

## **Study Material of Coaching Theory For CCTC**

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# Introduction Indian Railways

## Lifeline to the nation...

Indian Railways (IR) is one of the largest and most significant rail networks in the world, spanning over 67,000 kilometers, making it the fourth-largest railway network globally. It plays a crucial role in India's transportation system and economy, connecting people and goods across the vast country.

The history of Indian Railways began with the first train running between Bombay (Mumbai) and Thane on 16 April 1853, covering a distance of 34 kilometers. In 1951, Indian Railways was nationalized, uniting various private rail companies into a single entity. Since then, it has grown into a major transportation force, with the introduction of high-speed trains like the **Rajdhani Express (1969)**, **Shatabdi Express (1988)**, and the **Vande Bharat Express (2019)**, offering faster, more efficient services.

Indian Railways operates a variety of passenger services. These include **Superfast and Express Trains** like the Rajdhani, Shatabdi, Duronto, and Vande Bharat Express. Additionally, there are **Mail/Express trains** that serve medium- and long-distance routes, along with **short-distance passenger trains** connecting smaller towns and cities.

Freight services are also a key component of Indian Railways, transporting essential commodities like **coal, cement, steel, food grains, and petroleum products**. The establishment of **Dedicated Freight Corridors (DFCs)** aims to improve the efficiency of cargo transport, making it a vital part of the nation's supply chain.

In addition to its vast network, Indian Railways operates **suburban and metro rail systems** in major cities like Mumbai, Kolkata, Chennai, and Delhi, alleviating urban traffic congestion and providing a reliable mode of transport for daily commuters.

Indian Railways also boasts four **UNESCO World Heritage Sites**: the **Darjeeling-Himalayan Railway**, **Nilgiri Mountain Railway**, **Kalka-Shimla Railway**, and **Mumbai CST (Chhatrapati Shivaji Maharaj Terminus)**, all recognized for their historical and cultural significance. Furthermore, the **Fairy Queen**, the world's oldest functioning steam engine, continues to operate between New Delhi and Alwar, maintaining a connection to India's rail heritage.

Indian Railways continues to modernize, with initiatives like **digital ticketing systems** making travel more convenient and efficient. Overall, Indian Railways remains an essential pillar of India's transportation infrastructure, linking millions of people and contributing significantly to the country's economic development.

## **About South East Central Railway (SECR)**

**South East Central Railway (SECR)** is one of the 18 zones of Indian Railways, primarily serving the central and eastern regions of India. It operates in the states of **Chhattisgarh**, **Madhya Pradesh**, and parts of **Maharashtra** and **Odisha**, with its headquarters located in **Bilaspur**, Chhattisgarh.

SECR spans an extensive network of approximately **3,500 kilometers** of track, connecting major cities and towns across its jurisdiction. The zone is vital for the transportation of both **passengers** and **freight**, particularly **coal**, a key commodity due to the coal mines in Chhattisgarh and surrounding areas. SECR also plays a significant role in supporting industries such as **mining**, **steel**, and **cement** in the region.

SECR is divided into **three operational divisions**:

1. **Bilaspur Division**, headquartered in Bilaspur, Chhattisgarh, which serves as the largest division in terms of track length and passenger traffic.
2. **Raipur Division**, headquartered in Raipur, Chhattisgarh, handling key freight traffic, including minerals and steel.
3. **Nagpur Division**, headquartered in Nagpur, Maharashtra, which connects SECR to the central and western parts of India, facilitating important freight services.

Alongside freight services, SECR operates several **passenger trains**, including **express** and **local services**. The zone is committed to ensuring **safety**, **operational efficiency**, and **customer satisfaction**, while also focusing on the **modernization of infrastructure** and the enhancement of **passenger amenities**.

# 1. Organizational Structure of Indian Railways

## Railway Board Level

RailwayMinister					
MinisterofStateofRailways–1			MinisterofStateofRailways–2		
RailwayBoardChairmanandChiefExecutiveOfficer–(CRB&CEO)					
RailwayBoard Member Operationsand Business Development	RailwayBoard Member Infrastructure	Railway Board Member Finance	Railway Board Member Traction and Rolling Stock	Directly Reporting OfficerstoChairman Railway Board	
AM / Traffic Transportation	AM/Works	AM / Finance	AM/PU	DG/HR	Sec,Rly. Board
PED /TTM	AM/CE	AM / Budget	AM / Mech. Engg	AM/Staff	DG/RPF
PED/Chg	PED/Bridges	Sr. Economic Advisor	AM / EnHM	PED/Trg & MPP	PED/ Vigilance
AM/T&C	AM/Tele	AM / Revenue	AM / Traction	Legal Advisor	AM / Planing
AM /C	AM/Signal	PED/ Accounts	PED/EE (RS)	DG/RHS	PED/Infra
AM/Marketing and Business Development	PED/Signal		AM/RS	PED/ Health	DG/Safety
	AM/L&A				PED/ Safety
	PED/SD				
	AM/RE				

Each Member will be assisted by:

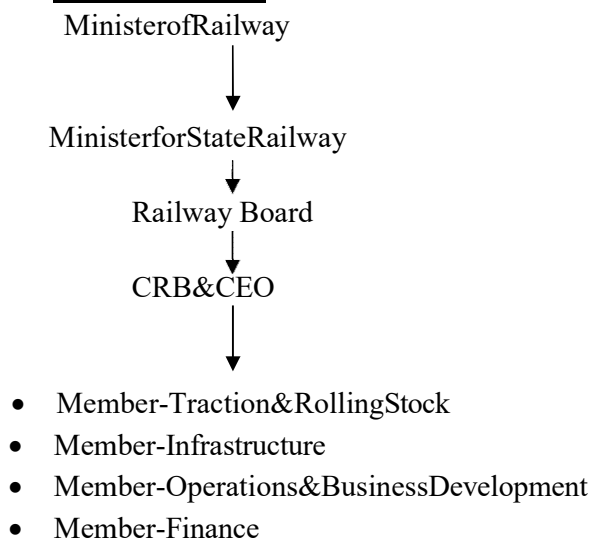
1. Additional Members,(AM)
2. Secretaries,
3. Executive Directors,(ED)
4. Joint Directors&
5. Dy.Directors

## **Broad Distribution of work to be handled by the Board Members**

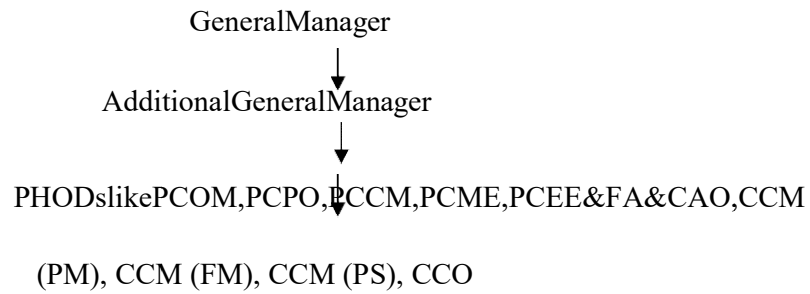
<b>Chairman, Railway Board &amp; Chief Executive Officer (CEO) - CRB</b>	Human Resources, Safety, Security, Health, Planning, Infrastructure, Vigilance, Efficiency, Research, Public Relations, Heritage, Secretary's Branches, Transformation Cell & Corporate Coordination.
<b>Railway Board Member (Infrastructure) - M/Infra</b>	Works, Civil Engineering, Bridges, Signals, Telecommunication, Land & Amenities, Station Development & Railway Electrification.
<b>Railway Board Member (Traction &amp; Rolling Stock - TRS) - MTRS</b>	Production Units, Mechanical Workshops, Coaches, Locomotives, Train Sets, Environment & Housekeeping, Electrical Maintenance of Coaching Stock, Traction Distribution, Power Supply, Renewable Energy & Materials Management.
<b>Railway Board Member (Operations &amp; Business Development - D) - M/O&amp;BD</b>	Traffic Transportation, Coaching, Commercial, Tourism & Catering, Non-Fare Revenue, Marketing & Business Development, Information Technology.
<b>Railway Board Member (Finance) - MF</b>	Accounts, Finance, Budget, Revenue, Statistics & Economics Unit.

## ***Organisation Of Indian Railways***

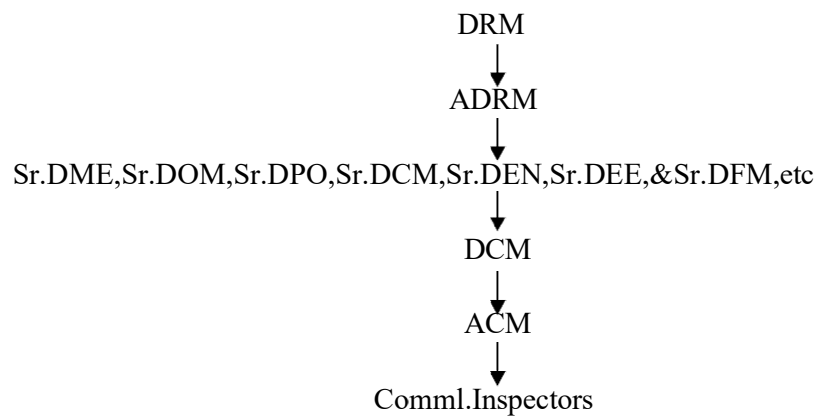
### **Board Level:**



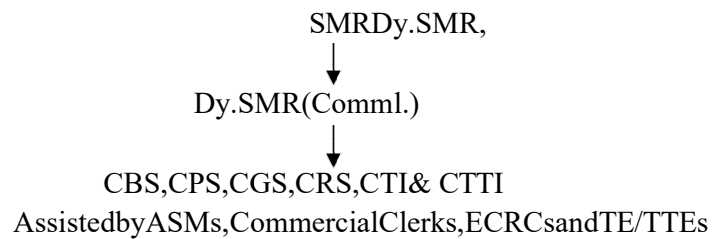
### **Zonal Level:**



### **Divisional Level:**



### **Station Level:**



### **Zonal Administration Functions under:**

- **GM:** General Manager
  - **AGM:** Additional General Manager (Public Complaints)
  - **SDGM & CVO:** Senior Deputy General Manager & Chief Vigilance Officer
  - Principal Heads of Departments:
    - **PCCM: Principal Chief Commercial Manager**
    - PCE: Principal Chief Engineer
    - PCEE: Principal Chief Electrical Engineer
    - PCPO: Principal Chief Personnel Officer
    - PCSTE: Principal Chief Signal and Telecommunication Engineer
    - CMD: Chief Medical Director
    - COS: Chief Operations Superintendent
    - CPRO: Chief Public Relations Officer
    - PFA: Principal Financial Advisor
    - CSC: Chief Security Commissioner
    - PCME: Principal Chief Mechanical Engineer
    - PCOM: Principal Chief Operations Manager
    - CSO: Chief Safety Officer
- 

### **Divisional Administration Functions under:**

- **DRM:** Divisional Railway Manager
  - **ADRM:** Additional Divisional Railway Manager (Public Complaints)
  - Senior Departmental Officers:
    - Sr. DFM: Senior Divisional Finance Manager
    - **Sr. DCM: Senior Divisional Commercial Manager**
    - Sr. DOM: Senior Divisional Operations Manager
    - Sr. DPO: Senior Divisional Personnel Officer
    - Sr. DEN: Senior Divisional Engineer
    - Sr. DSTE: Senior Divisional Signal and Telecommunication Engineer
    - Sr. DEE: Senior Divisional Electrical Engineer
    - Sr. DME: Senior Divisional Mechanical Engineer
    - PRO: Public Relations Officer
-



## **Commercial Officers:**

1. **PCCM** (Principal Chief Commercial Manager):
    - The coordinating officer for all commercial matters.
    - Responsible to the GM for commercial policies and efficient functioning of the Commercial Department.
  2. **CCM (PS)** (Chief Commercial Manager - Passenger Services):
    - Handles the sale of transport and proper accounting and remittance of earnings.
    - Deals with passenger tickets, ticket-less travel, enquiry offices, booking of luggage and parcels, contracts, etc.
  3. **CCM (FM)** (Chief Commercial Manager - Freight Marketing):
    - Maintains liaison with marketing, research, and competition.
    - Builds and maintains relations with the trading public.
  4. **CCM (Rates)** (Chief Commercial Manager - Rates):
    - Responsible for fixing rates, fares, refunds, and other charges.
  5. **CCM (Catering)** (Chief Commercial Manager - Catering):
    - Oversees departmental catering, contractor-arranged catering, and station vending.
  6. **CCM (IT/PM)** (Chief Commercial Manager - IT/Passenger Management):
    - Responsible for computerized reservations and UTS (Unreserved Ticketing System).
  7. **CCO (Claims)** (Chief Claims Officer):
    - Handles settlement and prevention of claims.
- 

## **Functions of the Commercial Department**

1. Sale of transportation services provided by the Railways.
2. Creating and developing traffic.
3. Securing and maintaining friendly relations with the traveling and trading public.
4. Cultivating good public relations.
5. Fixing rates, fares, and other charges.
6. Ensuring correct collection, accounting, and remittance of traffic receipts.

## **Duties of Commercial Staff**

1. All commercial staff should be well-versed with the relevant rules and regulations as outlined in various tariffs, codes, commercial manuals, and other manuals or circulars issued by the railway administration for their respective duties.
2. All commercial staff on duty must:
  - Wear clean uniforms, badges, and armlets.
  - Be smart in appearance.

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## **Conduct of Commercial Staff**

### ***a) All commercial staff must:***

1. Be alert, prompt, helpful, courteous, and obliging.
2. Provide correct information or, when unable to do so, guide enquirers to an official who can provide the required information.
3. Attend to the comfort of all passengers, especially women and children traveling alone.
4. Maintain a close watch on traffic movement and suggest ways to promote traffic flow for the Railways.
5. Pay special attention to the general cleanliness of station platforms, offices, refreshment rooms, waiting rooms, bathrooms, lavatories, etc.
6. Provide their name, designation, and phone number when asked, without hesitation.

### ***b) All commercial staff must not:***

1. Solicit or accept gratuities.
2. Be intoxicated while on duty.
3. Smoke in railway premises or public places.

## **Private Cash:**

1. All commercial staff should declare private cash before starting duty.
2. A register called the private cash register is maintained for this purpose.
3. In this register, every employee should write their name, designation, duty time, date, and private cash in words and digits, along with their signature.
4. Station staff can keep private cash up to Rs. 750/- and mobile staff up to Rs. 2000/-.
5. If private cash exceeds the above-mentioned limits, it should be declared, and the endorsement of the supervisor must be taken in the private cash register.
6. In case of no cash, "NIL" should be written.
7. TTEs should declare private cash on the back of the record foil of the Excess Fare Receipt book.
8. Private cash and Railway cash should be kept separately.

## **Commercial Manuals**

### ***1. Books of Reference***

The **commercial manuals** contain essential principles, mandatory instructions, and policy directives issued by the Railway Board concerning coaching, goods, and miscellaneous subjects. These provisions do not supersede, alter, or substitute rules and instructions in acts, codes, tariffs, and conference rules.

### ***2. Commercial Manual Volumes***

- **Commercial Manual Volume I:** Contains policy directives related to coaching traffic.
- **Commercial Manual Volume II:** Contains policy directives related to goods traffic and miscellaneous traffic.

### ***3. Coaching Tariffs***

- **Coaching Tariff Part I, Vol. I:** General rules for the carriage of passengers and their luggage.
- **Coaching Tariff Part I, Vol. II:** General rules for issuing various concessions to passengers over Indian Railways.
- **Coaching Tariff Part I, Vol. III:** General rules for conveyance of parcels and small animals.
- **Coaching Tariff Part II:** Fare tables for the carriage of passengers by different trains.
- **Coaching Tariff Part III:** Rate lists for charging luggage and parcels by different trains.
- **Coaching Tariff Part IV:** Rate lists for booking vehicles and tractors.

### ***4. Military Tariff***

Contains rules for the carriage of military personnel, their baggage, and military parcels and goods.

### ***5. Red Tariff***

Contains rules for the acceptance, booking, carriage, and delivery of explosives and dangerous goods, including packing conditions and precautions.

### ***6. Conference Rules Part II***

Covers rules for the interchange of rolling stock for goods and coaching, as well as brief pass rules.

### ***7. Indian Railways Code for Traffic (Commercial) Department***

Indian Railways Code for Traffic (Commercial) Department: It is a government of India publication. This book contains essential principles and policy directives issued by railway board such as:

- Organization and functions of commercial department
- Rates and fares.
- Claims for compensation and for refund on overcharges.
- Railway users consultative council and committees.
- Catering and vending
- Ticket checking

- Station out standings
- Demurrage charges and wharfage charges.
- Indents for wagons and supply
- R.M.S
- Postal traffic, sidings and miscellaneous subjects.

### ***8. Alphabetical List of Railway Stations in India (A-List)***

Contains the names of railway stations, city booking offices, city booking agencies, out agencies, and sidings arranged alphabetically. It also includes:

- Alpha code and numeric code.
- Gauge type.
- Railway zone, division, state, civil district, police headquarters, and RPF headquarters.
- Traffic types for which the stations are open.

### ***9. Alphabetical List of Station Codes***

Contains alpha codes for railway stations in India, arranged alphabetically.

### ***10. Station Code List***

Numerical codes are assigned to all Indian Railways stations for accountal and computer facilities. Separate books provide code numbers for different stations and decoding references.

### ***11. Railways Act, 1989***

Railways Act, 1989: This Act is enacted, repeating the earlier Indian Railways Act 1890, which has undergone several changes. It contains 16 chapters having 200 sections pertaining to:

- Railway Claims Tribunal and Railway Rates Tribunal
- Railway accident compensation rules
- Carriage of passengers and goods
- Responsibility of Railways as Common Carriers,
- Accidents
- HOER
- Various offences and penalties etc

## **Public Complaints**

**Definitions:** *When there is any deficiency in services/amenities provided or any inconvenience caused to passengers, a complaint is lodged. A complaint is an allegation against the Railway administration.*

### ***General Causes for Complaints:***

1. Damage to booked luggage/parcels.
2. Gents traveling in ladies' coach.
3. Delay in running of trains.
4. Discourteous/non-cooperative/rude behavior of commercial staff.
5. Overcharging railway customers.
6. Incorrect information and improper guidance provided to railway customers on enquiry.
7. Railway employees' ignorance about rules.
8. Accidents to passenger trains and improper disaster management in case of accidents.
9. Entry of unauthorized passengers in passenger coaches.
10. Theft of passenger luggage in train.
11. Deficiency in catering service.
12. Dirty bed rolls in the trains.
13. Inadequate facility of drinking water.
14. Over carriage of parcels and luggage.
15. Improper cleanliness in trains and stations.
16. Regarding settlement of claims.
17. Regarding corruption.
18. Inadequacy in amenities provided to railway customers.
19. Improper functioning of electrical equipment.
20. Not attending telephones in the enquiry office

### ***Disposal of Complaints:***

1. If a complaint is received about the non-availability of water or non-functioning of lights/fans in coaches, the concerned employee should be informed immediately, and the problem should be resolved.
2. If gents are traveling in a ladies' coach, they should be requested to leave the coach; otherwise, the assistance of security personnel should be taken.
3. If reserved accommodation could not be made available to passengers, they should be helped.
4. It is the duty of railway employees to work according to rules to avoid complaints.
5. Employees should always be vigilant on duty.

### ***Modes of Lodging Complaints:***

#### **1. Complaint and Suggestions Book:**

Every organization needs a Complaint and Suggestions Book because employees cannot always identify deficiencies within the organization. Complaints or suggestions are always welcomed.

- The complaint book is available at all stations with Station Masters, guards, conductors of all passenger trains, refreshment rooms, and reservation offices.
- The complaint book is numbered, with 3 foils for each number:
  1. Record
  2. Passenger
  3. Divisional office
- The complaint should contain the complainant's name, address, reason for the complaint, and signature. It should be signed by the Station Master. Efforts should be made to dispose of the complaint

immediately, and the third foil should be sent to the DCM office via the first available train. The complaint books should be made available immediately to passengers on demand; failure to do so may lead to departmental action.

2. **Verbal**
3. **Through SMS**
4. **Through e-mail**
5. **Telephonic**
6. **Twitter**
7. **CPGRAM**
8. **Helpline No.**
9. **Complaint cell**
10. **Public representative**
11. **CVC/Vigilance/CBI**
12. **Direct contact with officers**
13. **Rail Madad**

### **Rail Madad App**

The Ministry of Railways has released the mobile app "**RailMADAD**" (**Mobile Application for Desired Assistance During Travel**) to expedite and streamline passenger grievance redressal.

**RailMadad** is part of the **Railway Passenger Grievance Redressal and Management System (RPGRAMS)** of Indian Railways.

- The **RailMADAD App** can be downloaded from the **Google Play Store**.

#### **Salient Features of RailMadad Application:**

1. **RailMADAD** registers a complaint with minimal input from the passenger (with the option to upload a photo), issues a unique ID instantly, and sends the complaint to relevant field officials for immediate action.
  2. The action taken on the complaint is communicated to the passenger through SMS, fast-tracking the grievance redressal process via digitization.
  3. The app displays various **helpline numbers** (e.g., **Security, Child Helpline**, etc.) and provides direct calling facilities for immediate assistance in one easy step.
  4. All modes of filing complaints, including offline and online, are integrated into a single platform, enabling a holistic view of weak/deficient areas and corrective actions.
  5. Data analysis generates trends on various performance parameters (e.g., cleanliness, amenities) for specific trains/stations, enabling more precise and effective managerial decisions.
  6. Hierarchy-based dashboards and reports are available for management at the **Division, Zonal**, and **Railway Board levels**, and are sent via **auto-email** to every concerned official.
-

## Public Grievance Redressal Machinery (PGRM)

Railways, being the single largest transportation provider in the country, started an organization called the **Public Grievance Redressal Machinery (PGRM)** to effectively deal with public complaints. It was established not only to redress complaints but also to identify the root causes of complaints and eliminate them.

PGRM is set up in Railways at **3 levels**:

1. Railway Board Level
2. Zonal Level
3. Divisional Level

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### Railway Board Level:

- **Executive Director/Public Grievances** assisted by **Director/PG** and **Joint Director/PG**
- Comprises **Member-Staff, Director (Efficiency Bureau), Director of Public Relations, Nominee of the DP & AR** (Department of Personnel & Administrative Reforms), and **Secretary of the Railway Board**
- All complaints addressed to the Railway Board are referred to the concerned zone.
- The Zonal Railway makes all inquiries and submits a report to the Railway Board.
- A reply to the party is given by the Railway Board.
- Action will be initiated as per the directions of the Board.

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### Zonal Level:

- **AGM** is the director of PGRM at the zonal level, comprising **CPRO, CME, CEE**, and any other nominated officers.
- All complaints addressed at the zonal level are referred to the concerned Division.
- The Division makes all inquiries and submits a report to the Zonal Headquarters.
- A reply to the party is given by the Zonal Headquarters.
- Action will be initiated as per the directions of the Zonal Headquarters.

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### Divisional Level:

- **ADRM** is the head of PGRM at the divisional level, comprising **DMO, DME, DEE**, and any other nominated officers.
  - All complaints made at the divisional level are taken up by the concerned division.
  - The division makes all inquiries and initiates action as required.
  - A reply to the party is given by the concerned division.
  - In case of requirement, assistance/clarifications are sought from the concerned zone.
-

## 2. Classes of Accommodation & Fare structure

Sl.No.	Class	Code	No.OfBerths/Seats
01	1AC(1A)	H	22(ICF)/24(LHB)
02	ACExecutive(EC)	E	46(ICF)/ 56(LHB)
03	AC2Tier (2A)	A	48(ICF)/54(LHB)
04	FirstClass(FC)	F	26(ICF)/24(LHB)
05	AC3Tier	B	64/72(LHB)
06	AC3Tier Economy(3E)	M	83 (LHB)
07	GaribRathAC-3Tier(3A)	G	64/72(LHB)
08	ACChairCar(CC)	C	75
09	SleeperClass(SL)	S	72(ICF)/80(LHB)
10	SecondSitting(2S)	D	108

### Fare structure of different classes (WEF:01.01.2020) Classes Of Accommodation On Indian Railways

MAIL/EXPRESSTRAINS						
CLASS	CODE	ALPHA CODE	MINIMUM DISTANCE FOR CHARGE (KM)	MINIMUM BASIC FARE AT MINIMUM DISTANCE (RS)	RESERVATION CHARGE (RS)	SUPPLEMENTARY CHARGE FOR SUPERFAST TRAIN (RS)
ACFirstClass	1 A	H	300	1059/998 (Peak/Lean)*	60	75
AC2 Tier	2 A	A	300	625/605 (Peak/Lean)*	50	45
FirstClass	FC	F	100	232	50	45
AC3-Tier	3 A	B	300	440	40	45
ACChairCar	CC	C	150	211	40	45
SleeperClass	SL	S	200	124	20	30
SecondClass	2S/II	D	50	30	15	15
ORDINARY TRAINS						
Firstclass	FC	F	10	45	50	-
Sleeper	SL	S	200	78	20	-
Secondclass/ Sub-Urban	II	-	10	4*	15	-
Second class Non-Suburban	II	-	10	3*	15	-



The minimum fare for Rajdhani, Shatabdi, Jan Shatabdi, and Garib Rath Express trains is structured as per the following table:

Train/Category	Class	Minimum Distance (km)	Minimum Fare (Rs.)	Reservation Fee (Rs.)	Supplementary Charge (Rs.)
<b>Rajdhani Express</b>	IAC (Busy Season)	300	1215	60	75
	IAC (Lean Season)	300	1145	60	75
	2AC (Busy Season)	300	718	50	45
	2AC (Lean Season)	300	695	50	45
	AC III Tier	300	510	40	45
	Economy AC	300	470	40	45
<b>Shatabdi Express</b>	AC Executive	50	386	60	75
	AC Chair Car	50	172	40	45
<b>Jan Shatabdi Express</b>	AC Chair Car	50	172	40	45
	II Class Sitting	50	40	15	15
<b>Garib Rath Express</b>	AC III Tier	100	154	40	45
	AC Chair Car	100	122	40	45

### \*Coaching Traffic

- **Lean Period:** February, March, and August.
- **Peak Period:** Remaining nine months of the year.

