



Office of the Principal Chief Commercial Manager
South Central Railway, Ministry of Railways, Government of India, Rail Nilayam,
Secunderabad-500 025 (Telangana)

Sr.DCM/BZA

Sub: Clarification on provision of UTS/PNR details/Reservation chart/TTE working Charts at Division Level-Reg.

Ref: Your Lr.No.C.483/RTIA/1267/223813/2021-22 dt 11.02.2022.

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With reference to your letter cited above, the matter has been examined and the following instructions are issued: -

1. Fixation of Charges

- 1.1 In supersession of instructions regarding levy of charges issued in different Commercial Circulars, Railway Board through CC No.34 of 2019 and its Addendum 2019 issued under Railway Board's Lr.No.2016/TG-I/20/P/LTC dated 18.07.2019 & 29.08.2019 (copies enclosed) have rationalised the levy of charges for verification of PNR for LTC purpose (or) otherwise. The charges for furnishing copy of Reservation chart of TTEs have also been rationalised. The details of charges are tabulated below: -

Category	Charges to be collected prior to CC No.34 of 2019	Charges to be collected as per CC No.34 of 2019
Verification of PNR for LTC purpose (or) otherwise	Rs.750/- per PNR for both Individual and Government Organisations	As per RTI Act, Rs.10 as fee. Rs.50/- per PNR for Government Departments.
Copy of Reservation chart	Rs.1000/- per page	As per RTI Act, Rs.10 as fee.
Copy of Working chart/amended chart	Rs.750/- X number of PNRs available in the Working chart/amended chart	-Charges to be collected for number of pages is as applicable under RTI Act.

- 1.2 As per the said Commercial Circular, the charges for verification of PNR, furnishing copy of Reservation chart & Copy of working chart/amended chart has been rationalised on par with RTI Act fees.

2. Nomination of Authority and instructions for furnishing information

- 2.1 Railway Board in Para 2 of Commercial Circular No.34 of 2019 issued under Railway Board's Lr.No.2016/TG-I/20/P/LTC dated 18.07.2019 has advised that concerned Zonal Railways shall decide on the Authority to provide information and to realise charges. **Accordingly, the following instructions are issued:**

Applications received by Divisions from Government Departments/Individuals:

- If the information is available with the Divisions, Divisions can share such information with the approval of Sr.DCM in response to RTI and other requests seeking PNR details & copies of charts on collection of the prescribed amount as specified in Commercial Circular 34 of 2019.

- In case of the specific cases requiring waiver of fee by PCCM, divisions can forward to Headquarters for obtaining PCCM's approval in terms of CC No.34 of 2019, on case to case basis. However, in such cases, Division shall furnish information to applicant after orders for waiver (or) otherwise are issued by PCCM.
- Any application received by Division pertaining to journeys terminating in other divisions/zones: The application has to be forwarded to respective Divisions/zones directly without referring to Hqrs.

Applications received by Headquarters from Government Departments/Individuals:

- Such applications will be directly dealt by this office duly collecting information from the respective Divisions **as per the existing practice in vogue**. This is because of the fact that bulk of LTC verifications from Government Departments are being received by this office, since major Defence/Government establishments are available in Hqrs area.
- In case of Applications received from individuals under RTI Act by HQs, the same will be forwarded to respective divisions under Section 6(3) of RTI act 2005 for suitable reply from them, since furnishing information under RTI Act involves time bound manner.

3. Clarification on applicability of CC 34 of 2019 for verification of UTS tickets.

- 3.1 As per Commercial Circular No.88 of 2007 it was clarified that uniform fee of Rs.750/- which is being charged by zonal railway for verification of LTC travel details of PRS tickets should also be charged for verification of UTS tickets.
- 3.2 In the revised procedure circulated by Railway Board vide Commercial Circular No.34 of 2019 and its Addendum, the reference was only about verification of PNR details. Further, Commercial Circular No.88 of 2007 is not listed in the reference of Commercial Circular No.34 of 2019 i.e circulars which have been superseded.
- 3.3 Railway Board has been requested to issue guidelines whether the review of charges communicated vide Commercial Circular No.34 of 2019 and its Addendum are applicable for verification of UTS tickets.
- 3.4 In the meanwhile, Divisions can follow the guidelines of Commercial Circular 34 of 2019 issued under Railway Board's Lr.No.2016/TG-I/20/P/LTC dated 18.07.2019 and its Addendum dated 29.08.2019 for verification of UTS ticket details also.

