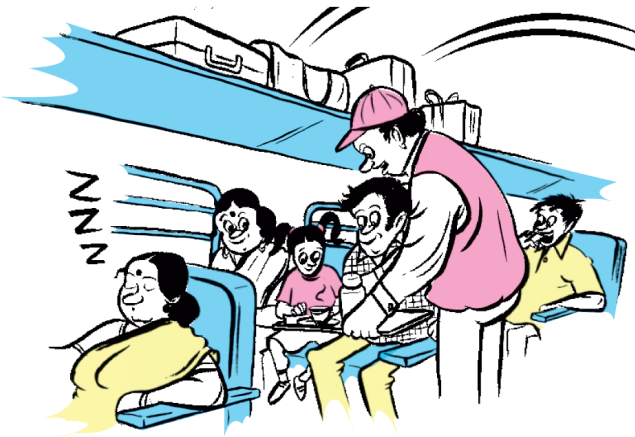




Passenger Amenities



Are bedrolls given free to passengers travelling in AC Coaches?

Yes, bedrolls are supplied free of cost, to all passengers travelling in AC First Class, AC 2-Tier and AC 3-Tier.

Do you provide catering facilities in all the trains?

Yes, we do. Most of the important trains have Pantry Car facilities. The details of trains which offer pantry car service are indicated in the timetables by 'P'. Catering is also arranged in trains where this facility is not available.

How do I avail of the catering facilities on board?

You could contact the train conductors/coach attendants or other authorised catering staff of Railway.

What about catering facilities at stations?

Most important stations have vegetarian and non-vegetarian refreshment rooms and light refreshment stalls managed by Railway. The detailed menu and tariff are displayed in the refreshment rooms.

How can I be sure of the quality of catering services on trains and at stations?

To ensure proper and good quality catering services on trains and at stations, passengers are requested to:

- Place their orders for meals well in advance, with the Coach Attendant/Conductor or Waiters in Trains to facilitate information being sent to the serving stations,
- Insist on a cash memo for all catering services ordered.
- Consult the menu and tariff cards displayed in or available at Restaurants/ Refreshment Rooms/Pantry Cars.
- Record your suggestions or complaints in the book maintained for this purpose in the Refreshment Rooms.

To make your travel comfortable and enjoyable, Indian Railways provide several amenities - both in trains as well as at stations. Here, we answer your questions on the services offered during your journey.

The complaint book is also available with the Train Conductor and also with the Pantry Car Manager. It may be called for, at any time, by the passenger.

- Complaint on catering services provided on trains may be lodged tonationalTollfreeNumber1800-111-321

Is medical assistance available on trains?

Guards/Train Superintendents or Pantry car Managers are equipped with First Aid Boxes. The Front line staff are also trained to administer First Aid to sick persons. In case of any medical emergency you can approach Travelling Ticket Examiner/Train superintendent who will try to arrange relief through on-board facilities and try to locate Doctors among passengers of train.

If required Travelling Ticket Examiner/Train Superintendent shall transmit message to one of the oncoming stations. Details of near-by medical practitioners and hospitals along with their addresses are maintained by Stations Masters/Deputy Station Superintendents. Efforts will be made to arrange Doctor/medical relief at the coming stations. Medical treatment will be provided by the doctor on payment as per extant rule. In case hospitalization is required, the passenger may have to discontinue his journey.

If I am breaking my journey or waiting for a connecting train, can I keep my luggage in the Cloak Room?

Yes, you can. Cloak Rooms and Safety Lockers are available at major stations where your luggage can be kept in safe custody. But do remember, only luggage that has been locked will be accepted in the Cloak Rooms.

Your luggage, duly locked, can be kept in the Cloak Room for a maximum period of one month, on payment of prescribed charges.

Do I need to pay to use the Waiting Room at a station?

Waiting Rooms are available at major stations for use by genuine passengers. These can be used **free of cost** on production of your journey tickets for a few hours till the connecting train arrives.

Is there any transit accommodation available at stations?

Yes, there is. You can stay at the AC and Non AC Retiring Rooms and Dormitories, available at important stations. This transit

accommodation can be availed by passengers holding valid tickets, on payment of prescribed charges & online booking facility of Retiring Rooms through IRCTC website is available at most of the stations and is being extended gradually to few remaining stations. Passengers can book Retiring Rooms at the time of seeking reservation in advance on payment of usual charges.

In addition to concession what are the other facilities provided to persons with disability in trains?