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### Fare Details

- Minimum chargeable fare in Suburban section: ₹5/-
- Minimum chargeable fare in Non-Suburban section: ₹10/-
- Minimum basic fare applies to child tickets (Unreserved).
- Minimum basic fare does not apply to Concessional and P.T.O tickets.
- GST: **5%** for all classes except Sleeper Class (SL) and Second Class (II).

## CHILDFARE

AGE OF CHILD	FARE COLLECTED	
Below 5 Years	<ul style="list-style-type: none"> <li>Free</li> <li>If berth/seat required – Full adult fare</li> <li>Divyangjan children – concession on adult fare</li> </ul>	
5 Years and above, but below 12 Years	Unreserved ticket	Half the adult fare subject to Minimum distance for charge
	In case of reserved Berth	
	If no separate berth is required (NOSB) Not opted Separate berth	Half the adult Fare. Minimum distance not applicable
	If separate berth is required	Full adult fare
	In case of reserved sitting accommodation	Full adult fare
12 Years and above	Full adult fare	

### NOSB: No Seat Berth

#### For children not opting for a berth (No Seat Berth - NOSB):

- EQ (Emergency Quota) is not allotted.
- Bedroll is not supplied.
- No reservation charge is collected.
- If the ticket is canceled, only clerkage charges are collected.
- For a two-leg journey, berth options are considered as per the first leg.

## Charging of Fare, Rounding-Off Fare, & Combined Fare

### 1. General Guidelines for Fare Charging

1. Fares will remain the same for all distances within the respective distance slab.
2. **Minimum Distance for Charge:**
  - The 200 km minimum charge for Sleeper Class does not apply to Sleeper coaches declared as unreserved by Zonal Railways.
3. All fares mentioned in the Coaching Tariff are **Basic Fares**, and miscellaneous charges will be levied additionally.
  - Basic fares for high-speed trains (e.g., Rajdhani, Shatabdi, Jan Shatabdi, Duronto, Garib Rath, Yuva) are exclusive of miscellaneous charges.
4. Telescopic Fare - If a ticket for a definite distance is purchase in two or more parts, the passenger has to pay more and if ticket is purchased in single part the fare will be less and so the advantage from the ticket is single part is called as telescopic fare,
5. **Suburban Fares:**
  - Applicable only for journeys performed in suburban sections.
  - **Non-suburban fares** apply to all other journeys.

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### 2. Rounding-Off of Fares

**For All Classes (Except II Class Ordinary - Suburban):**Chargeable fares (Basic Fare + Miscellaneous Charges) are rounded up to the next higher multiple of ₹5.

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### 3. Combined Fare Ticket

- **Definition:** Issued when a passenger's journey involves travel by two or more trains, and the same type of train or class of accommodation is not available in the onward journey.
- **Calculation:**
  - Sum of basic fares for different classes.
  - **OR** the basic fare for the entire distance based on the highest class.
  - **Whichever is less** is taken as the chargeable Basic Fare.
- **Additional Charges:**
  - Reservation fee and superfast supplementary charges of the highest class are collected.

### Calculation of Fare for Distance Beyond 5000 km:

1. The fare table has been published for distances up to 5000 km.
2. For the calculation of fare for distances beyond 5000 km, 5000 km will be deducted from the total distance.
3. The fare for 5000 km will be taken from the fare table.
4. The remaining distance will be divided into 50 km parts (rounded up for any fraction).
5. For each 50 km part or fraction thereof, the applicable fare will be added to the fare for 5000 km, as per the chart below:

**Fare Chart for Beyond 5000 km:**

Sr No.	Class	Fare – Per 50 km or part (in Rs.)
1	AC Ist	80
2	AC II Tier	47
3	Ist Class M/Exp	45
4	AC III Tier	32
5	AC Chair Car	27
6	Sleeper M/Exp	13
7	IIInd M/Exp	08
8	Ist Class Ordy	41
9	Sleeper Class Ordy	09
10	IIInd Class Ordy	05

## **Categorization of Railway Stations**

1. Categorization is done based on passenger earnings and/or outward passengers handled at the station.
2. The categorization of stations shall be reviewed once every five (5) years.
3. The categorization of stations based on passenger earnings and/or outward passengers handled at the station for the
4. The revised categorization shall remain unchanged for the next 5 years.
5. The number of stations falling under various categories shall remain unchanged till the next review is done.
6. Stations have been categorized into three categories: **Suburban stations, Non-Suburban stations, and Halt stations.**
7. Suburban stations have also been segregated into three categories: **SG-1, SG-2, and SG-3.**
8. Non-Suburban stations have been segregated into six categories: **NSG-1, NSG-2, NSG-3, NSG-4, NSG-5, and NSG-6.**
9. Halt stations have been segregated into three categories: **HG-1, HG-2, and HG-3.**
10. Criteria for categorization of stations are as follows:

### **BroadCategorizationofRailwayStations**

<b>Sl.</b>	<b>Category</b>	<b>Grade</b>
1.	NSG	NonSubUrbanGrade
2	SG	SubUrbanGrade
3	HG	HaltGrade

### **CATEGORIZATIONOFSTATIONS**

<b>Category of stations</b>	<b>Criteriaof Proposed Originating Earnings</b>	<b>CriteriaofProposedoutward Passengers handled@</b>
<b>Non-SuburbanStations</b>		
NSG-1	>500Crore	>20Million
NSG-2	>100crore≤500Crore	>10Million≤20Million
NSG-3	>20Crore≤100Crore	>05Million≤10Million
NSG-4	>10Crore≤20Crore	>02Million≤05Million
NSG-5	>01Crore≤10Crore	>01Million≤02Million
NSG-6	≤1Crore	≤1Million

<b>Sub-urbanStations</b>		
SG-1	>25Crore	>30Million
SG-2	>10Crore≤25Crore	>10Million≤30Million
SG-3	≤10Crore	≤10Million

HaltStations		
HG-1	>50lakh	>03lakh
HG-2	>05lakh≤50lakh	>01lakh≤03lakh
HG-3	≤05lakh	≤01lakh

### Passenger Amenities at Stations and in Trains

Passenger amenities refer to the facilities provided to passengers before, during, and after their journey. These amenities ensure the comfort, safety, and convenience of passengers while traveling on railways. Below is a detailed list of these amenities at stations and on trains:

Sl. No.	Stations	Trains
1	Drinking water (piped/pump, water cooler, water vending machines)	Conductors, TTEs, Guard
2	Waiting hall, waiting rooms, AC VIP/Executive Lounge, retiring rooms	Berth, seats, Coupes, Cabins, Divyangjan Coach
3	Seating arrangement	Train Escorts, RPF staff
4	Platforms, Platform shelter	Reservation chart
5	Urinals, Latrines, Pay & Use Toilets, platform ends & circulating areas	Coach Attendants, Bedrolls
6	Foot Overbridge, Escalators, Subway	OBHS staff,
7	Lighting	Lighting
8	Fans	Fans
9	Enquiry counter, ATVMs	Emergency windows
10	Timetable display, electronic train indicator board, Touch Screen Enquiry System	Nightlamp, Reading lamp, Berth No. indicators
11	Clock	Vestibule
12	Refreshment room, modular catering stalls, Automatic Vending Machines, Food Plaza	Pantry cars, Train side vending
13	Public Address System / Computer-based announcement, Electronic Reservation Chart	Mobile chargers
14	Parking cum circulating area, with lights	AC Equipment, AC Mechanics
15	Electronic train indicator board	Berth No. indicator board
16	Signage (Standardized), Train coach indication system	Luggage shelves
17	Dustbins	Dustbins
18	Book stalls/other stalls of essential goods	Hooks for securing luggage
19	ATMs (preferably with ticketing facilities), Coin Operated Ticket Vending Machines	Pantry car, Mobile catering
20	Cloakroom	Alarm Chain
21	Parking cum circulating area, with lights	FIR Forms

Sl. No.	Stations	Trains
22	Washable aprons with jet cleaning	Toilets (Indian/Western type)
23	Cyber Cafes	Taps, Wash Basin, Water
24	CCTV for announcement & security purpose	Mirrors
25	POET, IVRS, NTES	
26	Bookstall, Medical Stall, Curio stalls	Luggage van, Dog Box

This chart organizes the **passenger amenities at stations and in trains**, detailing the facilities available to ensure a smooth and comfortable travel experience.

## Luxury Trains in India, 139 Helpline No. & NTES

Managed by Indian Railways and the IRCTC, there are a total of 7 luxury trains in India – namely Maharajas' Express, Palace on Wheels, The Deccan Odyssey, Golden Chariot, Royal Rajasthan on Wheels, Royal Orient Train, and Fairy Queen Express.

Indian Railways (IR) and the Indian Railway Catering and Tourism Corporation (IRCTC) provide a variety of luxury rail travel in India. Seven luxury trains are owned and operated by IR, which has decided to introduce luxury Anubhuti coaches on regular trains. The coaches would be similar to those on the Maharajas' Express and the Palace on Wheels.

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### *I. Fairy Queen*

1. A steam locomotive which runs between New Delhi and Alwar in Rajasthan.
2. It was certified by the Guinness Book of Records in 1998 as the world's oldest locomotive in regular operation after its restoration to haul a luxury train to increase tourism in Rajasthan.
3. In 1999, the Fairy Queen received a National Tourism Award.

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### *II. Deccan Odyssey*

1. Based on the Palace on Wheels to boost tourism on IR's Maharashtra route.
2. The route begins in Mumbai and travels to Ratnagiri, Sindhudurg, Goa, Kolhapur, Belgaum, Solapur, Aurangabad, Ajanta-Ellora, Nasik, and Pune before returning to Mumbai.

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### *III. Golden Chariot*

1. Connects major tourist areas in the states of Karnataka, Kerala, Goa, Tamil Nadu, and Puducherry weekly.
2. It is named after the stone chariot at Hampi's Vitthala temple.
3. The Golden Chariot is operated by the Karnataka State Tourism Development Corporation and marketed by Luxury Trains, with hospitality by the Mapple Group.
4. The train has 44 cabins in 11 coaches named after dynasties which ruled the region: Kadamba, Hoysala, Rashtrakuta, Ganga, Chalukya, Bahamani, Adil Shahi, Sangama, Satavahana, Yadukula, and Vijayanagar.

5. It has two restaurants, a lounge, a conference room, gym and spa facilities, and satellite television.

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#### ***IV. Maharajas' Express***

1. The train is managed by IRCTC.
2. The train offers five itineraries, all of which begin or end in Delhi and include a visit to Agra's Taj Mahal.
3. It arrives at a different station each morning for off-rail excursions, including shopping and visits to monuments, heritage sites, palaces, forts, and hotels.
4. New itineraries include three pan-Indian journeys and two golden triangle tours of Delhi, Jaipur, and Agra.

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#### ***V. Palace on Wheels***

1. Introduced by Indian Railways to promote tourism in Rajasthan.
2. The train was refurbished and reintroduced in August 2009 with new décor, itinerary, and cuisine.
3. The Palace on Wheels concept derives from the royal background of the coaches, which were intended to be the personal railway coaches of the former rulers of the princely states of Rajputana, Gujarat, the Nizam of Hyderabad, and the Viceroy of British India.
4. Each coach has four cabins (known as chambers or saloons) with twin beds, wall-to-wall carpeting, air-conditioning, satellite television, an intercom, toilets, hot and cold running water, and personal attendants.

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#### ***VI. Mahaparinirvan Express***

1. Travels to Buddhist sites in North India.

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#### ***VII. Royal Orient***

1. Runs between Gujarat and Rajasthan, covering important tourist locations in the two states, modeled on the Palace on Wheels.

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#### ***VIII. Royal Rajasthan on Wheels***

1. Operated by Indian Railways, is modeled on the Palace on Wheels and follows a similar route through Rajasthan.
2. The train visits several major tourist, wildlife, and heritage sites across the state.
3. Attractions visited include the Hawa Mahal (Palace of Winds), Moti Mahal, Sheesh Mahal, Ranthambore National Park, Chittaurgarh Fort, Jal Nivas, Keoladeo Ghana National Park, Agra Fort, and the Taj Mahal.
4. The Maharajas' Express is India's most expensive train.



## **Helpline Number "139"**

### **Indian Railways One Integrated Helpline Number "139"**

1. A nation-wide public grievances and enquiry helpline number during railway travel.
2. This is a single, integrated Railway helpline number for passengers to quickly address grievances and make enquiries during their travel.
3. This helpline number, 139, will be available in twelve (12) languages.
4. It will be based on IVRS (Interactive Voice Response System).
5. There is no need for a smartphone to call 139.
6. This provides easy access to all mobile users.
7. All basic inquiries about train operations and reservation-related queries, such as PNR Status, accommodation availability (General & Tatkal), train arrival and departure timings, etc., can be obtained by dialing 139.
8. The Rail MADAD integrated single helpline 139 replaces all other helplines, such as 182 and 138.
9. For security, assistance, information, complaints, inquiries, or any other concerns, dial #139

### **National Train Enquiry System (NTES)**

1. NTES, the National Train Enquiry System of Indian Railways.
2. It is run and maintained by CRIS.
3. CRIS stands for Centre for Railway Information Systems.
4. CRIS is an IT organization of the Ministry of Railways.
5. This app provides all information about the running of trains.
6. Real-time status of trains, schedules, diversions, cancellations, etc., can be known.
7. Information is updated from COA (Control Office Application).
8. Available in both English and Hindi.

### **IVRS in Indian Railways – (Interactive Voice Response System).**

1. IVRS in Indian Railways provides automated services for passengers, offering quick access to train information without human intervention.
2. **Common Services:**
  - Train schedules
  - PNR status
  - Reservation and ticket availability
  - Train delays and cancellations
3. Available through the **Helpline Number 139** and offers services in multiple languages.
4. **User-Friendly:** Passengers can interact via voice prompts or keypress inputs (e.g., press 1 for train status, 2 for reservation details).
5. **24/7 Availability:** IVRS allows passengers to access railway information anytime, making it convenient for travelers

## **TSBE (Touch Screen Based Inquiry) –**

1. TSBE provides passengers with quick access to train-related information via touch screen kiosks at railway stations.
2. Includes train schedules, PNR status, seat availability, and route information.
3. Passengers can easily navigate through the system with a touch interface, making it simple to get real-time information.
4. Installed at major railway stations for easy access by travelers.
5. Available in multiple languages for convenience to a wide range of passengers.
6. Eliminates the need for waiting in queues at enquiry counters, improving efficiency and reducing congestion at stations.

## **Facilities for Female Passenger in Indian Railways**

1. **Section 58 of the Railways Act 1989:** A separate accommodation of the lowest class for ladies should be provided by all passenger trains.
2. **Section 162 of the Railways Act 1989:** Unauthorized entry of a male passenger into the ladies' compartment will incur a penalty of ₹500/-.
3. **Boys below 12 years:** Boys below 12 years are permitted with their mother or relatives in the ladies' compartment.
4. **Section 139 of the Railways Act 1989:** Ladies traveling without a ticket should not be detained during nighttime.
5. They can be detained during the daytime only at district headquarters or major junctions.
6. **Male TTEs:** Male TTEs should not enter the ladies' coach for checking.
7. **Tejaswani squads:** These squads consist of two lady TTEs and one lady RPF for checking of ladies' coaches.
8. **At stations:** Separate counters and waiting halls are to be provided for ladies.
9. A separate **reservation quota (Ladies' Quota)** is earmarked for lady passengers.
10. **Separate lower berth quota** for ladies aged 45 years and above, and pregnant women are provided by all trains.
11. **Free season tickets** are provided for girls studying up to the degree level, including vocational and professional courses.
12. **75% concession** is granted for rural girl students attending national-level exams (CET).
13. **Matrubhoomi Ladies Special Sub-urban Trains** are run.
14. **Senior citizens and women aged 58 years and above** are provided a 50% concession.

## **Waiting Rooms:**

1. **Waiting rooms at stations:** Waiting rooms are intended for the convenience of passengers only.
2. **Opening times:** SMs are instructed to open the waiting rooms two hours before the arrival of the train and close them two hours after departure.
3. **Night trains:** Passengers arriving by night trains may remain in the waiting rooms until morning, and passengers leaving by night trains may remain in them until their train departs.
4. **Separate waiting rooms:** Separate waiting rooms are provided for passengers of different classes.
5. **Male passengers:** Male passengers should not occupy waiting rooms marked for ladies.
6. **Register maintenance:** A register is maintained in every waiting room under the custody of an attendant, where passengers should enter their ticket details.
7. **Loss of luggage:** The Railway accepts no responsibility for luggage left in the waiting rooms.
8. **Dogs:** Dogs are not permitted in the waiting rooms.
9. **Ticket examiners:** Ticket examiners have instructions to check the waiting rooms at regular intervals and remove unauthorized persons.

### **Facilities for Handicap Passengers in Indian Railways –**

1. **Reserved Seating:** Specially designated seats in coaches for differently-abled passengers.
2. **Wheelchair Access:** Availability of wheelchairs at major railway stations and on trains for easy mobility.
3. **Ramp Access:** Ramps at railway station entrances and platforms for easy access to trains.
4. **Special Coaches:** Some trains have specially designed coaches with wider doors and accessible toilets for the convenience of passengers with disabilities.
5. **Booking Assistance:** Assistance for booking tickets through PRS (Passenger Reservation System) counters or online platforms with special provisions for disabled passengers.
6. **Companion Assistance:** Facility to book tickets for a companion who helps the disabled passenger during the journey.
7. **Priority in Services:** Priority assistance at stations, including help in boarding and deboarding.
8. **Special Toilets:** Accessible toilets on trains and platforms for the comfort of differently-abled passengers.

## Kinds of Tickets

### *Introduction:*

Every person desirous of traveling on a railway shall, upon payment of the due fare, be supplied with a ticket by a railway servant or an authorized agent. No passenger shall board a train without having a proper pass or ticket or having obtained permission from a railway servant authorized in this regard for such travel.

A ticket is a valid travel authority given to a person, upon payment of the due fare, to travel from one station to another.

JOURNEYTICKETS			NON-JOURNEYTICKETS	
JOURNEYPAPERTICKETS		PAPERLESS TICKETS	NON-JOURNEY PAPERTICKETS	
RETURN JOURNEY TICKET	BLANKPAPER TICKET	M-TICKET	CLOAKROOMTICKET	
COMBINED TICKET	EXCESSFARE TICKET	UTSON MOBILE	RETIRINGROOMTICKET	
SEASON TICKET	JOURNEY EXTENSIONTICKET		SUPPLEMENTARY CHARGE TICKET	
	CIRCULAR JOURNEYTICKET		PLATFORMTICKET	
	COMPUTER PRINTEDTICKET			
	UTSTICKET			
	E- TICKET			

## **Passenger Tickets are of Two Kinds:**

1. Card Tickets
2. Paper Ticket / Computer Printed Tickets

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### ***Single Journey Printed Card Ticket:***

A single journey means a journey from the starting station to the destination station in one direction. A ticket contains the following details as per Section 50 of the Railways Act 1989:

1. Serial number of the ticket.
2. Names of the "from" and "to" stations (In English and Hindi for all tickets and in regional languages also in the case of II class).
3. Distance in kilometers.
4. Amount of fare.
5. Class and type of train (Mail/Express/Ordinary/Combined).
6. Route and via stations.
7. Month and year of printing.
8. In the case of a child ticket, the word "CHILD" in red.
9. In the case of a concession ticket, nature of concession (e.g., Sr. Citizen, PTO, etc.).
10. The face of the ticket will have the name of the issuing railway hatched in red to form a background.
11. On the backside of the ticket – code of the issuing railway.
12. Date of issue is punched before the ticket is issued.

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### ***Child Ticket:***

1. Children under 5 years of age can travel free by rail.
2. Children aged 5 years and under 12 years of age are charged half of the adult fare, subject to a minimum fare.
3. Children aged 12 years and above are treated as adults and charged full fare.
4. Half tickets will not be issued to children when the fare for a full ticket is the minimum fare.
5. Half tickets will not be issued to children when a separate berth is required in reserved compartments (Full basic fare will be collected).

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### ***Check Soldier Ticket (CST):***

1. It is a journey ticket issued to individual military personnel.
2. This ticket is issued in exchange for Military Warrant No. IAFT 1752.
3. IAFT 1752 consists of two portions: the upper portion and the lower portion.
4. The upper portion is submitted to the accounts office as a voucher.
5. The lower portion is handed over along with the CST to the party.
6. Both the ticket and the lower portion of the warrant constitute the traveling authority.
7. The free allowance of luggage is 40 kg for all classes.
8. The charges are accounted separately in the Daily Train Cashbook (DTC) under the head 'Government Passengers'.
9. The amount due is entered in the warrant and debited to the Defence Department.

## Season Ticket:

1. A season ticket is issued for suburban and non-suburban sections.
2. It is issued for travel in first class and second class only.
3. It is issued up to a maximum distance of 150 km.
4. These tickets are issued for monthly, quarterly, half-yearly, and yearly periods.
5. **Quarterly Season Ticket** = 2.7 times of Monthly Season Ticket fare.
6. **Half-Yearly Season Ticket** = 5.4 times of Monthly Season Ticket fare.
7. **Yearly Season Ticket** = 10.8 times of Monthly Season Ticket fare.
8. The minimum fare:
  - II MST: Rs. 100
  - I MST: Rs. 325
9. A photo identity card is issued to season ticket holders at a cost of ₹1.
10. Any other photo ID card with a serial number is also permitted, valid for five (5) years.
11. The card contains a serial number, space for photo, name, age, sex, and signature.
12. The serial number of the identity card should be recorded on the season ticket.
13. The season ticket and identity card together constitute the authority for travel.
14. Season tickets can be renewed 10 days in advance from the date of expiry.
15. A season ticket is valid on all trains.
16. Season ticket holders are not permitted to travel by reserved coaches.
17. Student season tickets are charged at half of the adult season ticket fare.
18. Season ticket fare is rounded off to the next higher multiple of Rs. 5.
19. Extension of journey on season tickets is permitted.
20. Break journey rules are not applicable.
21. Only one season ticket is issued per passenger.
22. A season ticket is not valid unless it bears the signature or LTI of the ticket holder.
23. Season tickets are not transferable, and duplicate tickets will not be issued.
24. Refund on season tickets is not allowed when traveled in a lower class.
25. Refund on unused or partially used season tickets is not granted.
26. On an experimental basis, the Railway Board has permitted quarterly, half-yearly, and yearly season tickets in AC EMU/DEMU/MEMU at 2.7, 5.4, and 10.8 times of the monthly season ticket fare applicable for AC locals, respectively. (CC No.28 of 2023, Dated 21-11-2023)

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## Market Vendor Season Ticket (MVST):

1. These tickets are issued from stations of market produce areas to nearby towns and cities for selling their market produce.
2. It is issued from and to stations as permitted by the DCM.
3. It is issued to adults only.
4. It is issued for travel in second class only.
5. It is issued up to a maximum distance of 150 km for both monthly and quarterly periods.
6. MVSTs are charged at 1.5 times the normal monthly season ticket fare.
7. A photo identity card is issued.
8. Free allowance of luggage is 60 kg for the outward journey, and for the return journey, only empties are permitted.
9. Luggage in excess of the free allowance can be booked at the rate applicable.
10. They are not permitted to sell their goods in trains, platforms, and railway premises.

