOSED RATIONALISATION & ACTION

3.1 With immediate effect every long distance trains will be logically split into two groups from the point of view of accommodation. One will be **end to end accommodation** and the other will be **accommodation for roadside passengers.**

3.2 The quota as well as coaches will be accordingly defined and coach indication boards etc should be placed accordingly. Thus, there will be only two quotas – **End to End Quota** and **Roadside Quota**. These will be defined as primary quotas.

3.3 The second level of quotas will be known as **sub-quotas** and there will be sub-quota within end to end quota as well as for roadside quota. All reservations like Emergency quota, Defence, Foreign Tourist quota will be known as sub-quotas and they will be defined for various types of trains.

The quotas meant for City Booking Agency and Out Agencies will also fall under the category of sub-quotas. The broad definition of all types of quotas is given below –

4. QUOTAS

4.1 End to End Quota

Since long distance trains are primarily meant for end to end passengers, the basic emphasis is to provide the maximum number to this category only and this is primary and main functional quota and its utilisation has to be monitored very closely. The train accommodation should be increased according to utilisation of this quota.

4.2 Roadside Quota

This is an aggregate quota of a group of roadside stations which may be clubbed together. Any remote location which is added on the PRS network should be given access only to this quota and fresh profile of PRS train should not be defined for this purpose. For control of this quota grouping of various roadside stations, **one nodal station** should be defined as the **reference point** and **charting activity** etc. should be done with respect to that **nodal station.**

4.3 Sub-Quotas

Various sub-quotas defined in PRS are as under –

4.3.1 Emergency Quota

It should be such defined that it could be part of either end-to-end quota or roadside and should be need based on requirement of VIPs at that point.

4.3.2 Foreign Tourist Quota

Foreign Tourist Quota is earmarked for booking of foreign tourists on payment of foreign currency .

4.3.3 Defence Quota

Defence Quota is earmarked for specific requirement of Defence personnels. This will be fixed by the Railway Board from time to time in consultation with the Defence Department and instructions will be issued to the Zonal Railways accordingly.

4.3.4 Out Station Quota

Out Station Quota is earmarked to stations with booking facility from other station from where the train passes.

4.3.5 City Booking Agency Quota

City Booking Agency Quota is earmarked at the Out Agencies and City Booking Agencies operated by agents to the cities having no rail head.

5. QUOTA DISTRIBUTION

5.1 STANDARD NOMINATION OF QUOTAS IN SPECIFIC COACHES

Quotas will be defined in following coaches –

Class	Roadside quota	Spill over quota
Ist AC	H-1	-
2-AC	A-1	A-2
3-AC	AS-1	-
FC	F-1	-
SL	S-4, S-5	S-6

Two berths allotted as physically handicapped quota will be berth Nos. 1 and 2 in coach No.S-3.

5.1.1 The intermediate station quotas of sleeper class will be defined in the centre coaches, i.e. in Coach Nos.S-4, S-5 and if necessary in S-6. In

special circumstances when the train is bifurcated into two streams like one portion of the Dakshin Express going to Secunderabad and other going to Visakhapatnam, the quotas for the intermediate stations can be defined in other coaches also. In AC-2 tier coaches, the intermediate quotas will be defined in coach No.A-I, for First Class in F-1, for 1st AC in H-1 coach and for AC 3-tier in AS-I.

5.1.2 Since the total accommodation available in upper class is very less, particularly in those trains where one or two upper class coaches are running, it may be diff1cult to observe the above principle. However, the above principle may be followed as far as possible and slight modification in the distribution of quotas, if required, can be made by the Zonal Railways on train-to-train basis. Efforts should, however, be made to ensure that the variation is to the minimum extent possible.

5.1.3 All sub quotas for "end-to-end quota" , like, Emergency Quota, Foreign tourist quota, Defence quota, physically handicapped quota, etc. will be defined in Coach No.S-3 in the case of Sleeper class and over-flow if any will be allotted in coach No.S-2. In the case of AC 2-tier, AC 3-tier, First Class and AC First Classes, the quotas will be defined in coach No A-I, AS1, F-1 and H-1 respectively.