4. Requests received from private firms/Business entities

- 4.1 As per Commercial Circular 34 of 2019, provision exists only for furnishing information for requests received from individuals/Government Departments under RTI Act or otherwise. The instructions are silent in case of requests received from private companies/business entities on their firm name for verification of journey details of their respective staff. The guidelines is also being sought from Railway Board.

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4.2 In the meanwhile, Divisions may reject such requests until the clarification is received from Railway Board, since Commercial Circular 34 of 2019 issued under Railway Board's Lr.No.2016/TG-I/20/P/LTC dated 18.07.2019 and its Addendum dated 29.08.2019 are silent on this issue.

5. PNRs pertaining to Charts not available/ unmanned coaches-

- Generally, the chart copies are supposed to be preserved at Train Destination station for a period of 6 months and in few cases the Chart copies are not available because of various reasons, even before completion of 6 months from journey completion date. Further, because of shortage of staff and especially trains coming from other zones, many a times few of the coaches are unmanned and in such cases travel particulars are not available in charts.
- The TTEs are supposed to mark "O" for travelled and 'NT' for not travelled. In few cases, though coach is manned, the marking of O/NT are not available for few PNRs.

Divisions may dispose such cases as under: -

- If in the Master chart or Remote chart, as the case may be, if TTE has not marked as joined or not joined, the travel status can be taken from the amendment chart only, if PNR details are specifically mentioned in the amended chart.
- since no further information will be forthcoming from CTI/Amenities, the information from Report No.65 of Data Ware House Reports (PNR enquiry report of PRIMES) i.e. status till preparation of chart (Confirmed/RAC/Waitlist) only to be communicated to the Applicant duly informing actual status of the case, even after collection of prescribed fees.
- As regards the verification of PNRs pertaining to trains terminating in other Railways, the data generated by Report No.65 of Data Ware House Reports (PNR enquiry report of PRIMES) i.e. status till preparation of chart (Confirmed/RAC/Waitlist) should be communicated to the Applicants, with an advice to obtain the actual travel details from the destination Railway concerned.

This has the approval of PCCM.

Digitally Signed by S

Ramesh Babu

Date: 30-03-2022 15:07:42

Reason Approved
(S. Ramesh Babu)

Dy.CCM (G)

for Principal Chief Commercial Manager.

Copy to:

Sr.DCMs/SC, GTL, NED, HYB & GNT for information. Copy of Commercial Circular Nos. 34 of 2019 dated 18.07.2019 followed by Addendum to CC No.34 of 2019 dated 29.08.2019 are enclosed for information and necessary action. The instructions issued in this letter to be followed for furnishing information against request received for verification of journey tickets, copies of reservation charts/TTE Amended charts under RTI Act (or) otherwise.

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

No.2016/TG-I/20/P/LTC

New Delhi, Dated: 29.08.2019

**The Principal Chief Commercial Managers,
All Zonal Railways.**

(ADDENDUM TO COMMERCIAL CIRCULAR NO. 34 of 2019)

**Sub: Review of charges realised by Indian Railways for
verification of PNR details.**

Vide Commercial Circular No. 34 of 2019 revised procedure to be followed in case of charges to be realised for verification of PNR details were advised. While referring to it, Zonal Railways have sought clarifications on the following issues:-

- (i) Procedure to be followed for furnishing details of PNR verification in case of applications not received under RTI.
- (ii) Charges to be realised for providing copy of reservation/working chart to any person.
- (iii) Whether the discretionary powers given vide Commercial Circular No.6 of 2007 to CCMs/CCM(PMs) to waive off the fee in specific cases like requests from different Commissions, Parliament or Legislative Secretariat etc. shall continue or not.

2. The matter has been examined in consultation with Finance Directorate of Ministry of Railways and it is clarified as under:-

- (i) For clarification sought in (i) & (ii) above, action has to be taken as per para (i) & (ii) of Commercial Circular no. 34 of 2019.
- (ii) As regards item No. (iii) above, PCCMs/CCM(PMs) can exercise the discretionary powers to waive off the fee in specific cases like requests from different Commissions, Parliament or Legislative Secretariat etc.