### Types of Season Tickets

<b>PASSENGER</b>	<b>FARE (Rs.)</b>	<b>AGE (Yrs)</b>	<b>DISTANCE LIMIT (Km)</b>	<b>CLASS</b>
General Public	100 %	--	150	I/II
Students* Boys –up to +2 level Girls –upto graduation & Professional Courses	Free (Millennium Gift from Rlys 2000)	--	150	II/O
Students* –General	50% of Genl. Public	Upto 25	150	I/II
Students* –SC/ST	50% of Student fare	Upto 27	150	I/II
Railway Employees**	25 %	--	110	I/II
Market Vendor**	150 %	--	150	II
IZZAT season- Unorganised sector labourers with income not exceeding Rs 1500/- p.m.	25	--	150	II (O/E/SF)

### Luggage on Season ticket:

<b>SEASON TICKET</b>	<b>FREE ALLOWANCE (KG.)</b>	<b>MARGINAL ALLOWANCE (KG.)</b>
I CLASS	15	5
II CLASS	10	5
Market Vendor	60 – Outward	Nil
	25 – Return (Empty)	Nil

### **Free Season Tickets to Students:**

1. These season tickets are issued to boys studying up to 12th standard.
2. Issued to girl students studying up to degree/professional/vocational courses.
3. The tickets are valid for one month.
4. It is issued for travel up to a distance of 150 km only.
5. Permitted to travel in II class by suburban and ordinary trains only.
6. Students should submit a bonafide study certificate for the issue of these tickets.
7. All other conditions of season tickets will apply.

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### **Izzat Monthly Season Tickets:**

1. Issued to persons working in the unorganized sector whose monthly income is up to Rs. 1500/-.
2. Only Monthly Season Tickets are issued.
3. The cost of the ticket is Rs. 25/- only.
4. Issued up to a distance of 150 km.
5. These tickets are valid in II class by all trains.
6. These Izzat MSTs will be issued on production of an income certificate of the applicant from any one of the following:
  - o (i) District Magistrate
  - o (ii) Sitting MP of Lok Sabha for persons of their own constituency
  - o (iii) BPL card holders
  - o (iv) Union Minister for any persons from anywhere in the country
  - o (v) Sitting MP of Rajya Sabha for persons of the district in which the MP normally resides
  - o (vi) The DRMs in exceptional circumstances
7. For availing IZZAT MST, the passenger should first obtain an income certificate from local government officials (SDM/SDO/BDO/Tehsildar) and thereafter obtain income certificates from Hon'ble MPs of Lok Sabha, Rajya Sabha, or Union Ministers.
8. These would have to be issued on the letterhead of the issuing authority.
9. The income certificate is valid for two years.
10. On production of income certificates and a copy of Photo Identity Card cum residential proof, IZZAT MST should be issued.
11. The Monthly season tickets will be issued by the SM on collection of a Xerox copy of the income certificate after verifying the original certificate.

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### **Blank Paper Ticket (BPT):**

1. BPT is in the form of a booklet consisting of 50 sets of tickets.
2. BPT is machine-numbered, and each ticket consists of 3 foils, namely Accounts, Passenger, and Record.
3. BPT is prepared with the help of double-sided carbon paper.
4. BPT is issued for local and foreign Railways separately.
5. BPT is generally issued for concessional tickets.
6. The passenger foil is issued to the passenger, the accounts foil is submitted to the Accounts office at the end of the month, and the record foil is kept as the station record.
7. The name of the issuing station should be printed or stamped.
8. The amount realized on BPT should be shown separately in the DTC book.
9. Before using a new BPT book, all foils should be checked and certified on the backside of the last record foil.



10. These are money-value books and should be kept in safe custody.

### Excess Fare Ticket (EFT):

1. EFT is in the form of a booklet consisting of 50 sets of tickets.
2. EFT is machine-numbered, and each ticket consists of 3 foils, namely Accounts, Passenger, and Record.
3. These tickets are prepared using double-sided carbon.
4. EFT is used separately for local and foreign Railways.
5. In the booking office, EFT is issued when printed card tickets are not available.
6. Ticket checking staff uses EFT for charging ticket-less travelers, unbooked luggage, collection of reservation fee, fare difference, etc.
7. Foreign EFT has a red waveband across.
8. At the end of the month, accounts foils will be sent to the Accounts office.
9. The amount realized on EFT should be shown separately in the DTC book.
10. Before using a new EFT book, all foils should be checked and certified on the backside of the last record foil.
11. These are money-value books and should be kept in safe custody.

### Supplementary Charge Ticket:

1. This ticket is issued when a passenger holding an M/E ticket wants to travel by a superfast train.
2. It is valid for the entire journey, irrespective of a break journey.

Class	Rs.
AC I Class	75
AC 2 Tier	45
First Class	45
AC 3 Tier	45
AC Chair Car	45
Sleeper Class	30
Second Class	15

3. Supplementary charges:
4. Season ticket holders are permitted to travel in superfast trains on the purchase of supplementary charges.
5. The following are exempted from payment of supplementary charges:
  - Pass
  - PTO
  - ICRP
6. A person traveling by a superfast train without paying supplementary charges will be treated as follows:
  - **If the journey is commenced by a superfast train:** Supplementary charge plus excess charge.
  - **If the journey is started by a normal train and changed into a superfast train en route:** Only supplementary charges should be collected. No excess charge is collected.

### **Retiring Room Ticket:**

1. Retiring rooms and dormitories are primarily meant for passengers for a short overnight stay, who seek rest while waiting for the next train.
2. Booking is done online or at stations where such facilities exist.
3. A retiring room ticket (RR ticket) is issued to passengers occupying retiring rooms at stations.
4. The room is normally allotted for 24 hours on a first-come-first-served basis.
5. The Matron/Station Master (SM) is in charge of the retiring rooms.

### ***Extension of Stay:***

- Extension is permitted when there is no other demand.
- For every extension, 25% extra is collected.

### ***Additional Information:***

- When the passenger vacates the room, the ticket should be collected and entered in the TCR (Ticket Cancellation Register) and sent to the Accounts office along with the collected tickets.
- Members of Parliament (MPs) are allowed to pay 50% of the normal charges for their stay during the first 24 hours. Normal charges will be levied afterwards.

### **Online Booking:**

1. You can book up to 120 days in advance at [www.rr.ircctourism.com](http://www.rr.ircctourism.com).
2. Online booking is available for 12-48 hours only.
3. Only CNF (Confirmed) and RAC (Reservation Against Cancellation) bookings are allowed. Waitlisted (WL) passengers cannot book.

### ***Hourly Booking:***

- Reservation period is a minimum of 1 hour and a maximum of 48 hours.
- Hourly booking is allowed only during non-principal block hours (09:00 AM to 09:00 PM).
- The tariff for 1 hour is 25% of the 24-hour tariff.
- The maximum time for booking is up to the check-in time.

### ***Cancellation Fee:***

- 20% of the booking amount if canceled 2 days in advance, excluding the day of occupation.
- 50% of the booking amount if canceled one day in advance, excluding the day of occupation.
- No refund in case of cancellation of retiring room booking on the same day.

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### **Platform Ticket:**

1. Platform tickets are issued for admitting persons on Railway platforms.
2. The cost of a platform ticket is Rs. 10/-.
3. The platform ticket is valid for 2 hours from the time of issue.
4. No refund is permitted on unused platform tickets.
5. A guard certificate can be granted when a passenger is holding a valid platform ticket.

6. Platform ticket holders should not enter into the coaches.
7. Platform tickets are accounted for in the DTC (Daily Ticket Collection) book.
8. Railway staff on duty, military personnel in uniform, government railway police, and railway mail service staff are admitted to platforms without platform tickets.

### **Cloakroom Ticket & Locker:**

1. Cloakroom facilities are available at some important stations for passengers only.
2. The cloakroom ticket is in the form of a booklet and is machine-numbered.
3. The cloakroom ticket consists of 3 foils:
  - o (i) Record
  - o (ii) Passenger
  - o (iii) Label
4. The Station Master (SM) fills all the columns, and the label portion is pasted on the articles. The passenger portion is handed over to the passenger as a receipt.
5. Cloakroom charges are as follows:

<b>Period</b>	<b>Cloak Room</b>	<b>Locker</b>
For first 24 hours or part thereof	Rs. 15 per package	Rs. 20
For each subsequent 24 hours or part thereof	Rs. 20 per package	Rs. 30

6. At the time of delivery, the passenger must mention the time and date with their signature on the cloakroom ticket.
7. If the cloakroom ticket is lost, delivery can be granted on application, if the SM is satisfied or on an indemnity bond.
8. The maximum period for keeping articles in the cloakroom is 7 days.
9. If articles are not claimed within 7 days, they will be disposed of through public auction.

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### **Police Warrants and Jail Requisition:**

1. Police warrants are issued to on-duty police officials.
2. Jail requisitions are issued to prisoners and their escorts.
3. These warrants are machine-numbered and consist of two portions (inner and outer).
4. These warrants are to be exchanged at stations for tickets.
5. The ticket numbers should be written on the warrant under the signature of the SM with a stamp.
6. All the charges are debited to the police department.
7. Travelling with an un-exchanged warrant is treated as travelling without a ticket.
8. The outer portion of the warrant with the ticket will be handed over to the police official.
9. The inner portion of the warrant is treated as a voucher and sent to the cash office.
10. Refund on unused tickets is not granted, but a Ticket Deposit Receipt (TDR) is issued.

### **Circular Journey Ticket (CJT):**

1. Circular journeys are of two types:
  - i) Standard circular journey (fixed by railways)
  - ii) Non-standard circular journey (proposed by the party)
2. Standard circular journey tickets are issued at depot stations, and non-standard circular journey tickets are issued at nominated stations.
3. The total distance is calculated on a point-to-point basis, and the total distance is divided by two. The fare for two single journeys is collected as the total fare.
4. These tickets are issued in all classes for adults, children, and senior citizens.
5. Reservation charges are collected separately for each leg of the journey.
6. Supplementary charges are collected only once for the entire journey.
7. A maximum of 8 break journeys are allowed on a CJT.
8. Validity period is calculated as follows:
  - For every 200 kms or part thereof: 1-day break journey period
  - For every 400 kms or part thereof: 1-day journey period
9. At the time of a break journey, CJT holders need not obtain endorsement.
10. The names of the stations where the passengers want to halt are given in the CJT.
11. The journey should be completed within the validity period.
12. Break journey rules are not applicable.

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### **High Official Requisition (HOR):**

1. High officials are those listed in Annexure "F" of the Coaching Tariff, Part-I, Vol. I (e.g., President, Prime Minister, Cabinet Ministers, Governors, Chief Justice).
  2. HOR is presented at the booking office in two portions:
    - i) Requisition portion (inner part)
    - ii) Acknowledgement portion (outer part)
  3. The booking clerk should fill both portions with accommodation provided and ticket numbers of authorized persons traveling in the same compartment.
  4. Both portions should be signed by the station master, indicating the fare and other charges, with his signature and station stamp.
  5. The outer portion is handed over to the high official as the traveling authority.
  6. The inner portion should be sent to the cash office as a voucher.
  7. HOR is accounted separately in the DTC book.
  8. When a high official is detected with an un-exchanged HOR, a free EFT will be issued.
  9. The TTE should hand over the collected HORs at the destination.
  10. CRS shall supply a statement of HORs exchanged to the CTI every day. The CTI will verify and certify whether high officials traveled or not and submit the same to the accounts office periodically.
-

### Identity Card cum Railway Pass (ICCRP):

1. ICCRP is issued to members of Lok Sabha and Rajya Sabha.
2. Plastic laminated cards are issued in place of ID cards issued earlier.
3. MPs are entitled to travel in IAC/EC with spouse and a companion in 2AC.
4. They are permitted to travel anywhere by all trains.
5. An MP without a spouse can take one person with them in place of a spouse in IAC/EC, along with the companion.
6. A blind or physically incapacitated MP can take an attendant instead of a companion, in addition to the spouse.
7. The spouse of an MP is entitled to travel by railway in IAC/EC from the usual place of residence to Delhi and back, any number of times.
8. MPs can request reservations by telephone.
9. Journey slips must be filled in and handed over to TTE or TE at the destination.
10. Journey slips are supplied in the form of books, in 3 foils, and machine-numbered.
11. A statement of forms received is prepared by the SM and sent to the accounts office.
12. All charges are debited to the parliamentary secretariat.

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### Rail Travel Coupons (RTC)/Money Value Coupons:

1. RTC books are issued to:
  - Touring Government officials
  - Representatives of mercantile firms
  - MLAs, MLCs of the State Legislature
2. RTCs are printed in different denominations in book form.
3. The whole coupon book must be presented at the booking office.
4. The booking clerk should personally detach the required coupons to cover the fare and other charges due from higher to lower denominations.
5. No loose coupons should be accepted.
6. If the booking clerk detaches excess coupons, they should endorse the coupons as “Detached in excess,” sign them, and stamp them. Only then will they be accepted at other stations.
7. If sufficient coupons are not available, cash can be accepted to cover the difference.
8. No refund will be granted on tickets purchased using RTC.

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### Accredited Press Correspondents:

1. Indian Railways issues **Photo Identification Cards** to **accredited press correspondents** for availing concessional travel benefits.
2. The **Photo ID Card** is issued based on certification from the **Press Information Bureau (PIB)** or other **competent State and local authorities**.
3. The **Photo ID Card** is **non-transferable** and can only be used for journeys connected with **bonafide press work** by the correspondent in whose name it is issued.
4. The card is issued at the **station serving the capital/headquarters** of the press correspondent.
5. Press Correspondents must **visit the concerned station** with:

- Certification from PIB or competent authority.
  - A **self-attested passport-size photograph** to be affixed on the card.
6. The **validity of the Photo ID Card** is **co-terminus with the accreditation certificate** issued by PIB or the respective authority. (*Commercial Circular 32 of 2018*).
  7. **Family members** (spouse/companion and dependent children up to 18 years) are allowed to travel **twice per financial year** along with the press correspondent.
  8. Booking of reserved tickets is allowed **120 days beyond the validity** of the accreditation card if the press correspondent provides a **proof of renewal application**. (*Commercial Circular 63 of 2019*).
  9. In case of delays in the issuance of renewed Press Correspondent ID Cards, a **two-month extension** may be given to the Railway Unique ID Card to facilitate travel.
  10. **Concession Details:**
    - **50% concession** on **basic fare** in all classes of **Mail/Express trains**.
    - **50% concession** on **all-inclusive fare** in **Rajdhani, Shatabdi, and Jan Shatabdi Express trains**.
    - **No concession** in **Garib Rath trains**.
  11. Other charges such as **superfast surcharge, reservation fee, catering charges, and GST** are payable in full.
  12. The **concession is not applicable** for:
    - Season tickets
    - Circular journey tickets
    - Local/Suburban/Passenger trains (*Commercial Circular 36 of 2009*).
  13. Concessional tickets are issued through:
    - **Passenger Reservation System (PRS)**
    - **Unreserved Ticketing System (UTS)**
  14. While booking a ticket, the **photocopy of the Photo ID Card** must be submitted, and the **original card** must be shown for verification.
  15. During travel, the **Photo Identity Card must be carried** for verification by the TTE.
  16. If the **Photo ID Card is not produced**, the press correspondent must **pay the full fare difference** between the concessional fare and the actual fare.
  17. If the accreditation card expires, advance booking of tickets for **120 days** is still allowed if proof of renewal is provided.
  18. **Advance single-journey tickets** can be issued for journeys commencing from specific trains

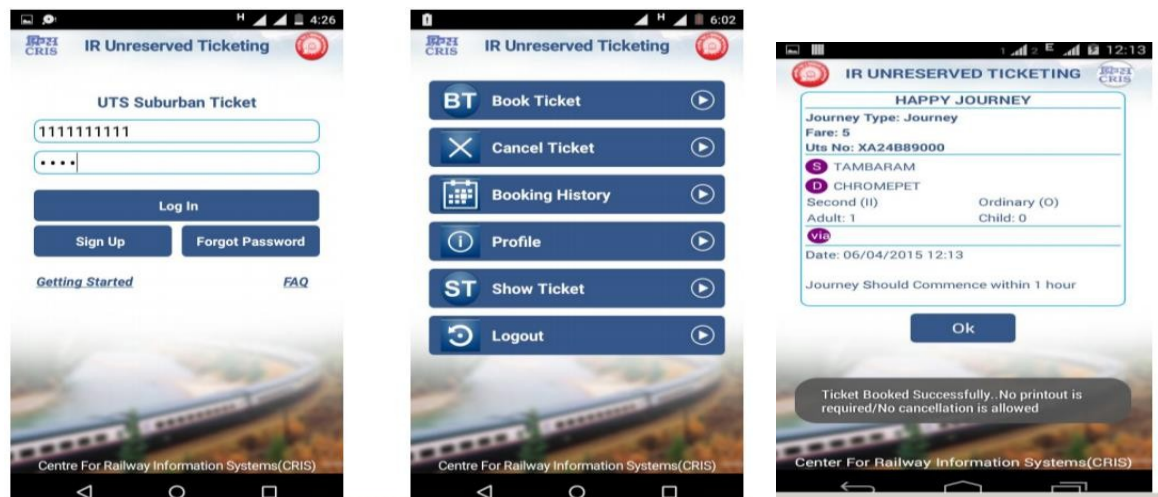
## 1.Un-reserved Ticketing System (UTS)

### Particulars on UTS Ticket:

1. **From and To Stations:** The departure and destination stations.
2. **Route:** The route selected for the journey.
3. **Class of Accommodation:** The class of travel (e.g., Sleeper, AC).
4. **UTS Number:** A unique identifier for the ticket.
5. **Date of Journey:** The date on which the journey is scheduled.
6. **Distance and Fare:** The distance covered and the fare collected for the journey.
7. **Date and Time of Issue and Machine Number/Counter Number:** The exact time and date when the ticket was issued along with the machine number or counter number.
8. **Cash/Voucher:** Indicates the mode of payment (either cash or voucher).
9. **Ticket Type:** Specifies the type of ticket (e.g., Single, Return).
10. **11-digit Alpha Numeric Preprinted Number and a 4-digit Machine Printed Ticket Number:** A unique identification number consisting of both preprinted and machine-printed components.
11. **4/5-digit Random Number:** A random number associated with the transaction.
12. **Travel Authority and Concessional Code, if any:** Travel authority information (e.g., pass) and any concession codes applicable.
13. **Alpha Code of Progressive Totals of Transactions Made:** The cumulative transaction code.

## UTS On Mobile App:

1. **Unreserved tickets** are issued in suburban and non-suburban sections.
2. **Download the UTS App** and install it.
3. For **USSD app**, call \*139#.
4. **Registered Mobile Number** is the **User ID** for the passenger to log in.
5. **Booking is not possible** within a geographically fenced area.
6. The passenger should be **at least 15 meters** away from the geofencing.
7. **Max ticketing zone:**
  - o **20 km radius** from the journey commencing station for non-suburban sections.
  - o **5 km radius** for suburban stations.
8. **Payment for the ticket** is done through the “**Railway Wallet**” feature in the app.
9. The passenger can **recharge the R-Wallet** at the counter or at [www.utsonmobile.indianrail.gov.in](http://www.utsonmobile.indianrail.gov.in) (max Rs. 10,000 in the account allowed).
10. **Payment is possible** through **Paytm, Mobikwik**, etc.
11. **Promotion: 3% bonus** on the recharge value when recharging the R-Wallet.
12. **Debit card, credit card, and net banking** can be used for payments.
13. The passenger should **book and carry the ticket image** on the mobile.



## UTS On Mobile App:

- **Image cannot be edited, forwarded, or tampered with.**
- **No cancellation** of the image is allowed.
- “**Show Booked Ticket**” option used to show the ticket to ticket checking staff.
- **QR Code, UTS number** and **Call checking** can be done through the TTE app.
- **Season tickets** can be issued or renewed through the UTS on mobile app.
- **CRIShas** to make **ATVM** more user-friendly.
- **UTS On Mobile** may help in bringing unreserved ticketing into the **digital domain**.

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## Specifications for Pre-Printed Paper Computerized Passenger Ticketing System:

1. **Ticket roll size:** 100mm X 64mm (4”x 2.5”), with **Indian Railway watermark** and **background advertisement**.
2. **Each roll contains 500** serially numbered tickets.



- Serial number consists of 8 digits.
  - **Roll starting number** ends with 000 or 500, and **ending number** ends with 499 or 999.
3. **Perforated lines** after each ticket.

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### Maintenance of Registers in UTS Booking Office:

- **Charge handover and taking over register:** Used as **DTC book** for pasting the day-end summaries.
- **Equipment fault register**
- **Failure register**
- **Non-issue register**
- **Cancellation register**
- **Special cancellation register**

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### Duties of the Operator:

1. **Shift changeover:** Pass an **undertaking** about correct taking over of UTS terminals, keyboards, and printers.
2. **Check opening number:** Ensure it physically tallies with the first available ticket.
3. **Enter correct amounts:** Personal cash and correct impressions in the UTS system.
4. **Legibility check:** Ensure that all characters are legible, and correct numbers are printed.
5. **Cancel, cross, and deface** all cancelled, non-issued, and special cancelled tickets.
6. **Ticket destination check:** Ensure no ticket is issued to destinations already fed into the system.
7. **Permissions for cancellations:** Allow cancellations after verification.
8. **Discrepancy resolution:** In case of discrepancies, escalate to the supervisor and generate hard copies.
9. **Failure resolution:** Deposit cash based on **alpha cumulative cash** and report to the AMC contractor.

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### Duties of Supervisor & Operator at the Beginning of the Shift:

1. **Only authorized users** are permitted to work on terminals.
2. **Quality check of ink** in the tape cartridge for clear legibility.
3. **Slash number check** on the stationary and ensure it matches the pre-printed number.
4. If there's a **mismatch**, follow procedure for non-issued or discontinued tickets.

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### Duties of the Supervisors:

1. **Tally daily cash and vouchers** with shift-wise summaries at the end of the shift.
2. Ensure **correct remittance of cash**, take action in case of discrepancies.
3. **Verify details** of cash and vouchers against the system.
4. Ensure each operator hands over **correct cash, RTC Coupons, Concessions, Non-Issued** tickets, etc.
5. **Non-Issued, Cancelled, Special Cancelled tickets** are sent to **TAO** with summary.
6. If **DTC is not generated**, collect cash from the next ticket stationary available.
7. **Failure register:** Record details if cash discrepancies occur.
8. **Coded cash:** Recognized through alphabets A to J, denoting values 0 to 9.
9. **Daily BPT statements:** Sent to **TAO** on the next day showing journey details.

List of UTS reports to be generated from the system:

Daily Reports	Periodic Reports	Monthly Reports
Season tickets	Season tickets	Season tickets
Advance season tickets	Advance season tickets	Advance season tickets
Non-issued season tickets	Non-issued season tickets	Non-issued season tickets
Cancelled tickets	Cancelled tickets	Cancelled tickets
Summary of cancelled tickets	Summary of cancelled tickets	
Special cancelled tickets	SPL cancelled tickets	SPL cancelled tickets
Summary of SPL cancelled tickets		
TTE money receipts	TTE money receipts	TTE money receipts
TC money receipts	TC money receipts	TC money receipts
Miscellaneous receipt tickets	Miscellaneous receipt tickets	Miscellaneous receipt tickets
Adhoc concessions		
Concession tickets	Concession tickets	Concession tickets
Police vouchers	Police vouchers	Police vouchers
Military vouchers	Military vouchers	Military vouchers
CST vouchers	CST vouchers	CST vouchers
RTC concessions	RTC concessions	RTC concessions
BPT	BPT	BPT
Development charge	Development charge	Development charge
Supervisor intervention	Supervisor intervention	Supervisor intervention
Station pair	Station pair	Station pair
Sum of trains (Cash info)	Sum of trains (Cash info)	Sum of trains (Cash info)
M-17 continuity	M-17 Continuity	M-17 Continuity
Ticket information	Ticket information	Ticket information
M9 Classification	M9 Classification	M9 Classification
Concession passenger (Season)		
SPL cancel season ticket		

## **Jan Sadharan Ticket Booking Sewak (JTBS)**

JTBS will be appointed by the Railway Administration for issuing unreserved tickets outside railway premises, through the computerized Unreserved Ticketing System (UTS).

### ***Conditions for JTBS:***

1. The candidate must be a metric and at least 18 years old.
2. A character certificate from the District Magistrate/Additional District Magistrate must be produced.
3. The place of UTS should be easily approachable and have a landline telephone.
4. The candidate should be a local resident within the municipal limits of the city.
5. The candidate should deposit ₹25,000/- in the form of a banker's cheque/demand draft against any dues during the period of the contract.
6. The cost of technical equipment will be borne by the candidate.
7. The JTBS will also pay for the installation of technical servers and the main server.
8. Only one application will be accepted from one person.
9. Only cash tickets will be issued.
10. The candidate will make an advance deposit, not falling below the prescribed lower limit of ₹10,000/-.
11. The candidate will collect ₹2 per passenger as commission and ₹5 per renewal season ticket.
12. The JTBS will not issue tickets from the station premises.
13. Daily, periodical, and monthly transaction reports will be provided to the serving station.
14. JTBS can be appointed keeping in view the reservation quota as prescribed.
15. Either party can terminate the contract by giving one month's notice.