Besides concession in rail fare following facilities are provided to Divyangjan :-

- (i) A reservation quota of two berths in 3AC and four, berths in Sleeper Class has been earmarked in all trains running on non-suburban sections for persons with disability, performing their journey on concessional ticket. The person accompanying the persons with disability as escort is also allotted the berth out of this quota. The lower berths are meant for persons with disabilities and the middle berth is meant for their escort.
- (ii) Instructions have also been issued that in the tickets issued through Computerized Passenger Reservation System, to extent feasible, one lower berth should be allotted to the Persons with Disability (Divyangjan) and the person accompanying the Persons with Disability (Divyangjan) as escort should be allotted middle/upper berths near the Persons with Disability (Divyangjan) subject to availability of accommodation.
- (iii) After departure of the train, if there are vacant lower berths available in the train, and if any Persons with Disability (Divyangjan) booked on the authority of Persons with Disability (Divyangjan) concessional ticket, who has been allotted upper/middle berth, approaches for allotment of vacant lower berths, the Conductor/Train Ticket Examiner (TTE) has been authorized to allot the vacant lower berth to them making necessary entries in the chart.
- (iv) Specially designed coaches known as SLRD coaches with wider entrance doors to allow a wheel chair to enter, wider aisles, modified toilet, 4 berths, the lower two for Persons with Disability (Divyangjan) and upper berths for attendants have been attached in almost all Mail/Express trains except Rajdhani, Shatabdi, Jan Shatabdi Express Trains and Duronto Express Trains.
- (v) Instructions have been issued that in all Mail/Express Trains, the SLRD coaches should be treated as unreserved coaches earmarked for exclusive use of Persons with Disability (Divyangjan) passengers. In case of Garib Rath Express Trains which are fully reserved trains, these coaches are treated as reserved for booking by Persons with Disability (Divyangjan) travelling on Divyangjan concession on payment of full fare of 3 AC class of Garib Rath Express on first come first served basis.
- (vi) With a view to facilitate physically challenged persons to avail concessional tickets online, concessional tickets booking facility including online concessional ticket booking facility for the Persons with Disability (Divyangjan) using Photo identity card issue by the Railways has been introduced.

- (vii) Separate counters are earmarked at various Passenger Reservation System (PRS) centres for dealing with the reservation requisitions received from Persons with Disability (Divyangjan), Senior Citizens, Ex. MPs, MLAs, accredited journalists and freedom fighters, if the average demand, per shift not less than 120 tickets. In case there is no justification for earmarking of an exclusive counter for any of these categories of persons including Persons with Disability (Divyangjan) one or two counters depending upon the total demand are earmarked for dealing with the reservation requests for all these categories of persons.
- (viii) The Wheel Chairs are provided by Railways on its own cost and are given to attendants of the Persons with Disabilities (Divyangjan), Senior Citizens absolutely 'free of cost' to escort them from and to the trains. However, porters (Sahayaks) can also be hired on pre-fixed nominal rate to escort the Divyangjan etc. Information in this regard are also displayed at prominent places in railway station premises.
- (ix) Zonal Railways have been authorised to introduce Battery Operated Vehicles (BOVs) at major Railway Stations for Disabled, elderly and ailing passengers on 'first come first served' basis through sponsorship from individuals, NGOs, Trusts, Charitable institutions, Corporates and PSUs/ Corporate Houses under their Corporate Social Responsibility with no charge to passenger or to the Railway. 80 BOVs have already been provided at 54 major railway stations. Further, instructions have also been issued to Zonal Railways to invite Expression of interest for providing the facility of Battery Operated Car service on payment basis initially at all A-I category stations keeping in view the financial sustainability of the service. This facility can be availed by passengers on 'first come first served' basis, however, preference shall be given to Sr. Citizens, physically challenged, pregnant women and medically sick passengers.
- (x) Disabled friendly toilets, water fountains, ticket counters and earmarked parking facility is provided at all A-I, A and B category of stations.
- (xi) In allotment of STD/PCO booths at Railway Stations, 25% booths have been reserved for persons with disability (including blind) with disability of 40% and above.
- (xii) Zonal railways have also been instructed to provide one wheelchair per platform and in case of island platforms one wheel chair per two platforms at all A-I and A category stations.
- (xiii) Yatri Mitra Sewa has also been introduced at major railway stations for enabling passengers to book wheel chairs services cum porter services free of cost through NGOs, Charitable trust, PSUs etc. under CSR and responsibility of providing this facility has been entrusted with 1RCTC. In case of lack of response from NGOs, Charitable trust, PSUs etc. this service may be arranged on payment basis through a service provider or on its own.