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If a train is not originating from an important station on account of operational reasons, the important stations falling on the route, like, New Delhi in the case of trains originating from Jammu Tawi, Amritsar, etc. will be treated as the **originating station**. The same principle will be applied by other railways.

5.2 LOCATION OF DISPLAY BOARDS

5.2.1 At all roadside stations, a display board should give the position of various coaches where the such train will be stopping.

5.2.2 For stoppage of engine for all trains at every station a stopping board should be installed with immediate effect and for all classes either electronic display boards or oil painted board should be installed at all important stations.

5.2.3 It is possible to provide a PC in the enquiry office and connect it to various electronic display boards to give the position of the train which may be berthed at that time. The train composition and the location of the coach pre-programmed and put on PC. Such systems should be planned for 'A' and 'B' class stations.

5.2.4 All Roadside quota coaches should be manned 100% without fail.

5.2.5 From all stations whatever vacant berths are available the information should be sent to the station in advance by E-mail for doing the booking and this should be displayed by a chart.

5.3 DISTRIBUTION OF ACCOMMODATION BETWEEN END TO END & ROAD SIDE

5.3.1 In order to ensure optimum utilisation of the existing reserved accommodation and to rationalise the various quotas, the following systems are suggested:

5.3.2 Out of the total reserved accommodation in a train, 70% of the accommodation should be defined as **End-to-End quota** which should be booked only from the originating station to the destination station.

5.3.3 30% accommodation should be Road side quota for the group of the road-side stations.

5.3.4 The distance restriction for each train should be harmonised with above quota concept, so that optimum utilization of berths is done.

5.4 RATIONALISATION DUE TO NETWORKING

5.4.1 After the networking, it is not possible to define more than 7 remote locations. The quotas of various computerised intermediate stations will be clubbed and confined only 6 to 7 locations which will be defined as remote locations. The following principles will be followed in this regard:

5.4.2 No quota will be allotted at any computerised reservation location falling within a distance of 200 kms. from the train origination. The quotas of 4-5 next computerised locations will be clubbed together and access given to all these locations on first-come-first served basis. For example, the quota of Agra Cantt.,Guwalior, Jhansi and Bhopal will be clubbed together and defined as Agra Cantt. Quota. All these 4 stations will be given access to the clubbed quota on first-come-first served basis.

5.4.3 No train will be defined as remote train at a particular stations if it passes through that station between 2000 hours and 0800 hours.

5.4.4 At the time of the preparation of chart the vacant accommodation at the train originating station etc. would be released to the next remote locations in order of distance.

6. **SYSTEM OF BOOKING:**

The system of booking of end-to-end quota and road-side quotas will be as under:-

(i) Each train should be defined in one PRS only and it should be PRS which controls the primary / secondary maintenance of the train e.g in the case of 2311 Howrah Kalka Mail, it would be defined on the Calcutta PRS and in the reverse direction 2312 will be defined on the New Delhi PRS.

(ii) The total route of the train will be defined as originating station (O), Road side locations (RS-1,RS-2.....upto RS-7) and destination (D).

(iii) 70% of the accommodation will be defined as end-to-end quota and remaining 30% will be allotted to the Road side locations en-route. The quota of nearby computerised locations will be clubbed and defined as RS-1,RS-2.....RS-7 in order of distance from the train originating station.

(iv) The first station of the stations for which the road-side quota has been clubbed will be called as nodal point for that Road side location. For example, if the quota of Mathura, Agra Cantt., Gwalior and Jhansi has been clubbed together, Mathura will be treated as a nodal point for RS-1.

(v) The end-to-end quota available at the train originating station will be used for providing reservations to passengers commencing their journey from train originating station and stations upto the first nodal point and detraining at stations beyond the last nodal point and upto the destination.

(vi) The reservation at the originating station and stations upto the first nodal point for passengers intending to go to intermediate road-side stations will be given to the extent of reservation quota earmarked at next location. For example, the passengers intending to travel for any station located between RS-1 and RS-2, the quota of RS-2 will be utilised. Similarly if a passenger wants to go to a station between RS-6 and RS-7, the quota of RS-7 will be utilised.

(vii) The road-side stations will be permitted to book upto the limit of their quota for intermediate stations and also for the destination depending upon the demand subject to the distance restrictions if any in vogue.