### ***Appointment Process:***

1. A committee of 3 Assistant Officers will select the JTBS.
2. The Railways can reject any application without giving any reason.
3. The application must be submitted in the prescribed form.
4. The application must be sent by registered post or by hand.
5. The following documents must be attached with the application:
  - o Educational certificate
  - o Address proof
  - o Proof of telephone
  - o Residential certificate
  - o Supporting documents regarding the ownership of premises
  - o Sketch showing approach to the premises
  - o Certificate to claim reservation quota

### ***Other Conditions:***

1. If the performance of the JTBS is unsatisfactory or the conditions of the agreement are not fulfilled, the Sr. DCM may impose a penalty of up to ₹500/-.
  2. The penalty may be deducted from the security deposit.
  3. Upon completion or termination of the contract, the security deposit will be refunded.
  4. Refund of tickets issued by JTBS will be done by the serving station as per refund rules in force.
  5. JTBS operators may be allowed to renew season tickets.
-

## **Station Ticket Booking Agent (STBA)**

- To enable the SMs/ASMs to concentrate better on train operations, STBAs are appointed at NSG 5 & 6 category stations.

### ***Conditions for STBA:***

1. STBAs are introduced in NSG 4 and SG 3 category stations on a pilot basis and are extended up to 21.8.2024 (CC No. 15 of 2023).
2. The appointment will be on a commission basis for issuing unreserved tickets through UTS.
3. STBA should be a local person, at least 18 years old, with a minimum qualification of class tenth pass.
4. The Sr. DCM may relax this requirement if no suitable applicant is available.
5. The STBA must produce a character certificate from DM/ADM/SDM/BDO/Tehsildar.
6. A police verification certificate must be provided.
7. The STBA must deposit a refundable security deposit of ₹10,000/- for NSG-6, ₹25,000 for NSG-5 & SG-3 stations, and ₹50,000 for NSG-4 stations.
8. Upon completion of the tenure, the security deposit will be refunded.
9. For NSG 5 & NSG 6 category stations, the STBA is appointed initially for a period of 3 years.
10. For NSG 4 & SG 3 category stations, the STBA is appointed initially for a period of 1 year.
11. Either party may terminate the contract by giving 30 days' notice without assigning any reason.
12. The cost of hardware, software, electricity, and hiring of the channel will be borne by the Railways.
13. Railways will provide the space free of cost.
14. The STBA will not sublet the contract.
15. In case of death, the license will be transferred to their legal heir for the remaining contract period.
16. The STBA will deposit collected cash to the SM/ASM on duty.
17. A fine of ₹500/- will be imposed per day for any negligence.
18. Only cash tickets will be issued.
19. Platform and season tickets & renewal of season tickets can be issued.
20. All concessional tickets can only be issued when endorsed by the SM/Supervisor.
21. Other concessional tickets may be issued only when endorsed and permitted by the concerned SM.
22. Cancellation of tickets can only be done when endorsed by SM/ASM.
23. The SM will be responsible for the safe custody of ticket rolls.
24. Shift summary and daily summary of transactions will be extracted through UTS, and cash will be deposited to SM/ASM at the end of the shift/day.
25. A consolidated statement of ticket rolls and details of tickets sold will be submitted by the SM to Sr. DCM every month.
26. A candidate who opts for the least commission in the 4% commission slab will be selected.

### ***Other Conditions:***

- Adequate safety mechanisms, such as proper accounting of ticket stationery and periodical checks by Commercial and Accounts staff, will be enforced.
- All accounting procedures, including the remittance of cash by STBAs on the same day, will be strictly adhered to as per extant codal provisions and instructions.

## **Yatri Ticket Suvidha Kendra (YTSK)**

1. The YTSK scheme was introduced in 2014.
2. The purpose is for the issuance of PRS-cum-UTS tickets (both reserved and unreserved tickets).
3. YTSK is provided with an IUTS terminal outside railway premises.
4. YTSK shall issue both PRS and UTS tickets outside railway premises.
5. YTSK shall issue both PRS and UTS tickets.
6. The entire cost of YTSK installation and its maintenance shall be borne by the licensee.

### ***Timings of Operation:***

- **Weekdays:** 08:00 hours to 22:00 hours
- **Tatkal Booking Start Times:**
  - Upper Classes: 10:10 hours
  - SL/2S Classes: 11:10 hours

### ***Service Charges for Booking:***

- **2S and SL Classes:** ₹30 per passenger
- **Other Classes:** ₹40 per passenger
- **UTS Tickets:** ₹2 per passenger
- **Season Ticket Renewal:** ₹5

### ***Service Charge for Cancellation:***

- 50% of the charges prescribed for booking.

### ***Revenue Sharing and Service Commission:***

- 25% of the service charges collected by the licensee from passengers on PRS.
- No revenue sharing on UTS.

## **Guard Certificate (GC)**

- The Guard Certificate is issued as per Section 55 of the Railways Act 1989.
- It is known as 'permission to travel.'
- The Guard Certificate is issued on Form No. Com.T/246 or Com.-P/44.

A passenger must **possess a valid ticket or pass** for traveling by rail. If a passenger is **unable to purchase a ticket** due to some reason, an **authorized railway employee** can permit them to **commence the journey without a ticket**, provided they **pay the fare immediately on demand**. The certificate issued in such cases is called a **Guard Certificate (G.C.)**.

At stations where platform tickets are issued, a G.C. is only issued upon producing a valid platform ticket.

### **•Authorized Railway Employees for Issuing G.C.:**

- **Guard of passenger trains.**
- **TTE/Conductor.**
- **Head Ticket Collector (Hd.TC) of important stations.**

### **•Structure of Guard Certificate:**

- It is a **numbered book** with **serial numbers** printed on each page.
- Each certificate consists of **three foils**:
  1. **Record foil** (for railway records).
  2. **Passenger/TTE foil** (handed over to TTE for issuing Excess Fare Receipt (EFR)).
  3. **Accounts foil** (sent to the accounts office at the end of the month).
- The **EFR number is written on all three foils** of the Guard Certificate.

### **•Circumstances in which G.C. can be issued:**

- **For commencing a journey without a ticket**, if the passenger provides a satisfactory reason.
- **For traveling in a higher class with a lower class ticket.**
- **For traveling in a Mail/Express train with an ordinary train ticket.**
- **For extending a journey beyond the destination.**
- **For booking excess luggage at halt stations.**
- **For** military personnel are unable to exchange their warrants (IAFT 1752, 1707) or concessions (1720, 1728, and 1736).
- **When a higher-class ticket holder is forced to travel in a lower class.**
- **For confirmed reservations when some passengers are not traveling.**
- **In case of AC failure en route.**

### **•Circumstances where G.C. is NOT issued:**

- **On suburban section.**
- **In exchange for PTOs (Privilege Ticket Orders).**
- **In lieu of concession orders.**
- **For unbooked/partially booked luggage** (except luggage from halt stations)

## **Concessions**

### ***Introduction:***

Though the Railways are mainly a commercial organization, concessions are given on basic fares to some categories of passengers as a social obligation to the people of the country.

Indian Railways (IR) started printing the message "IR recovers only 57% of cost of travel on an average" on computerized printed tickets and IRCTC e-tickets issued to passengers since around June 22, 2016. This message is also displayed on the IRCTC website. This indicates that IR recovers only 57% of the expenses incurred for passenger transportation through the sale of tickets (of all classes). In other words, IR is conveying to passengers that they are being subsidized by 43%, or in other terms, IR is incurring heavy losses to the tune of 43% on carrying passengers.

The Railways offer concessions to certain categories of passengers such as those requiring prolonged treatment, daily commuters, students, Defence personnel, National awardees, Senior citizens, Sportspersons, etc., by charging lower fares than the prescribed ones.

Before describing the various concessions in detail, it is important to specify the general rules governing them.

### ***General Rules:***

1. Coaching Tariff Part-I, Vol-II contains the details of various concessions allowed to passengers by railways.
2. All concessions are allowed on the basic fare of M/E trains.
3. No concession is allowed in reservation charges or supplementary charges.
4. Concessions are allowed normally by direct and shortest routes.
5. No person is allowed more than one concession at a time.
6. The charging of the minimum fare is not applicable to tickets issued on concessions.
7. Concessions are exchanged only at the booking and reservation counters.
8. In some concessions where escorts are allowed, the escorts are also given the same element of concession (except for cancer concession).
9. The distance restriction applicable for a train will also apply to concessional tickets.
10. When a return journey concession is granted, the outward and return journeys must be performed by the same route.
11. When return journey concession is granted, partial cancellation is not permitted.
12. Break journey is not permitted when concessions are issued for a specific purpose.
13. When a concession is allowed for more than one person, the fare should be calculated separately for each person.
14. In certain cases, concession is allowed for a minimum number of persons or on payment of fare for a minimum number of persons.
15. At the time of exchanging the concession, the validity period of the certificate or order should be checked.
16. The original or copy of the certificate or order should be submitted at the booking office, while traveling, the copy or original certificate should be carried.
17. The concession order issued by an authorized railway official during special occasions is valid for 4 months from the date of issue.
18. In the case of group concessions, the entire group should travel by the same train, but not necessarily in the same coach.
19. Concession ticket holders are not considered under the upgradation scheme.
20. Refunds are not granted on partially used concessional tickets.

# Types of Railway Concessions

## 1. Concession to Blind Persons

- **Required Documents:**
  - Copy of certificate issued by a **Registered Medical Officer, Civil Surgeon, or Principal of a Blind School/College.**
  - **Original certificate** must be carried during travel.
- **Certificate Validity:** 5 years from the date of issue.
- **Concession Rates:**
  - **50% in AC First Class & AC Two Tier** (alone or with escort).
  - **75% in other classes.**
- **Group Travel:**
  - During vacations, a group of at least **4 blind pupils** can get **one free ticket per two pupils** for an escort in the same class (after obtaining Sr. Divisional Commercial Manager's permission).
- **Season Ticket:** 50% concession for blind persons and their escorts.
- **Rajdhani & Shatabdi Trains:** 25% concession with escort in **AC III & ACCC class.**

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## 2. Concession to Handicapped Persons

- **Required Documents:**
  - Copy of certificate issued by an **Orthopaedic Surgeon or Civil Surgeon.**
  - **Original certificate** must be carried during travel.
- **Certificate Validity:**
  - **Temporary disability:** 5 years.
  - **Permanent disability:**
    - **Up to 25 years of age:** 5 years.
    - **26-35 years of age:** 10 years.
    - **Above 35 years of age:** Lifetime.
- **Concession Rates:**
  - **50% in AC First Class & AC Two Tier** (with or without escort).
  - **75% in other classes.**
- **Season Ticket:** 50% concession.
- **Rajdhani & Shatabdi Trains:** 25% concession with escort in **AC III & ACCC class.**
- **Escort:** Not mandatory.

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## 3. Concession to Mentally Retarded Persons

- **Required Documents:**
  - Copy of certificate issued by a **Doctor of a Government Hospital.**
  - **Original certificate** must be carried during travel.
- **Certificate Validity:** 5 years from the date of issue.
- **Concession Rates:**
  - **50% in AC First Class & AC Two Tier** (with or without escort).
  - **75% in other classes.**
- **Season Ticket:** 50% concession.
- **Rajdhani & Shatabdi Trains:** 25% concession with escort in **AC III & ACCC class.**
- **Group Travel:**
  - During vacations, a group of at least **4 mentally retarded pupils** can get **one free ticket per two pupils** for an escort in the same class (after obtaining Sr. Divisional Commercial Manager's permission).



- **Escort:** Not mandatory.

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## 4. Concession to T.B. Patients

- **Required Documents:**
  - Original certificate issued by a **Medical Officer of a Government Hospital**.
  - Must carry a **true copy** of the certificate while traveling.
- **Certificate Validity:** 3 months from the date of issue.
- **Concession Rates:**
  - **50%** in **AC First Class / AC Two Tier / First Class** (alone or with escort).
  - **75%** in other classes.
- **Purpose:**
  - Concession is granted for **periodical check-ups** (outward and return journey).

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## 5. Concession to Heart / Cancer / Thalassemia / Kidney Transplantation Patients

- **Required Documents:**
  - Original certificate issued by a **Medical Officer of a Recognized Hospital**.
  - Must carry a **true copy** of the certificate while traveling.
- **Certificate Validity:**
  - **3 months** (except for Cancer Patients – **1 year**).
- **Concession Rates:**
  - **50%** in **AC First Class & AC Two Tier** (for Heart, Cancer, Thalassemia, and Kidney Transplantation patients traveling with an escort).
  - **75%** in other classes (for Heart, Thalassemia, and Kidney Transplantation patients with an escort).
  - **100%** for **Cancer patients** alone in **AC Three Tier & Sleeper Class** (escort gets 75% concession).
- **Purpose:**
  - Concession is granted for **Heart Surgery**.
  - For **Cancer Patients** – travel from residence to hospital and return.
  - For **Kidney Patients** – granted for **Kidney Transplantation or Dialysis**.

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## 6. Concession to Allopathic Doctors

- **Eligibility:**
  - Must hold an **MBBS or a higher degree**.
- **Required Documents:**
  - Certificate issued by the **Medical Council**.
- **Conditions:**
  - The doctor must **declare** that they will provide free medical services to passengers if required during the journey.
  - A **medical kit** must be carried while traveling.
  - **Berth Numbers:** Indicated with a “+” sign on the reservation chart.
- **Concession Rate:** 10% in all trains and classes.

## 7. Concession to Non-Infectious Leprosy Patients

- **Required Documents:**
  - Original certificate issued by a **Doctor of a Government Hospital**.
  - Must carry a **true copy** of the certificate while traveling.
- **Certificate Validity:** 3 months from the date of issue.
- **Concession Rates:**
  - **75%** in **First Class, Sleeper Class, and Second Class**.
- **Additional Information:**
  - **Escort facility is not provided.**
  - Granted for **outward and return journey** for periodical check-ups.

## 8. Concession to Deaf and Dumb Persons

- **Required Documents:**
  - **True copy of a certificate** issued by a **Doctor of a Government Hospital**.
  - **Original certificate** must be carried during travel.
- **Certificate Validity:** 5 years from the date of issue.
- **Concession Rates:**
  - **50%** in **First Class, Sleeper Class, and Second Class**.
- **Season Ticket:**
  - 50% concession for **deaf and dumb persons alone or with an attendant**.

## 9. Student Concession

- **Eligibility:**
  - Granted to **school or college students** during vacations for travel to their **native place and return or for journey from examination center and back**.
- **Age Criteria:**
  - **General Category:** Up to **25 years**.
  - **SC/ST Category:** Up to **27 years**.
  - **Research Scholars:** Up to **35 years**.
- **Required Documents:**
  - Certificate issued by the **Principal or Headmaster**.

### 5.1 Student Concession Certificate

- **Procedure:**
  1. **Student Concession Order Book** is issued to the **Principal/Headmaster** by the **Divisional Commercial Manager (DCM)** upon request.
  2. To obtain this book, an **application** along with **six specimen signatures** of the **Principal/Headmaster** must be submitted to the **DCM's office**.
  3. The **specimen signatures** are distributed as follows:
    - **One** kept in **DCM's office** as a record.
    - **One** sent to the **Accounts Office**.
    - **Four** sent to the **Station Master** of the departure station.
  4. The **Student Concession Order Book** is sent to the **Principal/Headmaster**. Each page contains **three parts**:
    - (a) **Record Copy**
    - (b) **Railway Copy**
    - (c) **Student Copy**

5. The **Railway and Student foils** are handed over to the student for purchasing a **concession ticket**.
6. Separate forms are issued for **outward and return journeys**.
7. The **Student Concession Order** must be presented to the **Station Master of the outward journey station** for verification.
8. The Station Master verifies the **specimen signature** and signs/stamps the form.
9. Upon presenting the **Railway and Student foils** at the **booking office**, a **concessional ticket** is issued.
10. The **Booking Clerk** records the ticket details on both foils with a **stamp and signature**.
11. The **Student Copy** is returned to the student, while the **Railway Copy** is sent to the **Traffic Account Office** at the end of the month.

## Concession Details

- **Concession Validity:**
  - **Outward journey:** 14 days.
  - **Return journey:** 120 days.
- **Concession Rates:**
  - **50% in Second Class and Sleeper Class.**
  - **SC/ST students:** 50% in **concessional fare**.
- **Escort Facility:**
  - One **Teacher/Professor/Office Staff** of the same **educational institution** is allowed **50% concession** in **Sleeper Class and Second Class** for every:
    - **4 girl students of any age and boys below 12 years.**
    - **10 boy students** (12 years and above).
    - **5 physically handicapped students** (12 years and above).
- **Season Tickets:**
  - 50% concession in **First Class and Second Class season tickets**.

## 10. Concession to Senior Citizens

- **Eligibility:**
  - **Males aged 60 years and above.**
  - **Females aged 58 years and above.**
- **Concession Rates:**
  - **40% for male senior citizens.**
  - **50% for female senior citizens.**
  - Applicable in **all types of trains**, including **Rajdhani, Shatabdi, and Jan-Shatabdi Express**, and in **all classes**.
- **Additional Benefits:**
  - **Separate booking counters** are arranged for senior citizens at ticket booking/PRS offices.
- **Required Documents:**
  - **No certificate required** at the time of ticket purchase.
  - However, the passenger must produce **proof of age** if demanded during the journey.
- **Important Notes:**
  - If the passenger **fails to provide proof of age**, the **difference in fare along with an excess charge** will be recovered.
  - **Misuse of the Senior Citizen quota** will result in the passenger being treated as **traveling without a ticket**, and they will be charged accordingly.
  - For **journeys over 1000 km**, concessions are available on **Circular Journey Tickets**.

**Concession to Haemophilia Patients:**

1. A 75% concession will be granted on production of a certificate issued by a Medical Officer of a recognized hospital in AC 3-tier, AC Chair Car, Sleeper, and II Class.
2. Concession will be granted while travelling alone or with an escort.
3. Concession will be granted for both outward and return journeys for check-up and treatment.

**Concession to Aplastic Anaemia Patients:**

1. A 50% concession will be granted on production of a certificate issued by the officer in charge of a recognized hospital in AC 2-tier, AC 3-tier, AC Chair Car, and Sleeper.
2. Concession will be granted for both outward and return journeys for check-up and treatment.

**Concession to Teachers Awarded on Teachers' Day:**

1. Teachers are honored with a National Award by the President of India for their outstanding work on Teachers' Day.
2. An Identity Card is issued to them by the District Education Officer.
3. On production of a copy of the Identity Card, a 50% concession is granted in Sleeper and II Class.

**Concession to Unemployed Youth:**

1. Concession is granted to unemployed youth up to the age of 35 years for attending personal interviews for jobs in Public Service Commissions, Offices of Central/State Government, Government Undertakings, Municipal Corporations, and Public Sector Banks, when the candidates bear their own traveling expenses.
2. A 50% concession in Sleeper Class and a 100% concession in II Class will be granted on the base fare.
3. An attested copy of the Call Letter for the interview, in which the date and place of the interview are mentioned, must be produced.

**Concession to Scouts and Guides:**

1. When Scouts and Guides are travelling in a group of at least 4 for a distance of more than 300 km, a concession order will be issued by the DCM on production of a certificate issued by the Scout and Guide Department, duly countersigned by the Secretary/Commissioner of the National Headquarters or the Commissioner of District Headquarters/State Headquarters.
2. A 50% concession will be granted in Sleeper and II Class, on production of the concession order at the booking office.

**Concession to Mid-wives and Trained Nurses:**

1. Concession will be given to trained nurses/midwives or nurses/midwives undergoing training in recognized hospitals or Nursing Institutes while proceeding on leave or on duty.
2. On submission of a certificate issued by the Civil Surgeon, Principal of a Government Hospital, or Principal of an Institution recognized by Civil Authorities, a concession order will be issued by the Divisional Commercial Manager's Office.
3. A 25% concession will be granted to the nurse/midwife in Sleeper and II Class on production of the concession order at the booking office.

**Concession to Teachers Traveling in a Group:**

1. Teachers traveling on an educational tour in a group of at least 4 for a distance of more than 300 km will be granted a 25% concession in Sleeper and II Class.
2. On submission of a certificate issued by the Headmaster/Principal/District Inspector of Schools/District Education Officer at the Divisional Commercial Manager's Office, a concession order will be issued.
3. A concessional ticket will be issued on production of the concession order at the booking office.
4. Concession will be granted to one attendant for every 10 teachers.

**Concession to Farmers:**

1. Farmers traveling to visit national projects, industrial and agricultural exhibitions, in a group of at least 20 for more than 300 km, will be granted a 25% concession in Sleeper/II Class.
2. On submission of a certificate issued by the District Magistrate at the Divisional Commercial Manager's Office, a concession order will be issued.
3. A concessional ticket will be issued on production of the concession order at the booking office.
4. When a full train is booked by farmers, a 33% concession will be granted.

**Concession to Youths:**

1. Concession is granted to youth traveling in a group of at least 5, aged between 15 to 35 years.
2. A concession order will be issued by the Divisional Commercial Manager's Office.
3. A 25% concession will be given in Sleeper/II Class.
4. This concession will be granted when the youths are traveling to participate in youth camps.

**Concession to Sports Persons:**

1. This concession is granted to sports persons for participating in sports events.
2. A 75% concession will be granted in 1st, Sleeper, and II Class for participating in international level tournaments.
3. A 75% concession will be granted in Sleeper and II Class, and 50% in 1st Class for participating in national level tournaments.
4. A 75% concession will be granted in Sleeper and II Class for participating in state level tournaments.
5. On submission of a certificate issued by the Sports Secretary at the Divisional Commercial Manager's Office, a concession order will be issued. A concessional ticket will be issued on production of the concession order at the booking office.

**Concession to National Bravery Award Recipient Children:**

1. Children who are awarded the National Bravery Award on Republic Day are eligible for this concession.
2. A copy of the identity card issued by the Welfare Inspector Institution must be produced.
3. Children up to the age of 18 years can travel for free in Sleeper/II Class.
4. A guardian will receive a 50% concession in Sleeper/II Class with the child.

**Concession to Students Studying in Rural Areas:**

1. A 75% concession in II Class is granted once a year for a study tour to students studying in rural areas.

**Concession to Farmers/Milk Producers:**

1. Concession is given to farmers visiting national-level agricultural institutions for training.
2. Concession is also granted to milk producers attending training in national-level dairy institutions or seeking information about dairy farming.
3. A 30% concession is granted in II Class.

#### **Concession to AIDS Patients:**

1. A 50% concession will be given only in II Class for traveling to and from a retroviral therapy center.
2. The certificate should be issued by the doctor at the retroviral therapy center recognized by railway administration.
3. There is no distance restriction.
4. The facility of an attendant is not provided.

#### **Concession to Technicians of Regional Film Industry (Effective from 01/07/10):**

1. Concession will be admissible on all trains except Durgam Cheruvu, Yuva, and Garibrath Express.
2. Concession is admissible in all classes except AC-I Class.
3. Concession is not admissible for Season Tickets, Circular Journey Tickets, Suburban, and Ordinary trains.
4. The concession amount will be 50% in First Class, AC II Tier, AC III Tier, and AC Chair Car, and 75% in Sleeper Class.
5. 31 Regional Film Industries are notified for the purpose of this concession.
6. The concession will also be admissible to technicians of the Hindi Film Industry.
7. The Producer will prepare a list of technicians, including Name, ID Card Number, and the name of the Employee Association to which the technician is affiliated. This list will be submitted to the Association in the prescribed pro-forma by the Railway.
8. The concession order will be issued after receiving the list, forwarded by the President or Secretary of the Association, to the DCM Office.
9. A concessional ticket will be issued upon producing the concession order at the booking office.
10. The original Identity Card must be carried during the journey.

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#### **Special Concession:**

1. In addition to the above-mentioned concessions, the concessional orders issued by the Senior Divisional Commercial Manager (Sr. DCM) office are known as special concessions.
  2. The concession details are provided on these orders, with the specific rules outlining the basis of the concession.
  3. The concession orders are issued in duplicate. After filling in all the particulars of the ticket on both foils, one copy will be handed to the passenger, and the other will be sent to the traffic accounts office with returns.
-

**Privilege Ticket Order (PTO):**

1. PTOs will be issued in favor of railway employees and their family members.
2. Four sets of PTOs are issued to every railway employee per year. Each set contains one outward and one return journey PTO.
3. Tickets will be issued upon collection of 1/3 of the base fare according to the class of travel.
4. Concessions will be granted for all classes.
5. All rules for fully paid ticket holders (e.g., break journey, cancellation rules, etc.) will apply to PTO holders.
6. Other charges, such as Reservation Charge, Supplementary Charges, and Development Surcharge, are not applicable to PTO ticket holders.
7. If a "name station" is written in the station master column, it can be encashed only at the mentioned station on the PTO. If "Indian Railway" is written, it can be encashed at any station on the Indian Railways network.
8. The validity of the PTO is 5 months from the date of issue.
9. PTOs will be issued for the same class in which the employee is entitled to travel on a privilege pass.

