



Government of India
Ministry of Railways
(Railway Board)

23/09/13
24/09/13
(M)

No.2013/TG.IV/IO/PA/Policy.

New Delhi, dated 23.09.2013.

General Managers
All Zonal Railways.

Sub: Issue of Unreserved Tickets at Booking counters.

Railway Board's instructions issued vide Board's letter no. 6B/W2/AMNI/31 dated 24.03.1970 stipulates norms for sale of unreserved tickets per shift and also provides for review of the yardstick for sale of tickets per-shift, per-window by the Zonal Railways for Individual stations.

A sample survey of the sale of tickets at UTS booking counters during peak hours at some of the stations indicates that it is feasible to sell 1100 to 1200 tickets per window per shift.

In view of the above, Zonal Railways may review and revise the yardstick (benchmark) for average sale of tickets per shift per window from existing 800 tickets per shift to 1000 tickets per shift at each counter. This yardstick, however, shall apply where staff is deployed exclusively for booking of tickets. Necessary instructions may be issued to all concerned accordingly and receipt of this letter acknowledged.

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