No. 2014/TC(FM)/20/01

New Delhi, Rail Bhawan, Date 08.02.2015.

General Manager,
All Indian Railways.

Sub: - De-centralisation of power for resolving the issues of Out Agencies/City Booking Agencies.

At present, Out Agencies/City booking Offices are being governed by the instructions detailed in rule no. 1701 to 1716 of Chapter XVII of Traffic Code for Commercial matters and Para 2601 to 2620 of Chapter XXVI of Indian Railway Commercial Manual Vol-II and their amendments and various Railway’s rules, guidelines, instructions issued from time to time.

Of late it has been noticed that Zonal Railways are approaching Railway Board for guidelines/clarifications on issues which can easily be addressed by themselves as most of these are local in nature which is only delaying the decision making process.

The matter has been reviewed in Board’s office and it has been decided that henceforth, the decision on issues such as shifting of office of the Out Agencies/City Booking Agencies, renewal of license of CBA/OA, time to be allowed for installation of PMS etc. as well as other matters pertaining to CBA/Out agencies being location/region specific, may be taken by the respective Zonal Railways with the approval of General Manager, duly ensuring broad framework of the provisions mentioned in the relevant chapters of the code and manual referred to above. However, issues pertaining to tariff matters will be decided by Railway Board.

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

(Vikram Singh)
Director, Passenger Marketing

(Samir Kumar)
Director, Freight Marketing

No. 2014/TC(FM)/20/01

New Delhi, Rail Bhawan, Date 08.02.2015.

Copy forwarded to: (i) FA&CAOs, and (ii) CCMs, All Indian Railways.

For Financial Commissioner/Railways.