### Various Rail Concessions

Type of Concession	%	Class	Concession Certificate Issued by	Validity	Original or Xerox
Orthopedically Handicapped/ Paraplegic	25	3AC/ACCC ByRaj/Shat	Govt. Doctor	Temporary Disability-5 Yrs Permanent Disability - Upto 25 yrs - 5 yrs 25 – 35- 10 yrs Above 35 - Life	Xerox
	50	IAC, 2AC			
	75	Other classes			
Mentally Retarded	25	3AC/ACCC ByRaj/Shat	Govt. Doctor	5 years	Xerox
	50	IAC, 2AC			
	75	Other classes			
Blind (Completely)	25	3AC/ACCC ByRaj/Shat	Govt. Doctor	5 years	Xerox
	50	IAC, 2AC			
	75	Other classes			
Deaf & Dumb	50	IC, SL, II	Govt. Doctor	5 years	Xerox
Heart Patient	50	IAC, 2AC	Recognised Hospital	3 months	Original
	75	Other classes			
Kidney Patient	50	IAC, 2AC	Recognised Hospital	3 months	Original
	75	Other classes			
Cancer (Patient)	100	3AC/SL	Recognised Hospital	1 year	Original
	50	IAC, 2AC			
	75	ACC/I/II			
For Attendant	50	IAC, 2AC	Recognised Hospital	3 months	Original
	75	Other classes			
Thalassemia Major	50	IAC, 2AC	Recognized Hospital	3 months	Original
	75	Other classes			
TB / Lupus vulgaris	75	IC, SL, II	Govt. Doctor/TB Hospital	3 months	Original
Non-Infectious leprosy	75	IC, SL, II	Recognized Hospital	3 months	Original
Hemophilia	75	IC, SL, II	Recognized Hospital	3 months	Original
Immuno Compromised	50	II Class Only	Recognized Hospital	3 months	Original



## General Concessions

Type of Concession	%	Class	Concession Certificate Issued by	Validity	Original or Xerox
War Widows	75	SL, II	ID card issued by Sainik Board	Life Long	Xerox
PMS Shram Award	75	SL, II	ID card issued by Ministry of Labour	Life Long	Xerox
Teachers, Recipient of National Award	50	SL, II	DEO	Life Long	Xerox
Parent accompanying Child honoured with bravery award	50	SL, II for either of the parent	Indian Council for Child Welfare	-	Xerox
Members of St. John's Ambulance Brigade	25	SL, II	Secretary / Asst. Commissioner	Once	Original
Teachers	25	SL, II	HM/Principal/ DEO	Once	Original
Kissans/ Industrial Worker	25	SL, II	Dist. Magistrate	Once	Original
Unemployed youth	50	SL	Copy of call letter and application	Once	Xerox
	100	II			
President Police Medal Indian Police Medal	50(M) 60(F)	All Classes	Certificate issued by Govt.	Lifelong	Xerox
Sports Persons	75	SL, II	Secretary of Sports federation	Once	Original
	50	ICL			
Sports Persons	75	I, SL, II,	Secretary of Sports federation	Once	Original
Professional Entertainment Group	75	SL, II	Sangeet Natak Academy	Once	Original

## Military Warrants/Certificates/Concessions

<i>Warrants:</i>				
Form No.	Ticket Issued	Charges	Issued to Whom	Detected Unexchanged
IAFT 1752	CST	Full Tariff Rate	Individuals	Fare+EC upto point of detection + Free EFT onwards
IAFT 1707	ST	Full Tariff Rate	Individuals, Families, Small Parties and Invalids	Fare+EC upto point of detection + Free EFT onwards
IAFT 1707 A	ST	Wagon/ KM Rate	Military special trains, Wagons or Vehicles	Does not arise
<i>Certificates:</i>				
IAFY 1953	BPT/ EFT	Full Tariff Rate	Army / Air Force Reservists and TA staff when called for general mobilization	Fare+EC upto point of detection + Single fare onwards
IAFY 1954	BPT/ EFT	Full Tariff Rate	Army/Air Force Reservists and TA staff when called for Training	Fare+EC upto point of detection + Single fare onwards
INF3	BPT/ EFT	Full Tariff Rate	Fleet reservists of Navy when called for general mobilization	Fare+EC upto point of detection + Single fare onwards
INF461	BPT/ EFT	Full Tariff Rate	Fleet reservists of Navy when called for Training	Fare+EC upto point of detection + Single fare onwards
<i>Concessions:</i>				
IAFT 1709	BPT/ EFT	60% Cash 40% Voucher	Officers and their family members. Max - 6	Fare+EC upto point of detection + Single fare onwards
IAFT 1719	BPT/ EFT	50% Cash 50% Voucher	Cadet of NDA, AFC and NTE	Fare+EC upto point of detection + Single fare onwards
IAFT 1720A	BPT/ EFT	50% Cash 50% Voucher	JCO/NCO with their families. Max - 6	Half fare upto destination + fare upto point of detection as penalty
IAFT 1728	BPT/ EFT	50% Cash 50% Voucher	Regimental reunion	Full fare upto destination + fare upto point of detection as penalty and return ticket issued
IAFT 1732	BPT/ EFT	50% Cash 50% Voucher	Nurses and Matrons of Military Hospital	Fare+EC upto point of detection + Single fare onwards
IAFT 1736	BPT/ EFT	50% Cash 50% Voucher	Sport persons with coach and spectators	Single journey-as per IAFT 1720 A Return journey-as per IAFT 1728

Fares	reservation/supplementary surcharge	are debitable to	defence dept. FA as per class.
Certificates are sent to account office as cash voucher. Permitted to travel by Rajdhani Exp			

# Break Journey

## *Definition:*

A halt at an en-route station for the purpose of visiting places of interest, attending work, taking rest, etc., with the intention to continue further the journey on the same ticket is called a **Break Journey**. When a through passenger temporarily discontinues their journey on their own accord, it is referred to as a "**Break-of-Journey**".

## *Conditions:*

1. The single journey ticket must be for more than 500 km.
2. Break journey is allowed as follows:

Ticket Distance	Number of Break Journeys
Up to 500 km	Nil
501 to 1000 km	One
More than 1000 km	Two

3. One break journey is allowed on tickets for more than 500 km and up to 1000 km.
4. Two break journeys are allowed on tickets for more than 1000 km.
5. The first break journey is allowed only after traveling 500 km.
6. There is no distance restriction for availing of the second break journey.
7. However, the two break journeys are not allowed at one place.
8. In the case of a reserved ticket, the passenger should reserve up to the break journey station at the time of making reservations.
9. When the reservation is made up to the destination, a break journey is not permitted en-route.

## *Break Journey Period:*

1. The break journey period is **two days**, excluding the day of arrival and the day of departure.
2. Waiting for a connecting train at an en-route station for less than 24 hours is not treated as a break journey.

## *Endorsements:*

1. At the time of a break journey, endorsement from the station master or ticket examiner should be obtained.
2. The endorsement consists of:
  - o Station code
  - o Date
  - o Initials of SM (Station Master) / TE (Ticket Examiner)
3. If the passenger commences their journey without the endorsement, they will be treated as traveling without a ticket.
4. Circular journey ticket holders need not obtain break journey endorsement at the time of the break journey.

***Break Journey Rules are not applicable in the following cases:***

<b>Break Journey is Not Permitted in the Following Cases:</b>
Railway passes
On tickets issued for Rajdhani/Shatabdi trains
Freedom fighter passes
Concession tickets issued for specific purposes
ICCRP
Tickets reserved up to the destination
Season tickets
Tickets issued against police warrants
Circular journey tickets
Emergency duty passes
Tourist coupon tickets
Medical passes

## 12. Reservation Tickets

The objectives of using computers on Indian Railways are to improve the quality of service to customers, enhance efficiency, and replace manual handling. The huge volume of transactions had made manual processing nearly impossible, given the ever-increasing demand.

With the introduction of computerized reservations on Indian Railways, it is now possible to reserve tickets for both outward and return journeys on any train, in any class, and on any day. Additionally, cancellations and inquiries can be processed at any counter.

### PRS-Reserved Ticket

### Computer Printed Ticket (CPT)

PNR NUMBER      TRAIN NUMBER

**शुभ यात्रा**      **HAPPY JOURNEY**

पी एन आर नं. PNR NO.	गाड़ी नं. TRAIN NO.	तिथि DATE	कि.मी. K.M.	वयस्क ADULT	बच्चे CHILD	टिकट नं. TICKET NO.
846-0474720	12859	11-08-2015	391	1	0	79964899

श्रेणी  
CLASS

**JOURNEY CUM RESERVATION TICKET**      **PRS-CSTM**

शुभ यात्रा      कल्याण जं.      भुसावळ जं.      गीतावली एक्सप्रेस.

कोच      सीट/बर्थ      लिंग      आयु      यात्रा प्राधिकार      रिवायत      आ.शु.      श.प्र.      सु.प्र.      वाउचर र.      कु. नकद र.

COACH      SEAT/BERTH      SEX      AGE      T. AUTHORITY      CONC      R.FEE      S.CH.      SF.CH      VOUCH.Rs.      T.CASH.Rs.

S14      33      LB      F      58      SECTION      20      30      160

Rs. ONE SIX ZERO ONLY  
VALID WITH ORIGINAL ID

GIJANDALI EXP      BGD KALYAN JN      SCH DEP 11-08 06:55 ARR 11-08 12:35  
446 31-07-2015 19:40 CSTM 27

## **General Rules:**

1. Reservations are provided by trains and at stations/places notified by Railways.
2. Reservations are made on a "first come, first serve" basis.
3. Reservations are provided for a particular date, train, and individual name.
4. Reservations are made on a valid passport ticket.
5. The advance reservation period (excluding the day of travel) is 120 days for Indian public and 365 days for foreigners.
6. An application must be presented at the time of booking.
7. A maximum of 6 persons can book tickets on one reservation form.
8. However, outward and return journeys can be accepted on one reservation form.
9. More than 6 persons are treated as group booking, for which prior permission is required.
10. Sleeping accommodation is provided between 22:00 hours and 06:00 hours.
11. Transfer of tickets is prohibited as per Section 53 of the Railways Act, 1989.
12. Changes of name, date, train, and class are permitted under certain conditions.
13. Boarding a train en route is permitted if requested four hours before the scheduled departure.
14. After completion of the firm quota, RAC (Reservation Against Cancellation) and WL (Waiting List) tickets are issued.
15. Reservation charges will be collected in addition to the basic fare.
16. GST at 5% is collected on the total fare for First Class and all AC class tickets.
17. In the case of a break journey, fresh reservation charges will be collected for each leg of the journey.
18. The names of children below 5 years are to be written on the application.
19. Refunds are allowed on the cancellation of tickets as per rules.
20. **NO SB** means no berth opted for a child, in the case of reserved tickets. If no separate berth or seat is required, half the adult fare shall be paid. If a separate berth is required, the full adult fare must be paid.

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## **Reservation Against Cancellation (RAC):**

1. After completion of the firm quota, passengers are kept under RAC in order of their priority.
2. These passengers are initially provided with sitting accommodation.
3. They are likely to get confirmed berths if vacancies arise due to cancellations.
4. The allotment of vacant berths takes place automatically in the Passenger Reservation System (PRS).
5. On the train, if vacant berths arise, they will be allotted to RAC passengers by the TTE (Train Ticket Examiner).
6. RAC tickets are not issued under the Tatkal scheme.
7. A separate chart will be displayed indicating the current status, coach number, and berth number.
8. When a RAC ticket is presented for cancellation: a) Clerkage charges are collected if the status is still RAC at the time of cancellation. b) Cancellation charges are collected if the status is confirmed at the time of cancellation.

## **Waiting List (WL):**

1. After completion of RAC, the remaining passengers are kept on the Waiting List (WL).
2. All concerned officials should monitor the WL and initiate action for making additional accommodation available.
3. Fare should be paid in full, including reservation charge and supplementary charge at the time of booking.
4. Two WL numbers are shown on the ticket: one WL without taking into account cancellations, and another as of the date of issue of the ticket.
5. Change of name is not allowed.
6. Change of reservation by any other train or date is permitted.
7. Concession/PTO holders kept in WL on any train are eligible to avail reservation on any other train on the same day or any other day, without losing the benefit of the concession.
8. After preparation of the chart, Waitlisted Passengers are not permitted to board the train.

9. When a waitlisted ticket is presented for cancellation: a) Clerkage charges are collected if the status is still on the waiting list at the time of cancellation. b) Cancellation charges are levied as per refund rules if the status is confirmed.

## **Reservation Quotas**

Long-distance trains will be logically split into two groups. There will be only two quotas: **End to End Quota** and **En-route Quota**. These are defined as primary quotas.

The second level is known as **sub-quotas**, and there will be sub-quotas within the end-to-end quota as well as for roadside quota. All reservations like **Emergency Quota**, **Defence Quota**, and **Foreign Tourist Quota** (CBA, OA, etc.) will be defined for various types of trains.

The broad definition of all types of quotas is as under:

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### **1. End to End Quota:**

Since long-distance trains are primarily meant for end-to-end passengers, the basic emphasis is to provide the maximum number of seats for this category only. This is the primary and main functional quota, and its utilization has to be monitored very closely. The train accommodation should be increased according to the utilization of this quota.

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### **2. Roadside Quota (RS):**

This is an aggregate quota for a group of roadside stations, which may be clubbed together. For control of this quota, one nodal station should be defined as the reference point. Charting activity, etc., should be done with respect to that nodal station.

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### **3. General Quota (GN):**

- a) It is a major quota allotted to passengers without any restrictions.
- b) It is denoted as "GN" in the computer reservation charts.
- c) If a layaway passenger alone insists on general quota, it is permitted.

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### **4. Ladies Quota (LD):**

- a) As per Section 58 of the Railways Act 1989, separate accommodation is provided for ladies.
- b) A combined quota of 6 berths per coach will be earmarked in Sleeper class.

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### **5. Lower Berth Quota (LB):**

- a) A combined quota of 6 lower berths per coach will be earmarked in Sleeper, 3AC, and 2AC classes for the following categories of passengers when traveling alone:



- Senior citizens
- Female passengers 45 years of age and above
- Pregnant women (on production of a medical certificate)

- b) This quota will remain open for booking until the time of chart preparation.  
c) At the time of preparation of charts, the unutilized quota will be released to wait-listed passengers.

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## **6. Quota for Persons with Disabilities (PwDs) (Divyangjans) and their Attendant:**

- a) This quota is available by all trains for the use of patients and their escorts (attendants).  
b) Four berths in Sleeper class: Two lower berths and two middle berths are earmarked.  
c) Four berths in 3AC (Two lower berths and two middle).  
d) Four berths in 3E (Two lower berths and two middle). (In those trains in which there is no 3AC and only 3E class coaches are attached).  
e) Four berths in SLRD coach of Garib Rath Express trains on full fare (2 lower and 2 upper).  
f) Two seats in reserved Second Sitting (2S)/air-conditioned Chair Car (CC) in those trains which have more than two coaches of these classes. (C.C. No. 7 of 20203 Dated 31.03.2023)

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## **7. Emergency Quota (EQ):**

This quota should be defined as part of either the end-to-end quota or roadside quota and should be need-based on the requirements of VVIPs, VIPs, and Railway Servants on duty, etc., at that point.

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## **8. Foreign Tourist Quota (FT):**

- a) This quota is available at important stations and by important trains.  
b) It is allotted on production of a passport at the time of purchase of the ticket.  
c) It is allotted on IndRail Pass, Tourist Coupons, or any other ticket purchased in India.  
d) Unutilized quota is released to the Tatkal quota at the time of chart preparation.

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## **9. Defence Quota (DF):**

- a) This is allotted to military persons traveling on military warrants and concessions.  
b) The passenger has to register in the Movement Control Office (MCO) and get an endorsement on the warrant/concession, and tickets are issued at reservation counters from the defence quota.  
c) Unutilized quota is released to the general quota 24 hours before the departure of the train.

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## **10. Tatkal Quota (TQ):**

- a) To meet the urgent travel requirements of passengers at short notice, Tatkal quota is provided.  
b) Tatkal quota is allotted to full fare paying passengers only.  
c) Tatkal reservation will commence 1 day in advance, excluding the day of the journey, at the train originating station.  
d) The Tatkal quota is fixed as per utilization of reserved accommodation by different trains.

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### 11. Intermediate Stations Quota or Roadside Quota (RS):

1. An aggregate quota of a group of roadside stations may be clubbed together.
2. Any remote location is added to the PRS network, giving access only to this quota.
3. To control this quota, one nodal station should be defined as the reference point.
4. Charting activity, etc., is done with respect to that nodal station.

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### 12. Remote Location Waiting List (RL):

1. After completion of reservation in remote locations, passengers are kept on the waiting list against the remote location quota.
2. Berths falling vacant due to cancellations at RL are allotted to WL passengers in order of priority.
3. Finalization of the charts at the train starting station: Vacant berths are allotted for WL in remote locations in the order of priority.

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### 13. Pooled Quota (PQ):

1. PQWL is shared by several small stations in a particular region.
2. In trains with demand for passengers from intermediate stations, Pooled Quota is utilized.
3. Pooled Quota is utilized by passengers traveling from the originating station to a station short of the terminating station, or from an intermediate station to the terminating station, or between two intermediate stations.
4. If the quota is exhausted, passengers are placed in PQWL.
5. Vacant Pooled Quota berths are automatically tapped by the PRS for booking end-to-end passengers.
6. Passengers in the Pooled Quota Waiting List are cleared against the vacancies in the earmarked Pooled Quota only.

### Combined Quota for Senior Citizens (SS)

For the following passengers when traveling alone:

1. Senior citizens
2. Female passengers 45 years of age and above
3. Pregnant women (on production of medical certificate)

Class	1 coach/train	More than 1 coach/train	RAJ/Dur/AC Exp
2A	3	4	4
3A	4	4	5
SL	6	7	--

4. Quota is available for booking until the time of preparation of charts.
5. At the time of preparation of charts, unutilized quota will be released to WL passengers.

## Tatkal Reservation Scheme

1. The Tatkal scheme is available for fully paid passengers only; concessions or free passes are not allowed.
2. Tatkal reservation starts:
  - At **10:00 hrs** for AC classes.
  - At **11:00 hrs** for non-AC classes.
  - One day in advance, excluding the journey day at the train's originating station.
3. The scheme is applicable to all classes except 1AC and is available on all trains.
4. A maximum of **4 passengers** can be booked per Tatkal ticket.
5. **Tatkal Charges:**
  - 10% of the basic fare for Second Sitting (2S).
  - 30% of the basic fare for other classes, subject to the following:

Class of Travel	Minimum Charge (₹)	Maximum Charge (₹)	Minimum Distance for Charge (Kms)
Second Sitting (2S)	10	15	100
Sleeper	100	200	500
AC Chair Car	125	225	250
AC 3-Tier	300	400	500
AC 2-Tier	400	500	500
Executive Class	400	500	250

6. Charges are uniform across peak and non-peak periods.
7. Reservation under the Tatkal scheme is available up to the preparation of charts.
8. Vacant Tatkal berths at chart preparation are allotted to RAC/Waitlisted passengers without charging Tatkal fees.
9. No Tatkal reservation is allowed after chart preparation.
10. Tickets are issued for the actual distance of travel, subject to distance restrictions.
11. Tatkal berths can be booked in multiple legs until chart preparation.
12. **Change of name** on Tatkal tickets is not permitted.
13. Duplicate Tatkal tickets are issued only in exceptional cases upon full payment of fare, including Tatkal charges.
14. Boarding en route is permitted as per rules.
15. Waitlisted tickets may be issued under the Tatkal scheme, subject to quota availability.
16. Unutilized quotas (e.g., defense, foreign tourist) are used to clear Tatkal waitlist tickets.
17. When extra coaches are attached, general waitlisted tickets are cleared first, followed by Tatkal waitlist.
18. Canceled berths in the general quota are alternately allotted to general and Tatkal waitlist passengers.
19. If there is no Tatkal waitlist, canceled Tatkal berths are transferred to the general quota.

### Refunds on Tatkal Tickets:

- **No refunds** for fully confirmed Tatkal tickets.
- Refunds for waitlisted Tatkal tickets follow normal rules for general tickets.
- For partially confirmed Tatkal tickets, refunds are granted only for waitlisted passengers.

- Full fare (minus clerkage) is refunded if the entire ticket is canceled at least 30 minutes before the train's departure.
- **Full refund (including Tatkal charges)** is granted in the following situations:
  1. Train delayed by over 3 hours at the passenger's boarding station.
  2. Train runs on a diverted route, and the passenger is unwilling to travel.
  3. Train runs on a diverted route that bypasses the boarding or destination station.
  4. Coach with Tatkal accommodation is not attached, and alternate accommodation is not provided.
  5. Passenger is accommodated in a lower class and does not want to travel.

### **Premium Tatkal (PT) Quota:**

1. A new **Premium Tatkal (PT) Quota** has been introduced by the Railway with **dynamic fare pricing**.
2. **Dynamic fare** refers to the fare component that may increase with subsequent bookings.
3. The **Advance Reservation Period (ARP)** for Premium Tatkal ticket booking is the same as for Tatkal ticket booking.
4. **Agents will not be allowed** to book tickets under this quota.
5. **Dynamic fare** will be charged for **confirmed passengers**.
6. **RAC/Waitlist ticket bookings** are not allowed under this quota.
7. **E-tickets** as well as **PRS counter tickets** are permitted for booking.
8. **I-ticket bookings** are **not allowed** under this quota.
9. **No concessions** will be applicable under the Premium Tatkal quota.
10. **Child passengers** will be charged the full fare.
11. **No refund** will be given in case of cancellation of a confirmed **Premium Tatkal quota ticket**.
12. All the rules for **Tatkal quota booking over the internet** are also applicable to the **Premium Tatkal quota**.

### **e-Ticketing**

1. e-ticketing can be done online through the website [www.irctc.co.in](http://www.irctc.co.in).
2. Full fare and child tickets can be booked through the website.
3. e-tickets can be booked for journeys between any two stations and are available for all trains.
4. Booking timings are from 00:20 hrs to 23:45 hrs on all days. On the opening day, bookings start at 08:00 hrs.
5. Confirmed, RAC, WL, and Tatkal tickets can be booked under e-ticketing.
6. Booking in general, ladies, and Tatkal quotas is permitted.
7. A non-refundable service charge is collected by IRCTC as follows (excluding GST):
  - For Sleeper (SL) / Second Class (II Class): ₹15 + GST per ticket, irrespective of the number of passengers.
  - For AC Classes (including First Class/FC): ₹30 + GST per ticket, irrespective of the number of passengers.
8. Booking will be confirmed online upon the completion of the transaction.
9. An individual can book a maximum of 12 tickets per month if the user ID is not linked with Aadhaar, and a maximum of 24 tickets per month if the user ID is linked with Aadhaar.
10. Payment can be made through Net Banking, Debit Cards, Credit Cards, or UPI.
11. After payment, the passenger should take a printout of the ticket, called the **Electronic Reservation Slip (ERS)**.
12. The ERS is a printout in standard proforma containing reservation particulars and instructions.
13. A screenshot of the e-ticket displayed on laptops, palmtops, or mobile phones is known as the **Virtual Reservation Message (VRM)**.
14. The ERS/VRM/SMS, along with any original ID proof, constitutes the traveling authority.
15. At least one passenger on the ticket must carry one of the following photo ID cards during the journey (GST is levied additionally on the service charge):

- Voter Photo Identity Card
  - Passport
  - PAN Card
  - Driving License
  - Photo ID Card issued by Central/State Government with serial number (e.g., Ration Card, Senior Citizen Card, BPL Card, etc.)
  - Student Identity Card with a photograph issued by recognized schools/colleges
  - Nationalized Bank Passbook with a photograph
  - Credit Card issued by Banks with a laminated photograph
  - Unique Identification Card, “Aadhaar”
  - Photo Identity Cards with serial numbers issued by PSUs, State/Central Government, District Administrations, Municipal Bodies, and Panchayats
16. Failing to produce valid ID proof will result in all passengers being treated as traveling without a ticket.
  17. The ERS/VRM/SMS, along with the original ID proof, authorizes entry to the platform.
  18. If the passenger does not carry the ERS but has proper ID proof, they can travel after paying a penalty of ₹50.00 per ticket to the TTE, provided their names are on the chart.
  19. If the passenger’s name is not on the chart, they are not authorized to board the train.
  20. Modification of e-tickets is not permitted online. However, changes to the name and boarding point can be made at PRS counters as per rules.
  21. Passengers cannot travel if the ticket status is WL (Waitlisted) at the time of chart preparation.