3. Necessary instructions may be issued to all concerned accordingly.


(Sanjay Manocha)
Jt. Director Passenger Marketing
Railway Board

Copy to:

1. CCM/PMs and CCM/PSs, all Zonal Railways.
2. EDV(T),EDFC,DF(C),PPS/FC, OSD/TC, F(C) & V(SS) branches of Railway Board.
3. MD/IRCTC,B 148,11th Floor, Statesman House, Barakhamba Road, New Delhi- 110001
4. MD/CRIS & General Manager/PRS, CRIS, Chanakyapuri, New Delhi.
5. DG, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
6. The Principals, Zonal Railway Training Institutes, Central Railway/Bhusawal, Eastern Railway/Bhuli-Dhanbad, Northern Railway/Chandauli, East Central railway/Muzaffarpur, NF Railway/Alipurduar, Southern Railway/Trichy, South Central Railway/Moula Ali, SE Railway/Sini, North Western Railway/Udaipur.
7. Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Lucknow-2260011.
8. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
9. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
10. Secretary General, Federation of Railway Officers Association (FROA), Room No.370, Rail Bhawan, New Delhi.
11. Secretary General, Indian Railways Promotee Officers Federation (IRPOF), Room No. 268, Rail Bhawan, New Delhi.
12. Secretary General, All India RPF Association, Room No. 256-D, Rail Bhawan, New Delhi.
13. CTM, Metro Railway, Metro Rail Bhawan, 33/1, J.L. Nehru Road, Kolkata-71.

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

No.2016/TG-I/20/P/LTC

New Delhi, Dated: 18.07.2019

**The Principal Chief Commercial Managers,
All Zonal Railways.**

(COMMERCIAL CIRCULAR NO. 34 of 2019)

**Sub: Review of charges realised by Indian Railways for
verification of PNR details.**

**Ref: Letter nos. 2006/TG-I/20/P/LTC dated
10.01.2007, 2006/TG-I/20/P/LTC dated
31.08.2010 (CC No. 40 of 2010), 2006/TG-
I/20/P/LTC Pt. dated 13.12.2011 (CC No. 65 of
2011)**

In supersession of above referred instructions regarding levy of charges for verification of PNR details etc., Competent Authority have now decided to adopt the following procedure for furnishing information regarding verification of journey details:

- (i) **Individuals seeking information for self travel under RTI Act or otherwise:** It should be provided as per provisions of RTI Act subject to submission of identity proof bearing name and date of birth i.e. Aadhar/PAN card etc. to confirm that the person seeking information is one and the same as one of the passengers on the PNR.
- (ii) **Individuals seeking information for travel of other person under RTI Act or otherwise:** Action should be taken as per relevant provisions of RTI Act and information should not be provided unless consent of third party is available. In case of requests not received under RTI Act, no information shall be provided.
- (iii) **Government Departments seeking information for their employees for the purpose of reimbursement of travel expenditure:** It should be provided on realisation of nominal fee of ₹50/- per PNR only on receipt of official request from the concerned Department.

- (iv) **Government Investigating Agencies/Courts seeking information in connection with investigation/ Court Case:** Status quo may be maintained and information shall be provided free of charge on receipt of official request of the Agency.

2. Authority to provide information and to take charges: Concerned Zonal Railways shall decide on the authority to provide information under this policy and to realise charges.

Shelly

**(Shelly Srivastava)
Director Passenger Marketing
Railway Board**

Copy to:

1. CCM/PMs and CCM/PSs, all Zonal Railways.
2. EDV(T),EDFC,DF(C),PPS/FC, OSD/TC, F(C) & V(SS) branches of Railway Board.
3. MD/IRCTC, B 148, 11th Floor, Statesman House, Barakhamba Road, New Delhi- 110001
4. MD/CRIS & General Manager/PRS, CRIS, Chanakyapuri, New Delhi.
5. DG, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
6. The Principals, Zonal Railway Training Institutes, Central Railway/Bhusawal, Eastern Railway/Bhuli-Dhanbad, Northern Railway/Chandausi, East Central railway/Muzaffarpur, NF Railway/Alipurduar, Southern Railway/Trichy, South Central Railway/Moula Ali, SE Railway/Sini, North Western Railway/Udaipur.
7. Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Lucknow-2260011.
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13. CTM, Metro Railway, Metro Rail Bhawan, 33/1, J.L. Nehru Road, Kolkata-71.
