



2019 CITIZEN'S CHARTER FOR PASSENGER SERVICES

Declaration of our Commitment to the Passengers



Indian Railways
Government of India



To make the passenger services:

- more efficient,
- effective,
- accountable,
- responsive,
- transparent and
- ethical to its customers.

CITIZEN'S CHARTER FOR PASSENGER SERVICES



- Safe and dependable train services,
- Courteous and customer friendly services,
- Adequate level of passenger amenities in trains and at railway stations,
- Responsive and effective grievance redressal machinery at various levels for time bound resolution for passenger grievances and complaints,
- Notify standards for various services, wherever possible,
- Clean and environment friendly atmosphere in trains and railway stations in cooperation with its customers,
- Requisite amenities to females, senior citizens and Divyangjan passengers for facilitating their convenience.

Proposed Charter for Services

Refund of passenger fare:

Category of tickets	Timelines
PRS counter tickets booked on cash and cancelled across reservation counter.	Immediately on surrendering of the original ticket across the counter.
PRS counter tickets booked on cash and cancelled through 139 or through IRCTC website	Immediately on surrendering of the original ticket across the counter within prescribed time limit.
PRS counter tickets booked through digital transactions through POS and cancelled across reservation counter	Within 7 working days amount is transferred and deposited in the account.
In case of Ticket Deposit Receipt (TDR) is filed along-with original reservation counter in case of special circumstances	Within 90 days.
Fully waitlisted e-tickets booked online and Passenger Name Record (PNR) is dropped after preparation of first chart.	Within 5 working days.
Fully confirmed e-tickets booked and cancelled online	Within 5 working days.
In case of auto cancellation of e-tickets due to cancellation of train services	Within 5 working days.
In case of filing of Ticket Deposit Receipt (TDR) online for e-tickets	Within 90 days.

Lost, torn or mutilated reserved tickets booked across counter:

Type of Tickets	Whether refund applicable/time limit for issue of duplicate tickets
Lost/Misplaced tickets	No refund applicable.
Torn or mutilated if genuineness and authenticity are verifiable	Refund of fare as per rule is applicable.
(a) Issue of duplicate ticket in case of lost/misplaced ticket as well as torn or mutilated tickets (Before of preparation of first chart)	For RAC and confirmed reserved tickets subject to applicable charge for issue of duplicate tickets ₹ 50 per passenger for second and sleeper class and ₹ 100 per passenger for other classes.
(b) After preparation of first chart:	(i) For confirmed reserved tickets (lost or misplaced) after preparation of first chart: Duplicate tickets can be issued even after preparation of first chart at the charge of 50% of the total fare. No duplicate tickets after preparation of first chart for RAC status tickets. (ii) For RAC and confirmed reserved tickets (Torn or mutilated): Duplicate tickets can be issued even after preparation of first chart at the charge of 25% of the total fare.

Booking of Luggage

Issue	Time limit
Booking of excess luggage.	Only 24 hours in advance excluding the date of the scheduled departure of the train.

Deficiency in Ticketing issues

Services	Issues	Level for redressal of complaint
Unreserved Ticketing	Unreserved Ticketing System (UTS) counters at Railway Stations	Chief Booking Supervisor of the station
	Automatic Ticket Vending Machine (ATVM) inside Railway premises	Chief Booking Supervisor of the station
	Jansadharan Ticket Booking Sewak (JTBS) outside Railway premises	Chief Booking Supervisor of the station
	Yatri Ticket Suvudha Kendra (YTSK) outside Railway premises	Universal Complaint no.138
	UTSONMOBILE App	Helpline no. of each zonal railways given in the HELP section of the mobile app.
Reserved Ticketing	Passenger Reservation System (PRS) counter	Chief Reservation Supervisor
	YTSK outside railway premises	Universal Complaint no.138
	Post Office	Post Master or the nearest PRS center
	Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) website	Customer Care no. 0755-6610661, 0755-4090600, Email : care@irctc.co.in Cancellation: etickets@irctc.co.in
	IRCTC Rail Connect App	Customer Care no. 0755-6610661, 0755-4090600, Email : care@irctc.co.in

Concessions

Concession in passenger fare	Details available
Concession in passenger fare is admissible to more than 50 categories of passengers	The detailed list of concessions in passenger fare and applicable conditions are available in the Railway Time table at Railway stations and book stalls on payment of charges printed on the time table.