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### **Cancellation of e-tickets**

- e-tickets can be canceled through the internet until the preparation of the chart.
- WL e-tickets that are not confirmed at the time of chart preparation will be canceled automatically by IRCTC online.
- The refund amount will be credited to the customer’s bank account.

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### **Partially Confirmed/RAC/WL e-Tickets**

- If a PNR contains multiple passengers with a mix of confirmed, RAC, and WL tickets, the names of all passengers will appear in the chart.
- If all passengers on a PNR decide not to travel, online cancellation can be done before chart preparation or at least 30 minutes before the actual departure of the train.
- Automatic refunds of the fare difference will be provided to e-ticket passengers if lower-class accommodation is allotted during the preparation of the first chart (as per CC No.18 of 2023, dated 06-09-2023).

## I-Ticket

1. I-ticket is issued by IRCTC through its website [www.irctc.co.in](http://www.irctc.co.in).
2. Customers must go through the terms and conditions and register themselves. Registration is free.
3. Booking of I-tickets closes 2-3 days in advance of the train's departure.
4. A service charge of ₹80 per ticket for lower classes and ₹120 per ticket for upper classes is collected.
5. Upon successful booking, an email will be sent to the customer with details including PNR, ticket status, and fare charged. Alerts regarding RAC/WL status updates are also sent.
6. Name changes and changes to the boarding point are allowed only at PRS counters.
7. I-tickets can be booked from 00:30 hrs to 23:45 hrs.
8. Only full tickets, child tickets, and tickets for senior citizens can be booked.
9. A maximum of 10 tickets can be booked per month by an individual.
10. Booked tickets will be delivered to the customer's address through courier at no extra cost.
11. Cancellation of I-tickets within the prescribed time limits can be done only at PRS counters. No cash refunds are made online.
12. Cash payments may be accepted for modifications, if any.
13. After the prescribed time limits, a TDR (Ticket Deposit Receipt) should be obtained at the station and sent to the **Joint General Manager / Operations, IRCTC, New Delhi**.

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## Mobile Ticketing

1. Passengers can now book railway tickets through their mobile phones.
2. This service has been launched by IRCTC.
3. Application software must be downloaded onto the mobile handset.
4. These mobile applications work on most GPRS/browser-based mobile phones, ranging from basic models to high-end devices.
5. After initial registration and downloading suitable software, it becomes easy for users to book reserved tickets via their mobile phones.
6. Upon booking, passengers receive a reservation message containing full ticket details, including PNR, Train No., Date of Journey, Class, etc. This virtual message is treated at par with the printout of the e-ticket.
7. Displaying the reservation message of a confirmed ticket on the mobile during travel is sufficient for verification.

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## Steps for Booking a Reserved Railway Ticket via Mobile Browser

1. Log in to <https://www.irctc.co.in/mobile> using your existing IRCTC user ID and password.
2. Click on "Book Ticket" and fill in details for "Plan My Travel."
3. Select the train and proceed with the booking.
4. Use an existing passenger list or add passengers.
5. Confirm the booking details and pay via credit/debit card to complete the transaction successfully.

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## Booking for Foreign Tourists (Internet - 365 Days in Advance)

1. Foreign tourists may book accommodation in EC, 1AC, or 2AC on all trains, including Rajdhani, Shatabdi, Durgam, and Gatiman Express.
2. Internet (e-ticketing) booking is allowed 365 days in advance.
3. Passport number, nationality, and international mobile number of the passenger must be entered for ticket generation.
4. No concessions are allowed.
5. Payment must be made using international debit/credit cards.

6. Passengers must carry their original passport with a valid visa as identity proof.
7. If the required documents are not presented, the passenger will be treated as traveling without a ticket and charged a penalty equivalent to three times the fare.
8. Failure to pay the penalty may result in legal action.
9. The following quotas will be available for booking 365 days in advance:
  - o 8 berths (two cabins) for 1AC
  - o 4 berths (one cabin) for FACCW
  - o 8 berths per 2A coach (two inside berth cabins)
  - o 10 seats in EC from the general quota
10. If more berths are required, confirmed accommodation will be provided up to these limits, with remaining passengers accommodated on the opening day of reservation.
11. A 50% extra fare will be charged for these berths.
12. If tickets are canceled, a flat 50% of the fare will be deducted in addition to applicable cancellation charges.
13. Tickets must be canceled online at least 4 hours before the scheduled departure of the train.
14. Changes to the name are not permitted.
15. Berths under the existing Foreign Tourist quota will be charged at 1.5 times the base fare.
16. For booking across counters under the FT quota within the ARP (Advance Reservation Period), payment can be made in Indian currency or via national/international debit/credit cards.
17. Foreign nationals booking under the general quota may do so at normal fares.
18. FT quota bookings are not permitted for authorized ticketing agents.
19. The online booking form must include provisions for entering the nationality, date of issue, and date of expiry for all Foreign Nationals and NRIs.

## Reservation Chart:

### Objective of Preparing the Reservation Chart:

1. It provides convenience for passengers to find out their accommodation status.
  2. It helps the ticket checking staff in efficiently checking the coaches.
  3. It assists in controlling the transfer of tickets.
  4. It is useful in the event of an accident
- 
1. Reservation charts will be prepared at least 4 hours before the scheduled departure of the train. If the chart is not prepared by the charting section, the system will automatically finalize the chart 4 hours prior to departure and it will be pasted on the notice board.
  2. A supplementary chart will be prepared to reflect any reservations made and cancellations done between the preparation of the first and second charts. This chart will be handed over to the on-board ticket checking staff.
  3. The reservation chart consists of two parts:
    - o **Upper Part:** Contains details such as the train number and name, station, type of coach, class, date, etc.
    - o **Lower Part:** Contains details such as seat/berth number, passenger's name, gender, age, originating and destination stations, ticket number, PNR number, and remarks.
  4. The **RAC passenger chart** is printed below the confirmed passenger chart, and the **upgraded passenger chart** is printed below that.
  5. The following information will be written next to the name of the passenger, as applicable:
    - o Pending amount, if any.
    - o If the passenger is a doctor, a '+' sign.
    - o For upgraded passengers, a '!' sign.
    - o For e-tickets, 'N' is mentioned.

- **NRF:** No refund in cash.
- 6. The reservation chart is prepared in both Hindi and English. At the originating station, three copies of the chart will be prepared:
  - Record
  - Notice board
  - T.T.E./Conductor (Note: The fourth and fifth copies for pasting on coaches have been discontinued as per CC 44/2018.)
- 7. At intermediate stations, the chart is prepared in three copies:
  - Record
  - Chart board
  - T.T.E./Conductor of the train
- 8. Reservation quotas provided at intermediate stations, where a quota chart is generated, are referred to as remote locations for the train. The chart prepared at these stations is called the remote location quota chart. For stations where no reservation quota is provided but the train halts, an ex-passenger list is generated in triplicate:
  - Record
  - Notice board
  - T.T.E./Conductor
- 9. A remark, "Passengers who have not received confirmed accommodation are requested not to board reserved coaches," is written on the chart of each coach.

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### Change of Boarding Point / Joining En-route:

**(CC-17/2017)**

A passenger who has reserved accommodation from a particular station but wishes to board from another station en route may be permitted to do so, provided:

1. The request must be made **before** the preparation of the first reservation chart through one of the following methods:
  - **An application** to the Chief Reservation Supervisor during working hours at any computerized PRS center.
  - **Through the IRCTC website.**
  - **Through 139.**

This facility is available for both **PRS counter tickets** and **internet PRS tickets**.
2. The train must have a scheduled **stoppage at the station** where the passenger wishes to change their boarding point.
3. **No refund** of fare will be granted for the journey from the original boarding station.
4. The **berth can be allotted** to another passenger up to the journey's commencing station.
5. If the **boarding point is changed within 24 hours** of the train's departure:
  - **No refund** will be allowed under normal circumstances.
  - However, in **exceptional circumstances** (such as train cancellation, no attachment of coach, or train running late by more than 3 hours), **normal refund rules** shall apply.
6. After changing the boarding point, if the passenger desires to board from their original booked station, the following conditions apply:
  - **If accommodation is vacant** from the original boarding point to the changed boarding point, the passenger will be provided the vacant accommodation without additional fare.



- **If accommodation is not vacant**, the passenger will not be allowed to board the reserved coach from the original boarding station. If the passenger is detected traveling, they will be treated as traveling without a ticket from the original boarding station to the changed boarding station and charged accordingly.
  - The above provisions apply to **all types of trains**, including **Rajdhani, Shatabdi**, etc.
7. If the **original booking point and the boarding point** differ at the time of ticket booking, this will not be considered a change of boarding point.

### 13. Change of Name

1. Transfer of tickets is prohibited as per section 53 of Railways Act 1989.
2. However, authorized railway official may permit change of name on reserved ticket in the following conditions.
  - a) Applications should be given 24 hours before scheduled departure of the train.
  - b) It is permitted only once on confirmed tickets.
  - c) For change of name, no charges are collected.

#### *Change of name is permitted in the following cases:*

##### *Within family members:*

- a) Due to unavoidable circumstances.
- b) Blood related certificates should be produced.
- c) Gazetted officer must permit or post facto sanctions should be obtained.

##### *For Government servants on duty:*

- a) A letter from authorized officer is required.
- b) Station Master/Chief Reservation Supervisor is authorized to change the name.

##### *Group booking:*

- a) Head of the party should give application 48 hours before departure of the train.
- b) Maximum 10% of the total number of passengers can be changed.
- c) Station Master/Chief Reservation Supervisor is authorized to change the names.

##### *Students on educational tour:*

- a) Head of the institute should give application 48 hours before departure of the train.
- b) Station Master/Chief Reservation Inspector is authorized to change the name.

##### *NCC:*

- a) Head of the cadets should give application 24 hours before departure of the train.
- b) Station Master/Chief Reservation Supervisor is authorized to change the name.

### **Block Reservation or Group Reservations**

- Group booking will be permitted for passengers traveling in groups such as marriage parties, students, pilgrims, cultural troupes, etc.
- While sanctioning group bookings, care must be taken to avoid blocking berths en masse, and permissions may be restricted.
- Persons seeking group bookings should apply to the competent authority.
- Group booking will not be granted unless the purpose of the journey is specified.
- The names, ages, and sexes of all individuals in the group, along with the address of the group leader, must be provided at the time of application.
- Care should be taken to restrict group bookings during the festival season and summer rush.
- Group booking is permitted from 09:00 hours, i.e., one hour after the opening of reservations under ARP (Advance Reservation Period) at major locations only.
- At any time, group booking permission may not exceed 50% of the berths available at that moment.
- A proper record of the group bookings must be maintained by the granting officer as well as by the ticket issuing authority
- The CRS (Chief Reservation Supervisor) or SM (Station Master) is authorized to accept group bookings as per the prescribed guidelines.

## Upgradation of Passengers

1. Applicable to fully paid passengers only.
2. This facility is provided without any extra charge.
3. Passengers must select "NO" during booking if they do not wish to be considered for upgradation.
4. Only passengers with confirmed reservations are eligible.
5. If confirmed passengers decline upgradation, RAC and waitlisted passengers may be upgraded to the next class.
6. Once upgraded, passengers cannot revert to their original class.
7. Not applicable for:
  - o Concessional tickets (e.g., senior citizens).
  - o Free pass holders.
  - o Mixed bookings of fully paid and concessional passengers.
8. Upgradation is automated by PRS (Passenger Reservation System) during charting.
9. TTEs cannot upgrade passengers on board.
10. Cancellation charges for upgraded tickets are based on the original class fare.
11. Upgradation is typically to the next higher class but may jump one class if necessary.
12. Upgradation is done after fulfilling quotas and clearing RAC/waitlist passengers.
13. Passengers are randomly selected by PRS based on alternating PNRs.
14. All passengers in one PNR are upgraded together if sufficient berths are available.
15. Upgraded passengers must verify their coach and berth numbers before boarding.
16. Final charts and separate sheets indicate upgraded passengers and their new statuses.

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## Alternate Train Accommodation Scheme (ATAS - VIKALP)

1. Introduced on **01.11.2015** to optimize accommodation utilization.
2. Provides confirmed berths for waitlisted passengers.
3. Key benefits:
  - o Confirmed accommodation for waitlisted passengers.
  - o Utilization of vacant accommodation on trains of the same route.
4. Applicable only to internet bookings.
5. Passengers must opt for ATAS during booking.
6. Fully waitlisted passengers after chart preparation are considered for alternate accommodation.
7. Entire PNR is shifted to an alternate train if possible.
8. Passengers travel on the authority of the original ticket.
9. No fare difference or refund is applicable.
10. Modifications are not allowed on ATAS tickets.
11. Transfers are subject to train and berth availability within 12 hours of the original train's departure.
12. Passengers are transferred to trains within a designated cluster of stations.
13. ATAS is not available for premium trains (e.g., Rajdhani, Shatabdi, Duronto).

## Booking of Special Coaches/Trains on Full Tariff Rates

1. All the trains/coaches on Full Tariff Rates shall be booked through IRCTC.
2. An application can be registered with IRCTC online directly or at regional/HQ office.
3. Application must be made at least 30 days in advance and not more than 6 months.
4. An amount of Rs. 50,000/- shall be collected as SDRF per coach for a period of up to 7 days, and in cases beyond 7 days, Rs. 10,000/- per coach/day will be collected.
5. Of this, 50% will be retained as a security deposit, and 50% will be adjusted against the fare.
6. The minimum distance of charge will be 500 kms separately for outward and return journey.
7. The minimum composition of coaches for booking Special Trains will be 18.
8. The fares will be computed on a point-to-point basis, at full adult M/E fare of the class for the actual number of persons or the capacity of the coaches, whichever is more.
9. Fares shall be levied for the actual class of the coach, subject to minimum fares.
10. If extra passengers are carried, charges will be levied on a pro-rata basis per additional passenger.
11. A service charge of 30% will be levied only on the base fare.
12. Reservation charge is not collected.
13. No concessions are allowed to anybody, including children.
14. All charges should be paid in full 48 hours before the departure of the train.
15. Failing which, it will be deemed that the running of the special coach/train is canceled.
16. The entire security deposit cum registration fee will be forfeited in this case.
17. The names of the passengers should be finalized within 24 hours of train departure.
18. The organizers must provide each member of the party with an identity token, duly stamped and countersigned by the SM (Station Master) of the booking station.
19. Ticket checking in special trains/coaches should be restricted only to headcount.
20. Empty haulage charges will be levied at the actual distance of empty haul at Full Tariff Rate for the capacity of the coaches, subject to a minimum of 200 km.
21. Detention charges will be levied for detention at Rs. 900/- per hour (or part of an hour) per coach, subject to a minimum charge of Rs. 1500/- per coach without free time.
22. The Railways will hand over a journey folder at the originating station. It is the duty of the SM to fill up the details of the journey, affixing his signature and station seal.
23. The party must ensure that all relevant particulars of this folder are obtained from the concerned SM, duly signed and affixed with the station seal at each halt.
24. On completion of the tour, the folder shall be submitted to the SM of the originating station from which the tour originated, within 15 days of completion of the tour.
25. The SM of the originating station will refund the security deposit and overcharges, if any, provided that the party has deposited the folder within 6 months of the completion of the tour.
26. If the entries in the folder are not correctly obtained, are with overwriting, or are not signed by the concerned SM, the application for a refund will be rejected.

### Cancellation Charges

S.No	Time of Cancellation	Cancellation Charges
1	2 days before the scheduled departure of the train	10% of security deposit cum registration fee
2	1 day in advance and up to 4 hours before the scheduled departure of the train	25% of chargeable fare
3	Within 4 hours before the scheduled departure of the train and afterwards	50% of chargeable fare

## RefundRules



**Definitions.** – In these rules, unless the context otherwise requires:

- (a) **"ARP"** means the advance reservation period up to which a reserved ticket can be booked for a future journey date;
- (b) **"Authorised agent"** means a person authorised by a railway administration to issue reserved or unreserved tickets and to cancel reserved tickets;
- (c) **"Clerkage"** means a charge levied by a railway administration for the clerical work rendered by it in the refund of fares;
- (d) **"Confirmed ticket"** means a ticket on which a berth or seat has been confirmed;
- (e) **"Destination station"** means the station for which the ticket has been issued;
- (f) **"Fare"** includes basic fare, supplementary charge on superfast trains, reservation fee, and other applicable miscellaneous charges;

- (g) **"RAC ticket"** means *Reservation Against Cancellation* ticket, on which a seat has been reserved against requisition for a berth, and a berth may be subsequently provided against cancellation, if any;
- (h) **"Railway ticketing centre"** means a place where reserved or unreserved tickets are issued by a railway employee or through an authorised agent;
- (i) **"Reservation fee"** means the charge, in addition to the fare, levied by a railway administration for the reservation of a berth or seat;
- (j) **"Reserved ticket"** means a journey ticket on which a berth or seat has been reserved;
- (k) **"Station"** means a railway station and includes other reservation offices or railway ticketing centres in the same city;
- (l) **"Station master"** means a railway employee, by whatever name called, having overall charge of a railway station, and includes any other railway employee authorised to grant a refund of fare at a station;
- (m) **"Ticket"** means a single journey ticket or any half or return ticket but does not include a season ticket, an Indrail Pass ticket, or a special ticket for a reserved carriage, a tourist car, a saloon, or a special train;
- (n) **"TDR"** means *Ticket Deposit Receipt* issued to the passenger in lieu of the surrendered ticket at the station where the ticket has been surrendered by the passenger, or in case of a ticket booked through the internet, the ticket deposit receipt filed online;
- (o) **"Tatkal ticket"** means a ticket with a shorter advance reservation period, issued to meet the requirements of those passengers who have to travel at short notice;
- (p) **"Unreserved ticket"** means a ticket in which no reservation has been made;
- (q) **"Wait-listed ticket"** means a ticket on which no berth or seat has been allotted.

### ***3. Station Master to Refund Fares***

- (1) Subject to the other provisions of these rules, every refund of fare on an unused unreserved ticket shall, when such a ticket is presented for a refund of fare to the station master of the ticket-issuing station, be granted by such station master after verifying the genuineness of the ticket from the record of the station.
- (2) Subject to the other provisions of these rules, every refund of fare on confirmed tickets, RAC tickets, and wait-listed tickets shall, when such tickets are presented for a refund of fare to the station master of the ticket-issuing station, be granted within the time limits prescribed in these rules by such station master after verifying the genuineness of the tickets through the computer or from the record of the station.

#### **Provided that:**

- (a) In case of tickets issued for travel from a station other than the ticket-issuing station, a refund of fare shall be admissible at:
- (i) The ticket-issuing station, if the ticket is surrendered before the scheduled departure of the train from the station from where the ticket is valid for travel; and
- (ii) The journey commencing station, if the ticket is surrendered within the time limits prescribed in these rules.

- (b) A refund of fare may also be granted by the station master of a station other than the ticket-issuing station and journey-commencing station, subject to the conditions that:
- (i) The ticket is surrendered for a refund of fare during the working hours of the reservation office and before the preparation of the reservation chart of the concerned train for the station from where the ticket is valid; and
  - (ii) The genuineness of the ticket and its particulars are verifiable at the refund-granting station through the computer or from the record of the station.

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#### ***4. Levy of Clerkage***

Subject to the other provisions of these rules, the station master shall levy a clerkage charge per passenger for the cancellation of unreserved, wait-listed, and RAC tickets at the following rates:

- ₹30 for second-class unreserved tickets
- ₹60 for second-class reserved tickets and other classes

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#### ***5. Refund on Cancellation of Unused Unreserved Tickets***

If an unreserved ticket is presented to the station master for cancellation, the refund of fare shall be made on every such ticket after deducting the clerkage:

- (i) If the ticket is presented for cancellation within **three hours** of the issue of the ticket.
- (ii) In case of tickets issued in advance, if the ticket is presented up to **24:00 hours** of the day preceding the day of the journey.

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#### ***6. Refund on Cancellation of Unused Reserved Tickets***

(1) Subject to the provisions of these rules, if a confirmed ticket is presented by the passenger or their representative to a station master for cancellation, the refund of fare shall be made after deducting cancellation charges as follows:

(a) If the ticket is presented for cancellation **more than 48 hours in advance** of the scheduled departure of the train, a **minimum per passenger cancellation charge** shall be deducted as follows:

- ₹240 for Air-Conditioned First Class or Executive Class
- ₹200 for Air-Conditioned II Tier or First Class
- ₹180 for Air-Conditioned III Tier, III Economy, or Air-Conditioned Chair Car
- ₹120 for Sleeper Class
- ₹60 for Second Class

(b) If the ticket is presented for cancellation **between 48 hours and up to 12 hours** before the scheduled departure of the train, the cancellation charge shall be **25% of the fare**, subject to the **minimum cancellation charge** referred to in clause (a).

(c) If the ticket is presented for cancellation **within 12 hours and up to 4 hours** before the scheduled departure of the train, the cancellation charge shall be **50% of the fare**, subject to the **minimum cancellation charge** referred to in clause (a).

(d) The passenger may get the ticket canceled from any **Passenger Reservation System (PRS) counter** or designated **current counter**.

(2) No refund shall be granted on a confirmed ticket **after four hours before** the scheduled departure of the train.

(3) In case of a **party ticket or family ticket** issued for more than one passenger where some passengers have confirmed reservations and others are on **RAC or wait-listed status**, full refund of fare (less clerkage) shall be admissible for confirmed passengers, provided the entire ticket is surrendered for cancellation **at least 30 minutes before** the scheduled departure of the train.

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### ***7. Refund on Cancellation of Unused RAC or Wait-Listed Tickets***

(1) If an RAC ticket or wait-listed ticket is presented for cancellation, the refund of fare shall be made after deducting the clerkage, **if the ticket is presented for cancellation up to 30 minutes before** the scheduled departure of the train.

(2) The passenger may get the RAC ticket or wait-listed ticket canceled from any **Passenger Reservation System (PRS) counter** or designated **current counter**.

(3) No refund of fare shall be granted **after 30 minutes before** the scheduled departure of the train.

(4) In case there is **no facility for cancellation of RAC or wait-listed tickets** at the originating station for **night trains (departing between 21:00 and 06:00 hours)**, the refund shall be admissible **within the first two hours** after the opening of the reservation office.

(5) In **remote and hilly areas**, as identified by the Zonal Railways and approved by the General Manager, for **night trains leaving between 19:00 and 06:00 hours**, the refund shall be admissible **within the first two hours** after the opening of the reservation or booking office, if no reservation or booking counter is available in that area.

(6) If a confirmed reservation is provided to an RAC or wait-listed ticket holder **at any time up to the final preparation of the reservation chart**, such a ticket shall be treated as a **reserved ticket**, and cancellation charges shall apply **as per Rule 6**.

### ***8. Refund on Cancellation of Tickets Booked Through Internet (I-Tickets and E-Tickets)***

(1) **E-tickets** shall be canceled online, and the refund of fare shall be credited to the account from which the booking transaction took place after deducting applicable charges. In the case of **I-tickets**, the ticket shall be canceled at the reservation counter. After an online application, the refund due shall be credited to the account from which the booking transaction took place.

(2) In the case of a **confirmed e-ticket** booked online, the refund of fare shall be granted **in accordance with Rule 6**.

(3) In the case of **RAC e-tickets**, the refund of fare shall be granted **in accordance with Rule 7**.



Time of Cancellation	Refund Amount
48 hours or more before departure	Refund after deducting ₹240 (1AC/EC), ₹200 (2AC), ₹180 (3AC/CC), ₹120 (Sleeper), ₹60 (Second Class) per passenger
Between 48 hours and 12 hours before departure	25% of fare deducted (minimum cancellation charge applies)
Between 12 hours and 4 hours before departure	50% of fare deducted
Less than 4 hours before departure or after chart preparation	No refund

(4) In the case of **e-tickets (confirmed or RAC)**, such tickets shall be canceled online, or an online **TDR (Ticket Deposit Receipt)** shall be filed within the prescribed time limits to obtain a refund.

(5) In the case of **wait-listed e-tickets**, where the status of all passengers remains on the waitlist even after the preparation of the reservation chart, the names of such passengers shall be **dropped from the reservation chart**, and the refund of fare shall be **automatically credited** to the account from which the booking was made after deducting the clerkage.

For **wait-listed I-tickets**, such tickets shall be canceled at the **Passenger Reservation System (PRS) counter** within the prescribed time limits. Thereafter, the refund can be claimed online, and the refund shall be credited to the account from which the booking was made **in accordance with Rule 7**.

(6)

(i) In the case of a **party e-ticket or family e-ticket** issued for more than one passenger, where some passengers have **confirmed reservations** and others are on **RAC or wait-list**, full refund of fare (less clerkage) shall be admissible for confirmed passengers, provided that the **entire ticket is canceled online or an online TDR is filed at least 30 minutes before** the scheduled departure of the train.

