

EAST COAST RAILWAY

Office of the Principal Chief Commercial Manager
Rail Sadan, North Block, Chandrasekharapur, Bhubaneswar-751017
ZONAL COMMERCIAL CIRCULAR
No. 19 (C) of 2026
(COACHING)

No.PCCM/100/ chg. Circular /Pt- XI/26

Dated: 10.04.2026.

To

All SM's/CI's/CBSR's/CRS's/CPSR's/CTI-in-Charge of Divn./CTI Squad-in Charge/CTI station /Clerk- in- Charge & YTSKs over East Coast Railway.

Sub: Increasing digitalization in Unreserved ticketing.

Ref: Railway Board's letter No.2025/TG-I/10/01/UTS dated 30.03.2026.

With a view to increase digitalization in unreserved ticketing over Indian Railways, the following has been decided by Railway board :-

- i. At the stations having more than one unreserved ticketing counter, Division shall nominate some unreserved ticket booking counters for accepting payments through digital modes only
- ii. The slogan " Digital payment preferred" shall be mentioned at all unreserved ticket booking counters.
- iii. Division may also write some other attractive slogans at the counters to encourage passengers to make payments through digital modes.
- iv. Instructions may, however, be issued to all concerned to ensure that if a situation arises where there is no passenger at "digital only" counter(s) and there is crowd at other counter(s), non-digital passengers may be attended at digital counters but preference shall be given to passengers making digital payment.

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

Authority:- Railway Board letter No.2025/TG-I/10/01/UTS dated 30.03.2026.

(Rajagopal)

**Dy. Chief Commercial Manager (PS)
For Principal Chief Commercial Manager**

Copy to:

PCCM:ECOR, PCOM ECoR,SDGM/PFA&CAO/PCE/PCSTE/PCMD/PCEE/PCME/PCOS/PCPO/CAO(Co n)/CPRO of ECoR, Member/RCT/BBS, Chairman/RRB/BBS, Dy.CVO(T)/BBS, **DRMs:WAT/KUR/SBP.**
SrDCMs:WAT/KUR/SBP **SrDOMs:WAT/KUR /SBP.** Dy.CCO /ECoR /BBS CCO, FCAO(T),
Dy.FA&CAO (T)/ BBS, VSKP Port/Paradeep Port, ED/CRIS, Chanakyapuri/New Delhi-110021, GGM
/IRCTC /Kolkata, CRM/IRCTC/BBS. GM/RITES/BBS& GM(IT) /RITES, New Delhi.

(Rajagopal)

**Dy. Chief Commercial Manager (PS)
For Principal Chief Commercial Manager**