A schematic diagram depicting the system of booking of various quotas is attached as annexure 'A'.

7.1 The responsibility for updation of data base will be of that PRS location in which the train is defined. Any other requirement by anybody else will be forwarded to the CCM/PM of that Railway.

7.2 All changes in the Database will be done only on 31st March, 30th June, 30th September and 31st December only.

7.3 All summer specials will be decided by 31st December and fired by 28th February and Pooja Holidays specials will be fired by 30th June and X'mas holiday specials by 30th September.

7.4 No train should run which is not defined in PRS.

7.5 As soon as changes have been done and trains or coaches have been added, the CCM/PM should give an advertisement in newspaper and the same information should be available in the National Train Enquiry System.

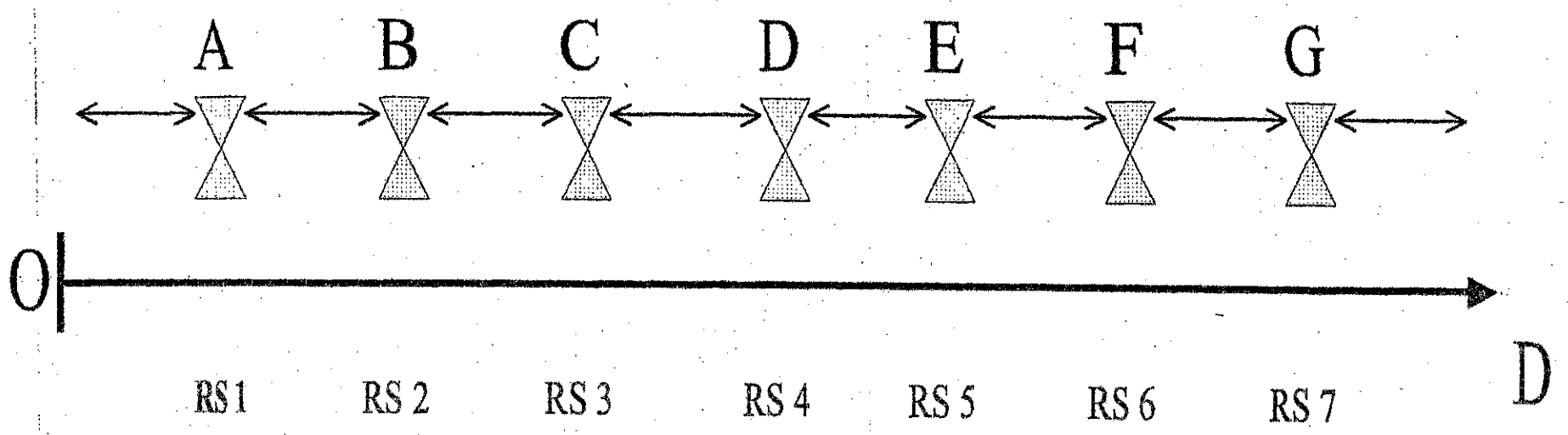
7.6 The City Booking Agencies and Out Agencies have a special character and their quotas wherever defined will continue as a Sub-quota even if PRS terminal has been opened. The Railway administration may give them the

access to end-to-end quota or roadside quota or both but apply a suitable limit and other safeguards.

7.7 RTA/RTSA, CBAs and Out Agencies may also be provided with PRS terminals, when suitable guidelines are issued from Railway Board. In future their revenue accountal and quota will be governed by specific provisions made from time to time in that respect.

7.8 The utilisation of the quota should be done as a regular exercise for all quotas by CCM(PM) personally, and adjustment be done so as to optimize utilisation.

Annexure



1. End to end quota can be booked for journeys commencing ex stations located between OA to stations located between GD.

2. Road side quota can be booked for journeys commencing ex stations located between OA to any station upto G by using the roadside quotas. For example if a passenger wants to travel from station located between OA to stations located between FG, the booking will be done against availability of berths up to RS 7. Similarly if a passenger wants to travel to any station located between C&D, the booking will be done against availability of berths up to RS 4 .

3. Against quota defined as RS-1, RS-2, RS-3...RS-7, passengers can be booked for any station upto the extent of these quotas subject to distance restrictions, if any in vogue.