(ii) If some passengers on a **party e-ticket or family e-ticket** with a combination of confirmed and RAC/wait-listed status do not travel, a **certificate from the ticket checking staff** must be obtained. The refund of fare shall be processed online through **TDR**, mentioning the details of the certificate. The online **TDR shall be filed within 72 hours of the actual arrival of the train** at the passenger's destination, and the original certificate shall be sent by post to **Indian Railway Catering and Tourism Corporation (IRCTC)**. After verification, IRCTC shall process the refund.

(7) No refund shall be admissible on **confirmed e-tickets** if they are **not canceled or if TDR is not filed online at least four hours before** the scheduled departure of the train.

(8) No refund shall be admissible on **RAC e-tickets** if they are **not canceled or if TDR is not filed online at least 30 minutes before** the scheduled departure of the train.

(9) In the case of **cancellation of trains**, a **full automatic refund** of fare shall be credited directly to the account from which the booking transaction took place. **Online cancellation or TDR filing is not required** in such cases.

(10) In other circumstances, the refund shall be granted in accordance with the **time limits prescribed in Rule 9, Sub-Rules (1) and (2) of Rule 13, and Rules 14, 16, 17, and 18**, subject to the filing of an online **TDR**. Where a **certificate from the ticket checking staff** is required, the passenger must obtain it. The refund shall be processed online through TDR, mentioning the details of the certificate, and the original certificate shall be sent by post to **IRCTC**. The fare shall then be refunded by **IRCTC** after due verification.

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### ***9. Refund on Cancellation of Unused Tatkal Tickets***

(1) No refund shall be granted on **confirmed Tatkal tickets**, except under the specific circumstances mentioned in **Sub-Rules (2) to (8)**.

(2) Refund for unused **wait-listed Tatkal tickets** shall be governed by **Rule 7**.

(3) In the case of a **party Tatkal ticket or family Tatkal ticket** issued for more than one passenger, where some passengers have **confirmed reservations** and others are on **waiting list**, a **full refund of fare (less clerkage)** shall be granted for **confirmed passengers**, provided the **entire Tatkal ticket is surrendered for cancellation at least 30 minutes before** the scheduled departure of the train.

(4) Refund due to **non-commencement of journey or missing the train due to late running** shall be governed by **Rule 13**.

(5) Cancellation of a **Tatkal ticket where railway administration is unable to provide accommodation** shall be governed by **Rule 14**.

(6) Refund of **Tatkal tickets due to discontinuation of journey** caused by **disruption of train services** shall be governed by **Rule 16**.

(7) Refund of fare on **Tatkal tickets when passengers are accommodated in a lower class** due to the **non-availability of the reserved class** shall be governed by **Rule 18**. The **difference in Tatkal charges**, if any, shall also be refunded.

(8) **No duplicate Tatkal tickets shall be issued. Provided that**, in exceptional circumstances, a **duplicate Tatkal ticket may be issued on payment of full fare, including Tatkal charges**.

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### ***10. Refund on Cancellation of Unused Multiple Journey Tickets***

When an **unused multiple-journey ticket** is presented for cancellation, the entire ticket shall be treated as a **single journey ticket**, and the refund of fare shall be granted based on the **reservation status of the first leg of the journey**, as follows:

(i) If the reservation status of the **first leg of the journey is confirmed**, the refund shall be granted in **accordance with Rule 6**.

(ii) If the reservation status of the **first leg of the journey is RAC or wait-listed**, the refund shall be granted **in accordance with Rule 7**.

**Explanation:** The **cancellation charges or clerkage** shall be **levied only once** on the entire ticket amount and not separately for each leg of the journey.

### **11. Postponement or Preponement of Journey on a Confirmed, RAC, or Waitlisted Ticket**

(1) The postponement of journey on a confirmed, RAC, or waitlisted ticket shall be allowed in the same class and for the same destination or any higher class by the same train or by any other train for any subsequent days, subject to the following conditions: (i) The ticket is surrendered during the working hours of the reservation office at least forty-eight hours before the scheduled departure of the train in which the ticket was originally booked, subject to restrictions on timings of this facility imposed by the railway administration from time to time. (ii) The confirmed, RAC, or waitlisted accommodation is available in the train in which fresh reservation is required. (iii) In case of a confirmed ticket, fresh reservation fee for the class for which reservation is required is paid. (iv) In case of RAC or waitlisted ticket, clerkage charge is paid.

(2) The preponement of journey on a confirmed, RAC, or waitlisted ticket shall be allowed in the same class and for the same destination or any higher class by the same train or by any other train for any earlier days, subject to the following conditions: (i) The ticket is surrendered during the working hours of the reservation office at least forty-eight hours before the scheduled departure of the train in which the ticket was originally booked, subject to restrictions on timings of this facility imposed by the railway administration from time to time. (ii) The confirmed, RAC, or waitlisted accommodation is available in the train in which fresh reservation is required. (iii) In case of confirmed tickets, fresh reservation fee for the class for which reservation is required is paid. (iv) In case of RAC or waitlisted ticket, clerkage charge is paid.

(3) In case of difference in fares for the originally booked journey and the revised journey, the difference of fare shall be refunded or recovered, as the case may be, subject to the provisions of sub-rules (1) and (2).

(4) The postponement or preponement of journey under sub-rule (1) or sub-rule (2) shall be allowed only once.

(5) The postponement or preponement of journey on a normal train ticket other than a Tatkal ticket shall not be applicable against the Tatkal quota even on payment of Tatkal charges.

(6) If the ticket, on which the journey has been altered under sub-rule (1) or sub-rule (2), is cancelled, cancellation charges shall be payable as follows: (a) Cancellation charges as would have been due if the ticket for the original reservation had been cancelled at the time of postponement or preponement of journey. (b) Cancellation charges due in respect of the ticket for altered reservation as if this altered reservation is a fresh reservation. (c) In cases where twenty-five percent or fifty percent cancellation charges were realized at the time of modification of journey, the cancellation charges mentioned in clause (a) shall not be levied again, and the cancellation charges mentioned in clause (b) only shall be levied.

### **12. Change of Journey from Lower Class to Higher Class**

(1) Change of reservation shall be allowed on a reserved ticket of lower class for a higher class on the same train and day without levying any cancellation charges but on payment of fresh reservation fee and difference of fare, if any, for higher class subject to the following conditions: (i) Accommodation is available. (ii) The request for change is made: (a) Either during the working hours of the reservation office and up to six hours

before the scheduled departure of the train, subject to restrictions on timings of this facility imposed by the railway administration from time to time; or (b) During the course of the journey in the train.

(2) The change referred to in sub-rule (1) shall be allowed only once.

(3) If the ticket on which the change of reservation has been allowed under sub-rule (1) is cancelled, cancellation charges shall be payable as follows: (a) Cancellation charge as would have been due if the original reservation had been cancelled at the time when the change of reservation was allowed. (b) Cancellation charge due in respect of the altered reservation as if the altered reservation is a fresh reservation.

### **13. Non-commencement or Missing of Journey Due to Late Running of Trains**

1. No cancellation charge or clerkage shall be levied, and full fare shall be refunded to all passengers holding reserved, RAC, and wait-listed tickets if the journey is not undertaken due to late running of the train by more than three hours of the scheduled departure of the train from the station commencing journey, subject to the condition that:
  - (i) The ticket is surrendered up to the actual departure of the train.
  - (ii) In the case of an e-ticket, the TDR is filed online before the actual departure of the train for availing full refund.
2. In case the ticket is canceled or surrendered, or if the request for a refund of fare is filed online after the actual departure of the train, no refund of fare shall be admissible.
3. Where a passenger holding a ticket, with or without reservation, misses connection for continued journey by another train at any junction station owing to late running of the train by which he had been traveling, the fare for the traveled portion shall be retained, and the balance amount of the ticket shall be refunded as the fare for the untraveled portion without levying any cancellation charge or clerkage if he surrenders the ticket for such refund within three hours of the actual arrival of the train by which he had traveled, and the refund shall be granted at the junction station.

### **14. Cancellation of Tickets Where Railway Administration is Unable to Provide Accommodation**

Where a railway administration is unable to provide accommodation for any reason whatsoever to passengers holding reserved tickets, no cancellation charge shall be levied, and full refund of fare shall be granted to them if such tickets are surrendered for refund within three hours from the actual departure of the train.

**Provided that** when the train is canceled due to unforeseen circumstances such as an accident, breach, or flood, the ticket is surrendered within three days excluding the scheduled day of departure of the train.

### **15. Refund on Partially Used Tickets**

1. Except as otherwise provided in these rules, no refund shall be granted at a station on a ticket on which part of the journey has been undertaken.
2. Where a passenger terminates the journey en route, a ticket deposit receipt shall be issued to the ticket holder by the station master of the station in lieu of the surrender of the ticket, and refund shall be admissible in terms of rule 23. In such cases, fare for the traveled portion shall be retained, and the balance amount of the ticket shall be refundable as the fare for the untraveled portion of the journey.

## 16. Discontinuation of Journey Due to Dislocation of Train Services

1. When a train journey is dislocated en route due to unforeseen circumstances such as an accident, breach, or flood, full fare for the entire booked journey, without any deduction for the traveled portion and without levy of cancellation charges, shall be refunded at the station at which the journey is terminated under the following circumstances:
  - (a) When the railway administration is unable to carry the passenger to the destination station within a reasonable time by arranging transshipment or diversion or otherwise.
  - (b) When the passenger is involved in a railway accident or injured in the accident and does not continue his journey.
  - (c) In the case of death or injury to a passenger in a railway accident, the kith and kin of the passenger have to terminate the journey.
2. Where the railway administration offers to carry the passenger to his destination station by any diverted route or by arranging transshipment or otherwise, and the passenger is not willing to avail of such an alternative arrangement, fare for the traveled portion shall be retained, and the balance amount of the ticket shall be refunded as the fare for the untraveled portion, without levying any cancellation charges, at the station at which the journey has been terminated.
3. Where the train journey is dislocated en route due to a bandh, agitation, or rail roko, fare for the traveled portion shall be retained, and the balance amount of the ticket shall be refunded as the fare for the untraveled portion, without levying any cancellation charges.
4. If the trains, which have separate all-inclusive fare structures on a point-to-point basis, are terminated at a non-scheduled stoppage of the train, and the passenger is not willing to avail of the alternative arrangement made by the railway administration to carry the passenger to his destination station, fare for the distance traveled shall be retained based on the per kilometer fare of the ticket, and the balance amount shall be refunded as the fare for the untraveled portion of the journey.

## 17. Refund of Certain Fare on Failure to Provide Air-Conditioning Facility in Air-Conditioned Coaches

1. Where the air-conditioning facility could not be provided for a portion of the journey, refund on tickets issued for air-conditioned coaches shall be granted for such a portion on the following basis:
  - (a) If the ticket is for **Air-Conditioned First Class**, the difference between the Air-Conditioned First Class fare and First Class fare.
  - (b) If the ticket is for **Air-Conditioned II-Tier or Air-Conditioned III-Tier Class**, the difference between the Air-Conditioned II-Tier or Air-Conditioned III-Tier class fare and Sleeper Class fare (Mail and Express).
  - (c) If the ticket is for **Air-Conditioned Chair Car**, the difference between the Air-Conditioned Chair Car fare and Second Class fare (Mail and Express).
  - (d) If the ticket is for **Executive Class**, the difference between the notified Executive Class fare for the concerned section and the First Class fare (Mail and Express) for the concerned distance of that section.

2. The refund of the difference of fare under sub-rule (1) shall be granted at the destination station on **production of the ticket** along with a certificate from the ticket checking staff of the train, giving particulars of the ticket, the number of the coach, and the stations between which the air-conditioning facility was not provided. The refund request must be presented within **twenty hours** of the train's arrival.

## 18. Refund of Fare When Passengers Are Made to Travel in a Lower Class Due to Lack of Accommodation

If the ticket holder of a higher class is made to travel in a lower class due to the unavailability of accommodation in the class for which the ticket was issued, a refund of the difference between the fare paid and the fare payable for the class in which travel was actually undertaken shall be granted at the **destination station** or the **originating station**, as the case may be:

**Provided that** the refund shall be granted at the destination station on production of a certificate from the ticket checking staff of the train, certifying that the holder of the ticket had to travel in a lower class due to lack of accommodation. The ticket, along with the said certificate, must be presented within **two days** of the date of issue of the certificate (excluding the day of issue).

## 19. Lost, Misplaced, Torn, or Mutilated Tickets

1. No refund of fare shall be granted for a **lost or misplaced ticket**.
2. Refund of fare shall be granted for a **torn or mutilated ticket** if its genuineness and authenticity are verifiable based on the particulars visible on the face of the ticket.
3. If the reservation status of a lost, misplaced, torn, or mutilated ticket at the time of application for issuance of a **duplicate ticket** is **confirmed** or **RAC**, and the duplicate ticket is sought **before preparation of the reservation chart**, the station master shall issue a duplicate ticket on payment of:
  - ₹50 per passenger for Second Class and Sleeper Class.
  - ₹100 per passenger for other classes.
4. If a duplicate ticket for a lost or misplaced **confirmed ticket** is sought **after preparation of the reservation chart**, it shall be issued on payment of a charge equivalent to **50% of the total fare**, subject to the minimum payment mentioned in sub-rule (3).
5. No duplicate ticket shall be issued in respect of **RAC tickets after the preparation of the reservation chart**.

Ticket Status	Before Preparation of Chart	After Preparation of Chart
<b>Torn or Mutilated</b>	(a) <b>Confirmed Ticket</b> : Rs. 50/- per passenger (II/SL Class) Rs. 100/- per passenger (other classes)	(a) <b>25% of fare</b>
	(b) <b>RAC Ticket</b> : Rs. 50/- per passenger (II/SL Class) Rs. 100/- per passenger (other classes)	(b) <b>25% of fare</b>

Ticket Status	Before Preparation of Chart	After Preparation of Chart
Lost or Misplaced	(a) <b>Confirmed Ticket:</b> Rs. 50/- per passenger (II/SL Class) Rs. 100/- per passenger (other classes)	(a) <b>50% of fare</b>
	(b) <b>RAC Ticket:</b> Rs. 50/- per passenger (II/SL Class) Rs. 100/- per passenger (other classes)	(b) <b>Not Issued</b>

- If a duplicate ticket for a **torn or mutilated confirmed or RAC ticket** is sought **after the preparation of the reservation chart**, it shall be issued on payment of a charge equivalent to **25% of the total fare**, subject to the minimum payment mentioned in sub-rule (3).
- A duplicate ticket for a **party coach ticket or special train ticket** shall be issued **up to the time of departure of the train**, on payment of a charge equivalent to **10% of the total fare**.
- No refund of fare shall be granted in respect of charges paid under sub-rules (3), (4), (5), and (6), except in cases where the lost or misplaced ticket is **traced after the issuance of a duplicate ticket** and presented along with the duplicate ticket before departure of the train. In such cases, charges collected for issuing the duplicate ticket shall be refunded after deducting **5% of the amount**, subject to a minimum deduction of **₹20**. However, if the journey is not undertaken, the **cancellation charges on the original ticket** shall be determined as per these rules.
- If a passenger who has paid excess charges in the train due to losing or misplacing a **confirmed or RAC ticket** applies for a refund, the **Chief Commercial Manager (Refunds)** of the railway administration may grant a refund after retaining **cancellation charges of 50% of a single journey ticket fare per passenger**, provided no refund has been granted earlier on the original ticket.

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## 20. Wait-Listed Passengers on Concession and Privilege Ticket Order Tickets

If a person has purchased a ticket on a **concessional order or privilege ticket order** and is **wait-listed for reservation**, they shall be entitled to use the **same ticket** for reservation in **any other train on the same date or another date**, without losing the benefit of the concessional fare.

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## 21. Unused Portion of Return Tickets

- No refund shall be granted on the **unused portion of concessional return tickets**.
- When a return ticket is issued **without any concession**, it shall be treated as **two single journey tickets**, and the refund shall be granted accordingly.

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## 22. Refund of Fare on Unused Tickets and Freight Realized on Luggage Tickets When Journey is Not Undertaken

- Refund of freight on luggage shall be granted by the station master as per the following:

Situation	Refund Policy
<b>If luggage is withdrawn at the starting station</b>	The luggage ticket shall be canceled, and the freight already collected shall be refunded after deducting wharfage charges (if any) and a cancellation charge of ₹5 per luggage ticket. The journey ticket shall be endorsed accordingly.
<b>If luggage is already dispatched from the starting station</b>	Freight charges on weight admissible as a free allowance shall be collected, and remarks shall be endorsed on the journey ticket.

- The fare shall be refunded **only if the journey ticket bears the required endorsement** on the unused ticket after deducting cancellation charges or clerkage as per these rules.

## 23. Application for Refund of PRS Counter Tickets in Other Circumstances

- For refunds due to circumstances **not covered under these rules**, such as **bandhs, agitations, floods, etc.**, where passengers could not reach the reservation counter, station, or current counter for ticket cancellation, a **TDR (Ticket Deposit Receipt)** shall be issued. The passenger may apply for a refund within **10 days** from the date of commencement of the journey to the **Chief Commercial Manager (Refunds)** of the railway administration under whose jurisdiction the TDR issuing station falls. The original TDR must be enclosed.
- The **TDR shall be issued only up to three days after the scheduled departure of the train** in such circumstances

### Ticket Deposit Receipt (TDR)

- TDR is issued to passengers when refunds cannot be granted at the station.
- All railways issue a **standard TDR** for unused and partially used tickets.
- The TDR is in the form of a machine-numbered book containing **three foils**:
  - Passenger Foil**
  - CCM (Chief Commercial Manager) Foil**
  - Record Foil**
- All three foils contain necessary information related to ticket cancellation, which must be completed by the issuing official.
- The **Passenger Foil** includes guidelines for passengers.
  - The **CCM and Record Foils** contain instructions for railway staff.
- TTE or Station Master (SM)** is authorized to issue the TDR. At major stations, TDR books are available at refund counters for convenience.
- Passengers can obtain a TDR **up to 3 days** from the scheduled departure of the train.
- The TDR issuing staff will:
  - Cancel the ticket.
  - Write the TDR number on the canceled ticket.
- The TDR is prepared using a **carbon process**, and the **Passenger Foil** is handed over to the depositor.
- The **CCM Foil**, along with the canceled ticket, is sent to CCM (Refunds) within **10 days** of TDR issuance via a special messenger.
- TDRs must not be dispatched** to the CCM's office without filling in all required columns.
- TDRs are not issued if refunds are admissible at the station.
- The back of the **Passenger Foil** contains a printed application form.



14. Passengers must fill out the application and apply to CCM (Refunds) for a refund within **10 days** of the scheduled journey date.
15. Passengers can specify their preferred mode of refund payment in the application, such as:
  - Station Pay Order
  - Cheque
  - Money Order
16. Refund claims are processed at the CCM (Refunds) office.
17. Refund vouchers are prepared separately for **post-check** and **pre-check** items at the CCM office.
18. **Post-Check System:**
  - Refunds up to **₹3,000** per passenger are processed.
  - Refunds exceeding this amount require pre-check approval.
19. When payment is made via **Pay Order**, passengers need not produce a witness but must provide proof of identity.
20. If a refund is not admissible, the reasons must be communicated to the passenger.

## **Computerized Coaching Refund Scheme (CCRS)**

### **Purpose:**

To simplify the procedure for refund of fares on reserved tickets by updating chart positions in PRS, allowing refunds across the counter even beyond the time limit.

## **Updating of Chart**

Ticket-checking staff must prepare an **Exceptional Data Report (EDR)** after coach inspection in the following cases:

1. **Passenger not turned up:** No refunds allowed.
2. **Fewer persons traveling in a group:** No refunds allowed.
3. Forced travel in a lower class while holding a higher-class ticket.
4. Failure of AC equipment in coaches.
5. Discontinuation of journey due to train service disruptions.
6. Accommodation could not be provided.

## **Data Entry Point**

DEP stations are where EDR data is fed into the PRS. These stations are either:

- Change-over stations for TTEs.
- Stations with PRS facilities.

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## Refund Procedure under CCRS

1. Refund is granted only to the **person named on the ticket**.
2. The claimant must appear **personally** to request a refund.
3. A **photocopy of identity proof** must be presented.
4. Photocopies are verified against originals by the refund-granting official.
5. Refunds can be processed at any PRS counter during working hours.
6. Requests must be made **within 10 days** from the train's scheduled departure from its originating station.
7. Normal cancellation charges are levied as per rules.

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## Instructions for Ticket-Checking Staff

1. EDRs must be prepared **separately for each coach**.
2. If a coach is not checked, the senior-most TTE must provide a certified reason on the EDR.
3. EDR is prepared in **three copies**.
4. For passengers **not turned up**, TTEs must provide details of new passengers allotted to vacant berths.

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## Disposal of EDR

1. The **original EDR** is handed over to the Refund Supervisor at DEP with clear acknowledgment (date/time) on a carbon copy.
2. One copy is attached to the **original chart and amended chart** for the outgoing TTE.
3. The second carbon copy, along with the amended chart, is preserved as per existing rules.

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## Instructions for ECRCs/Refund Supervisors

1. Verify the EDR thoroughly to ensure accurate data updates.
2. Record the data entry time in the register after feeding the data.
3. File the EDR **coach-wise and train-wise** for each date separately.
4. Refunds are granted using the **“refund issue form”** option in the refund menu.
5. The system generates a printout detailing the refund.
6. The counter clerk must sign the printout and obtain the passenger's signature on both the ticket and the printout.
7. The **ticket is retained**, and the printout is handed to the passenger as acknowledgment.

## Refund Fares Chart

### Refund of Fares under Normal Circumstances

Sl. No	Type of Ticket	Time Limit for Cancellation	Cancellation Charges / Refundable Amount
1	Unused unreserved ticket	Within 3 hours of issue of ticket	Rs.30/- per passenger (Second Class Unreserved), Rs.60/- in all other classes
2	Unused / unreserved ticket valid for the day	Up to 24.00 hours of the day preceding the day of the journey	Full refund after deducting applicable charges
3	Unused Reserved Ticket	(A) More than 48 hours in advance of the scheduled departure of the train	Minimum cancellation charges: Rs.240 (I AC / EC), Rs.200 (2 AC / FC), Rs.180 (3AC / ACCC), Rs.120 (Sleeper), Rs.60 (II Class Seat)
		(B) Less than 48 hours in advance and up to 12 hours before the scheduled departure of the train	25% of fare subject to the minimum cancellation charges as above
		(C) Within 12 hours before the scheduled departure of the train and up to 4 hours before the actual departure of the train	50% of fare subject to the minimum cancellation charges as above
4	Unused RAC/Wait List Ticket	Up to 30 minutes before the actual departure of the train	Rs.60/- per passenger as clerkage
5	Unused reserved tickets confirmed for a part of the journey	Timelines as applicable for reserved, RAC, wait list tickets according to the reservation status of the first lap of the journey	(A) Cancellation charges depend on time of cancellation and distance, as applicable to reserved tickets for the entire journey (B) First lap confirmed: applicable cancellation charges (C) First lap RAC/Wait List: Rs.60/- per passenger as clerkage
6	Refund on tickets where some passengers are confirmed and others are RAC/waitlisted	Tickets cancelled within 4 hours before scheduled departure and up to 30 minutes before departure	Only clerkage charges of Rs.60/- per head will be deducted on all confirmed & RAC/waitlisted passengers
7	Refund on cancellation of journey modified ticket	48 hours before the scheduled departure of the train in which originally booked	Two cancellation charges apply: one on date of preponement/postponement and original journey, and another on revised journey and date of cancellation

## Refund of Fares under Abnormal Circumstances

Sl. No	Type of Ticket	Time Limit for Cancellation	Cancellation Charges / Refundable Amount
1	Late running of train by more than 3 hours	Up to the actual departure of the train at journey commencing station	Full fare refunded without any deduction
2	Inability of railways to provide accommodation to reserved passengers	Within 3 hours after the actual departure of the train at the journey starting station	Full fare refunded without any deduction
3	Failure of equipment	Within 20 hours of actual arrival of the train at destination	Refundable amount varies by class: I AC/EC - Difference between I AC/EC & FC M/E, 2 AC/3 AC - Difference between 2 AC/3 AC & SL M/E, ACCC - Difference between ACCC & II Class M/E
4	Traveling in lower class for want of accommodation	Within 2 days of actual arrival of the train at destination	Difference of fare between fare paid and the fare of class traveled
5	Change in train timings to earlier hours other than specified in the time table	After the actual departure of the train and within 3 hours of the old departure time (available for 7 days from date of change of time)	Full fare refunded, less clerkage charge of Rs.60/- per passenger
6	Missing connection of outward journey due to late running of connecting train	Within 3 hours of actual arrival of the train by which the passenger has traveled	Full fare for untraveled portion after retaining the fare for the traveled portion without clerkage
7	Dislocation of train services en route	Refund granted at the station where journey is terminated	(A) Inability of Railways to make alternate arrangements: Full fare for the entire booked journey without clerkage (B) Passengers unwilling to use alternate arrangements: Full fare for untraveled portion after retaining fare for traveled portion without clerkage (C) Bandh, Rail Roko, etc.: Full fare for untraveled portion after retaining fare for traveled portion without clerkage
8	Cancellation of train due to accidents, breaches, floods, etc.	Within 3 days of the scheduled departure of the train	Full fare for the entire booked journey without clerkage
9	Death/Injury to a passenger in a railway accident	Within 3 days of the scheduled departure of the train	Full fare for the entire booked journey without clerkage

## **Railways Act, 1989 – Important Sections**

### ***Carriage of Passengers (Statutory Obligations of the Railways)***

1. **Section 49: Exhibition of Timings and Tables of Fares at Stations**
  - A timetable of the **arrival and departure** of passenger trains stopping at the station must be exhibited.
  - A **list of fares** from the station to other stations must also be displayed.
2. **Section 50: Supply of Tickets on Payment of Fares**
  - Any person who wishes to travel on the railway, upon payment of the fare, shall be issued a ticket containing the following particulars:
    - Date of issue
    - Class of carriage
    - Place from and place to
    - Amount of fare
3. **Section 51: Provision for Tickets Issued for Classes or Trains without Accommodation**
  - When a ticket is issued, it is deemed that accommodation is available in the class of carriage and train for which the ticket is issued.
  - If no accommodation is available, and the passenger travels in a **lower class**, they shall be entitled to a **refund** upon returning the ticket.
4. **Section 52: Cancellation of Ticket and Refund**
  - If a ticket is returned for cancellation, the Railway Administration shall grant a **refund** as per the rules.
5. **Section 53: Prohibition Against Transfer of Certain Tickets**
  - A ticket issued in the name of a person shall **not be transferred** to another person.
  - Mutual transfer of seats/berths by passengers traveling on the same train is permitted.
  - In certain cases, transfer of tickets is permitted by the railways.
6. **Section 54: Exhibition and Surrender of Pass/Ticket**
  - Every passenger, on demand, should exhibit their pass/ticket and surrender it on the completion of the journey.
7. **Section 55: Prohibition Against Traveling Without Pass or Ticket**
  - No person shall enter or remain in a carriage without a **pass, ticket, or guard certificate**.
8. **Section 56: Power to Refuse to Carry Persons Suffering from Infectious or Contagious Diseases**
  - Persons suffering from infectious or contagious diseases shall not enter or remain in any railway carriage or travel in a train without the permission of an authorized railway servant.
9. **Section 57: Maximum Number of Passengers for Each Compartment**
  - The maximum number of passengers allowed in a compartment shall be **earmarked and stenciled** in each passenger-carrying compartment.
10. **Section 58: Earmarking of Compartments for Ladies**
  - A separate compartment shall be earmarked for **ladies** in every passenger-carrying train.
  - The required number of berths/seats shall also be earmarked for women travelers.
11. **Section 59: Communication Between Passengers and Railway Servants in Charge**
  - A railway administration shall provide a system of **communication** in every passenger-carrying train between the passengers and the railway servant in charge of the train.