Deficiency in Services

Services	Issue	Levels	Timelines proposed
Catering	- Deficiency/complaints in Mobile Catering Units (Pantries) - Deficiency/complaints in Static Catering Units (On stations) - Deficiency/complaints in E-Catering	- CMD/IRCTC - DRM of the concerned division. - CMD /IRCTC	Prompt & immediate action depending upon the nature of complaint.
Cleanliness	- Filthy toilet at station - Cleanliness issue at the stations - Cleanliness in Train having OBHS (06.00-22.00 Hrs)	- Station Director/Station Manager - Station Director/Station Manager - Environment & Housekeeping on Board	30 minutes - One Hour 45 minutes (during 06.00-22.00Hrs)
Bed Rolls	Non-issue/replacement of linen in trains for AC passengers	Linen attendant	30 minutes
Theft of Luggage	Availability of FIR form	TTEs/Guards or GRP	No time limit can be set.
Security Helpline	An all Indian Security Helpline number '182' is available over Indian Railways.	Security Control Rooms	Prompt & immediate action depending upon nature of complaint, availability of RPF/GRP staff in trains etc.

Facilities Provided to Divyangjan, Sr. Citizens and Female passengers

Category of passengers	Facilities	Where available and whom to contact, if necessary
Divyangjans	Availability of ramps	Available at majority of stations.
	May I help you booth for divyangjans	Available at entry point of stations of certain categories.
	Parking lots for divyangjans	Two parking lots reserved at main entry for divyangjans.
Female Passengers	Facilities for female passengers	Constructions of waiting halls and washrooms reserved for females.
General Passengers	General Passenger amenities	Amenities like toilets, water etc. are available at stations as per prescribed norms and Station Directors/Station Master (telephone no.) are available for redressal of complaints.

Public Grievance Redressal

Services	Issues	Level
- Registration of grievance/ complaint and forwarding to the concerned functionary - Redressal grievance	a) Passenger services related grievance/complaint: - To be reported to the on-board staff in the train; or - Online registration and real time forwarding of the grievance/complaint through web portal i.e. www.coms.indianrailways.gov.in or through mobile App 'Rail Madad' or through phone helplines i.e. Phone no. 138 and 139 or through SMS on No. 9717630982 or through social media platforms like Twitter and Facebook; or - Offline reporting of grievance/complaint in the 'Complaints & Suggestions Book' available with Ticket Checking Staff and with Station Master/Manager b) Grievances/Complaints of other nature: - Such grievances/ complaints may be registered online through CPGRAMS portal i.e. www.pgportal.gov.in; or - By sending written communication to the appropriate authority.	- At Divisional level - ADRM - At Zonal Headquarter - AGM - At Railway Board - EDPG

Information related to Train services

Services	Issue	Levels	Time lines proposed/ Remarks
Train Information	Train enquiry and Information	Station	- The position of running of trains are updated regularly and made available to public through Display Boards, Public Address System at important stations and also made available on telephone on personal enquiries. - Computerized Interactive Voice Response System is also available at important stations. - Railway Time Tables provide information for different trains.
		Website	The information regarding trains is available at Indian Railways website:- www.indianrail.gov.in
	Change in Boarding point	Website	As per revised provision boarding point can be changed on Phone number 139 before preparation of 1st chart (Both online and at PRS counters).
Special Train	Special train enquiry and information	Station	- The position of running of Special trains are updated regularly and made available to public through Display Boards, Public Address System at important stations and also made available on telephone on personal enquiries. - Computerized Interactive Voice Response System is also available at important stations.
		Media	The information regarding running of Special Trains on special Occasions are given in advance through Media and through Display Boards & Public Address System.
Train Running Information	Train running status	Station	The position of train running status is announced on the Public Address System at important stations and also made available on telephone on personal enquiries. Computerized Interactive Voice Response System is also available at important stations.
		SMS alert	Presently, facility of SMS to passengers for delayed trains have been introduced in 1373 trains and it is planned to gradually extend the same in all trains.

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