## Liability of Railway Administration for Death and Injury to Passengers Due to Accidents and Untoward Incidents

Sections 123 to 129 of the Railways Act, 1989, deal with the liability of railway administration for death and injury to passengers due to accidents. These are outlined below:

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### *Section 123: Definitions of Various Words and Expressions Used in This Chapter*

#### 1. Accident

An accident is an unforeseen occurrence or event that startles one when it takes place. It refers to any unexpected event, such as:

- Collision between trains (one being a passenger-carrying train)
- Derailment or other accidents to a train or part of a train carrying passengers
- Any incident that endangers the safety of passengers or their baggage

#### 2. Dependent

A dependent is any of the following relatives of the deceased passenger:

- The **wife, husband, son, or daughter** (in case of an unmarried person, the parent)
- The **parent, minor brother, unmarried sister, widowed sister, widowed daughter-in-law**, or a minor child of a pre-deceased son
- A **minor child of a pre-deceased daughter**
- The **paternal grandparent**

#### 3. Untoward

An untoward incident includes the following:

- Terrorist acts under TADA
- Violent attacks, robbery, dacoity, rioting, shoot-out, or arson
- Accidental fall of a passenger from a train carrying passengers

**Incident**

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### *Section 124: Extent of Liability*

This section deals with the extent of liability of the railway administration in case of death or injury to a passenger or damage to their goods due to an accident. The compensation for death is Rs. 8,00,000.

**Ex-Gratia Amounts for Train Accidents, Untoward Incidents, and Manned Level Crossing Gate Accidents** (RB No. 2023/TC-III/49/1/Ex-gratia dt. 18-9-2023):

Type of Accident	Death	Grievous Injury	Simple Injury
<b>1) Train Accident</b> (as defined under Section 124)	Rs. 5,00,000	Rs. 2,50,000	Rs. 50,000
<b>2) Accident at Manned Level Crossing</b> (due to Railway's prima facie liability)	Rs. 5,00,000	Rs. 2,50,000	Rs. 50,000
<b>3) Untoward Incident</b> (as defined under Section 124-A)	Rs. 1,50,000	Rs. 50,000	Rs. 5,000

*Note: Additional ex-gratia relief is provided for hospitalization of grievously injured passengers beyond 30 days.*

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### ***Section 124A: Compensation for Untoward Incidents***

This section covers compensation payable in case of untoward incidents. However, no compensation shall be payable by the railways if the passenger dies or suffers injury due to:

1. Suicide or attempt to suicide
2. Self-inflicted injury
3. Criminal acts of the passenger
4. Acts committed in a state of intoxication or insanity
5. Any natural cause of death or medical/surgical treatment unless the treatment is necessary due to injury caused by the untoward incident

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### ***Section 125: Application for Compensation***

This section lists the persons who can apply for compensation and the time frame for making the application:

1. The person who sustained the injury or suffered loss
2. Any agent duly authorized by such person
3. In case of a minor, the guardian of the minor
4. In the event of death due to an accident or untoward incident, any dependent of the deceased
5. Where the dependent is a minor, by the guardian of the dependent

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### ***Section 126: Interim Relief by Railway Administration***

When a person applies for interim relief as per Section 126, the railway administration may pay interim relief, which may not exceed the amount of compensation payable by the Railway Claims Tribunal, considering the interim relief already paid.

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### ***Section 127: Determination of Compensation for Injury or Loss of Goods***

1. The rate of compensation payable in respect of any injury will be determined by the **Railway Claims Tribunal (RCT)**.
2. Compensation for the loss of goods will be determined by the RCT as reasonable.

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### ***Section 128: Saving as to Certain Rights***

No person shall be entitled to claim compensation more than once for the same accident. This does not affect the person's right to recover compensation under the **Workmen's Compensation Act** or any insurance policy.

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### ***Section 129: Power to Make Rules in Respect of Matters in This Chapter***

The **Central Government** is empowered to make rules regarding compensation for death, the nature of injury, and the amount of compensation as specified in this chapter.

## Luggage

Luggage refers to articles that are required during or immediately after a journey. It can be booked with the passenger in the compartment or in the brake van. Free allowance for luggage is provided based on the class of the ticket held by the passenger.

### Articles Not Accepted as Luggage:

1. **Offensive Articles** such as wet skin, leather, etc.
  1. **Exception:** Wet skin booked at the owner's risk will be accepted when packed in an **airtight box**.
2. **Dangerous, Explosive & Inflammable Articles** and empty gas cylinders.
  1. **Exception:**
    1. Safety cinema film, safety cartridges, and a small oxygen cylinder with a sick passenger.
    2. An empty gas cylinder can be carried in the **brake van** but **is not permitted in a compartment with passengers**.
3. **Oily Articles** such as oil, ghee, and paints.
  1. **Exception:** Ghee up to 20 kg, securely packed in a **tin**, is permitted with the passenger.
4. **Dry Grass, Dry Leaves, and Scrap Papers.**
5. **Acids and Other Corrosive Substances** mentioned in the **IRCA Red Tariff**.
6. **Dead Poultry or Game.**
7. Gas cylinders (whether full or empty) shall not be allowed to be transported either in the passenger compartment or booked in luggage van/generator cars/parcel vans attached to passenger trains. (C.C No. 17 of 2023 dated 14-12-2023)

### General Rules for Booking Luggage:

1. Luggage is booked on a valid pass or ticket.
2. Articles should be brought at least 30 minutes before the scheduled departure of the train.
3. Luggage can be booked 24 hours in advance, excluding the day of scheduled departure, on reserved tickets.
4. Articles should be properly packed before offering for booking as luggage in the brake van.
5. Packages should be marked in Hindi or English.
6. **Passenger Can Book Luggage in Two Ways:**
  - a. **In Passenger Compartment:**
    - Luggage can be booked up to the **maximum permissible limit**.
    - After deducting the **free allowance**, charges will be collected at **1.5 times** of the “**L**” scale on the remaining weight.
  - b. **In Brake Van:**
    - There is **no maximum limit** for booking luggage in the **brake van**.
    - Charges will be collected at the “**L**” scale (except in **S-scale trains**).
    - If the luggage is booked under **Railway Risk**, charges will be collected at **1.5 times** of the prescribed scale.
7. The **forwarding note** should be filled in **as per the rules**.
8. Free allowance of luggage is granted only once for the entire journey.
9. Children are allowed half of the adult free allowance.
10. Excess luggage beyond the free allowance will be booked and charged.
11. No free allowance is given when luggage is booked in the brake van.
12. Railways do not guarantee dispatch of luggage by the same train the passenger is traveling on.
13. Railways do not guarantee delivery of luggage within a prescribed time.
14. Prepayment of luggage charges is compulsory.
15. Luggage can be booked to break journey points as well.



16. The minimum distance for charge is 50 km.
17. The minimum weight for charge is 10 kg.
18. Minimum luggage charges are ₹30/-.
19. Luggage booked with the passenger is charged at 1.5 times of scale 'L' by all trains.
20. The maximum weight of a single package accepted for booking should not exceed 150 kg.

### Free Allowance and Marginal Allowance for Different Classes

<i>Class</i>	Free Allowance	Marginal Allowance	Maximum Allowance
IAC	70Kgs.	15Kgs.	150Kgs.
2 AC	50Kgs.	10Kgs.	100Kgs.
FirstClass	50Kgs.	10Kgs.	100Kgs.
3 AC	40Kgs.	10Kgs.	40Kgs.
ACCC	40Kgs.	10Kgs.	40Kgs.
SleeperClass	40Kgs.	10Kgs.	80Kgs.
IIClass	35Kgs.	10Kgs.	70Kgs.
<b>Tickets</b>			
I-Season	15Kgs.	5 Kgs.	-
II-Season	10Kgs.	5 Kgs.	-
MVST-Outward	60Kgs.	-	-
MVST-Return	Empties	-	-
CheckSoldierTicket	40Kgs.	-	-
SoldierTicket	40Kgs.	-	-
<b>Passes</b>			
IstClass'A'Pass	140Kgs.	-	-
IstClassPass	70Kgs.	-	-
II ndClass'A'and II Class Passes	50Kgs.	-	-

### Maximum Dimensions and Weight of Luggage Packages In Passenger Compartment

<b>Class</b>	<b>Dimensions (cm)</b>
All classes (except AC 3-tier & Chair Car)	100 × 60 × 25
AC Chair Car	63 × 37 × 20
AC 3-tier	55 × 45 × 22.5

### In Brake Van

<b>Gauge</b>	<b>Max. Weight (Qtl.)</b>	<b>Dimensions (m)</b>
Broad Gauge (BG)	1.5	2 × 1.5 × 1.25
Metre Gauge (MG)	1.5	2 × 1.5 × 1.25
Narrow Gauge (NG)	1.25	1.5 × 1.07 × 1

### Articles Carried Free

Class	Articles Carried Free
AC-I, AC-II, FC	Tiffin carrier, small handbag/briefcase, umbrella, walking stick, water, ice-box
Other classes	Tiffin carrier, umbrella, walking stick, water

The maximum limit for booking of luggage in parcel and luggage space is as follows:

- On AC and first class tickets:
  - Non-household effects: 500 kg.
  - Household effects: 1000 kg.
- On Non-AC class tickets:
  - Non-household effects: 300 kg.
  - Household effects: 500 kg.

However, if household consignment is more than the above prescribed limit on account of transfer cases, a certificate in this regard may be obtained for relaxation in booking of Household consignments as luggage and the same may be booked beyond the above prescribed limit with the permission of CPSR (Commercial Supervisor).

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Parcels/Luggage are charged on actual weight or by weight on measurement, whichever is more.

Calculation of weight by measurement:- If the actual weight of packages is less and size of package is big, charges will be collected on the actual weight or weight ascertained by measurement, whichever is more. The formula for calculating weight by measurement of the packages is as under:-

**28 cubic decimetre or part thereof = 4 kg.**

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## Booking of Bulky Articles

1. A package is considered **bulky** if:
  - Its **actual weight exceeds 100 kg**, or
  - Its **actual weight is below 100 kg**, but **dimensions exceed 100 cm × 100 cm × 70 cm**.
2. **Exception:**
  - If **only one dimension exceeds the prescribed limit by up to 10%**, but the **weight remains within 100 kg**, it **will not** be treated as a bulky article.
  - If the **calculated weight exceeds 100 kg**, it **will** be treated as a bulky article.
3. **No free allowance** is granted on these packages, and they are charged at **double the normal rate**.
4. These articles **must be carried in the brake van** only.
5. **Two-wheelers and three-wheelers** with a **chargeable weight exceeding 100 kg** are **not** classified as bulky articles.

## **Luggage Ticket:**

1. A luggage ticket is issued when passengers book their luggage.
2. It is a money-value book and should be kept under safe custody.
3. The luggage ticket is in the form of a book, machine-numbered, containing 50 tickets.
4. The luggage ticket has 3 foils: (i) Record (ii) Passenger (iii) Guard.
5. A forwarding note should be submitted for booking luggage in the brake van.
6. The journey ticket number should be mentioned on the luggage ticket.
7. At the time of delivery, the passenger foil of the luggage ticket should be submitted at the destination.

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## **Preparation:**

1. The luggage ticket is prepared with the help of double-sided carbon paper.
2. The packages booked with the owner and loaded in the brake van should be shown separately.
3. Particulars of the packages and contents should be clearly described.
4. Passenger's name and journey ticket number should be written on the luggage ticket.
5. The number of packages should be shown both in figures and words.
6. The booked route should be shown on the luggage ticket as per the passenger's ticket.

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## **Disposal:**

1. The passenger foil is given to the passenger. At the destination station, delivery is granted on collection of the passenger foil.
2. The guard foil is handed over to the guard along with the luggage, and the same will be handed over at the destination to the station master along with the luggage.
3. The record foil of the luggage ticket is retained at the station.
4. When luggage is booked in charge of the owner, the guard foil is kept at the station with the record foil.

### **Forwarding Note:**

1. Any person desirous of booking goods by rail should submit a forwarding note.
2. This is necessary as per Section 64 of the Railways Act, 1989.
3. This is in the form of an application.
4. This is an initial document between the consignor and the railways.
5. This form is an agreement; hence it is a legal document and can be produced in the court of law in case of disputes.
6. It is exempted from stamp duty as per Section 9(a) of the Stamp Act, 1899.
7. The forwarding note consists of the following information:
  - a) Names and addresses of the consignor and consignee.
  - b) From and to stations.
  - c) Number of packages and private marks, if any.
  - d) Description of the contents and weight.
  - e) Whether packing conditions are complied with or not.
  - f) Actual condition of the contents of the consignment.
  - g) Election of owner's risk and railway risk rate.
  - h) Route, via which the consignment is to be moved.
  - i) Declaration of the value of the consignment and whether willing to pay percentage charges on excess value or not.
  - j) If an open wagon is selected by the sender.
  - k) Date and signature of consignor or his authorized agent with address.

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### **Precautions to be Taken While Filling Up the Forwarding Note:**

1. While filling the forwarding note, the consignor has to fill all the columns correctly.
2. The consignor is responsible for all the entries made in it.
3. The SM can guide in filling up the forwarding note, but he should not fill it himself.
4. No alterations are permitted. If any alteration is made, the consignor should sign in full.
5. If the consignor or his agent is illiterate, his left-hand thumb impression is taken.
6. As per Section 66 of the Railways Act, correct description of the material should be given.
7. The forwarding note should be preserved for 5 years, or if any claim case is pending, till settlement of the case. It should be pasted to the record copy of the Railway Receipt.
8. If taken for any reference, a copy should be preserved, quoting the reference number under which it is taken, with the signature of the official taking it.
9. The SM should fill weighment and booking particulars of the consignment on the reverse of the forwarding note.

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### **General Forwarding Note:**

1. Consignors having regular transactions with the railway are given the facility of having a general forwarding note.
2. They need not fill separate forwarding notes for each consignment at the time of booking.
3. They have to apply to Sr. DCM through the station master for this facility.
4. If agreed to, a general forwarding note is prepared in three copies: one copy is given to the party, one copy is sent to the station, and the third copy is retained as the office copy.
5. This is valid for 6 months, and the consignments are booked at the owner's risk rate only.
6. Fresh forwarding notes should be executed for booking at railway's risk rate or when packages are defectively packed.
7. The list of consignments with weight and destination station should be submitted in duplicate at the time of booking each consignment.

## **Booking and Carriage of Dog & Cat:**

### **In Brake Van:**

1. A dog can be booked on a valid ticket or pass, and the owner must travel by the same train.
2. The owner must execute a forwarding note when the dog is booked in the brake van.
3. A veterinary doctor's certificate is necessary.
4. A photocopy of a valid ID proof with residential address and mobile number must be produced.
5. The color, breed, and sex of the dog should be furnished on the forwarding note.
6. The dogs must be provided with collars and chains.
7. The owner should make arrangements for food and water for dogs during the journey.
8. When a dog is booked in the brake van, it is charged for 30 kgs at 'L' scale + 25%.
9. The minimum charge per dog is ₹30/-.
10. A development charge of 2% will be collected.
11. Dogs should be tied with a chain in a dog box provided in the guard's cabin.
12. Loading, unloading, and transshipment of the dog will be done by the owner.
13. The monetary liability as per the Railways Act for non-delivery is limited to ₹120/- per dog.

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### **With Passenger:**

1. Dogs can be booked with the passenger in IAC and FC when exclusive accommodation is reserved for one party.
2. Dogs booked in IAC & FC will be charged for 60 kgs.
3. Dogs are charged at scale 'L' rate, subject to a minimum of ₹30/- per dog.
4. A development charge of 2% will be collected.
5. A blind person can take a dog as a seeing-eye dog in first class and will be charged for 30 kgs.
6. When dogs are detected as unbooked, they will be charged 6 times the scale 'L' rate, subject to a minimum of ₹50/-.
7. Maximum of one dog per passenger on the same PNR shall be carried in AC 1st & FC classes, subject to conditions that the 2-berth coupe & berth cabin are exclusively allotted to the same family or a group of passengers.
8. Kittens and puppies shall be carried at the owner's risk in a basket with the permission of the Station Master, as per prescribed freight charges in all classes. No consent of fellow passengers is required in this case.

### **Un-booked Dog with Passenger**

- a. **If detected in AC First Class and First Class** – Charges will be levied for the **entire distance** at **six times the 'L' scale** on a **chargeable weight of 60 kg per dog**, subject to a **minimum of ₹50 per dog**.
- b. **If detected in Other Classes with a passenger** – Charges will be levied for the **entire distance** at **six times the 'L' scale** on a **chargeable weight of 30 kg per dog**, subject to a **minimum of ₹50 per dog**.
- c. **If detected with a blind person alone in First Class** – Charges will be levied for the **entire distance** at **six times the 'L' scale** on a **chargeable weight of 30 kg per dog**, subject to a **minimum of ₹50 per dog**.

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### **Transportation of Cat:**

1. Transportation of a cat is allowed in 1st AC on the same terms and conditions and charges as for booking a dog.

## Calves, Pigs, Sheep, and Goats:

- They will be charged for **40 kgs + 25% per animal**, with a **minimum charge of Rs. 30/- per animal**.
- **Maximum number of animals per brake van/luggage van:**

Animal	BG (Broad Gauge)	MG (Meter Gauge)
Sheep/Goats/Pigs	15 per brake van	10 per brake van
Calves (height < 0.76 m)	5	5

- An **attendant must travel in the same train**, paying the fare.
- The **attendant is solely responsible** for feeding and providing water to the animals during the journey.
- **Pigs will only be accepted in crates.**
- **Unbooked goats, sheep, or pigs** will be charged **6 times for 40 kgs at scale 'L'**.
- The **Railway Risk Rate** is **1.5 times** the tariff rate.

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## Booking of Live Poultry:

1. Live poultry, if carried in **cages, baskets, or hampers**, will be charged at **scale 'L' + 25%**, subject to a **minimum weight of 40 kgs per basket**.
2. The bottom of the basket must be **solid** to prevent the birds' feet from passing through.
3. The **standard size of the basket** should be **1 meter in diameter** and **not less than 30 cm in height**.
4. The number of birds that can be loaded in such a basket should not exceed:

Size of Birds	Number of Birds	Size of Birds	Number of Birds
Large fowls	30	Large ducks	18
Medium fowls	40	Medium ducks	27
Small fowls	60	Chickens	60

5. Each basket should have **two crossbars** to prevent it from being crushed.
6. A **sufficient quantity of food and water** must be provided during the journey in receptacles.
7. The birds **must not be overcrowded**.
8. Live poultry **should not be carried in passenger carriages**. If detected, charges will be recovered at **6 times the rate of scale 'L'**.
9. Delivery of small poultry and small birds, etc., can be made at the **brake van or luggage office**, as desired by the owner.

## Day-Old Chicks:

1. **Day-old chicks and poultry** will be accepted for transport by rail.
2. They should be carried in **containers made of corrugated fibreboard** of standard design.
3. The **minimum size of the container** should be:
  - **60 cm in length, 40–45 cm in width, and 12–25 cm in height.**
4. The containers should have **ventilation holes** on the sides and top.
5. The **maximum number of birds per container** should not exceed **104**.
6. Booking will be permitted for distances where **convenient trains are available** to carry them to the destination in **less than 30 hours**. **No transshipment or change** is allowed en route.
7. The above containers are chargeable by **weight or measurement**, whichever is greater.

### **BOOKING OF SMALL ANIMALS AND BIRDS (EXCEPT LIVE POULTRY):**

1. Puppies, cats, kittens, mongooses, ferrets, rabbits, monkeys, guinea pigs, and other small animals and birds (other than poultry) can be booked and carried in Brake Vans (BV) and Inter-Class Passengers (ICP).
2. **Weight Charged:**
  - **In cage:** 20 kg
  - **In loose:** 40 kg
3. For carrying animals as ICP, the Station Master's (SM) permission should be obtained and it requires the consent of co-passengers.
4. For carrying kittens and puppies, the consent of fellow passengers is not required.
5. Birds other than chickens will not be booked unless a certificate is submitted, issued by the Chief Wildlife Warden or an officer authorized by the State Government, stating:
  - "The bird offered for booking is not wild," or
  - "If wild, transport of such bird is permitted."
6. Due provisions for the supply of food and water for the animals must be made by the owner.

## **Parcels:**

### **Introduction:**

The goods booked at coaching rates and carried by coaching trains are called parcels. Whenever a person wants to dispatch goods to another person without going to the destination, it can be done by booking them as parcels. Such goods will be charged according to the different scales prescribed by the train in which they are dispatched.

### **Articles Not Accepted as Parcels**

The following items are not accepted for dispatch under the Parcel Management System:

1. **Uranium and Uranium Concentrate**
2. **Thorium and Thorium Nitrate**
3. **Thorium Oxide**
4. **Heavy Water and Other Radioactive Materials**
5. **Offensive Articles**
6. **Wet Skins**  
*(Exception: Wet skins of wild animals, securely packed in airtight boxes, are accepted at the owner's risk)*
7. **Acids and Other Corrosive Substances**  
*(As per Chapter VI of I.R.C.A. Red Tariff)*

### **Packing:**

1. All packages must be securely packed in boxes, crates, baskets, or strong gunny cloth, etc.
2. For certain commodities, packing conditions are prescribed in the Coaching Tariff, Part I, Vol. III.
3. If parcels are defectively packed, the exact packing condition or the nature of the defect should be recorded by the sender in the forwarding note, and the same should be copied in the Parcel Way Bill (PWB).
4. Where packing conditions are compulsory, parcels shall not be accepted unless the packing conditions are complied with.

### **Weighment of Parcels:**

1. All packages should be weighed in the presence of the consignor.
2. If the weighing machine is out of order, the sender's weight is accepted. A remark is passed on the PWB as "Weighing machine is out of order. Sender's weight is accepted. Destination station to reweigh and collect undercharges, if any."
3. Parcels are charged on actual weight or by weight on measurement, whichever is more.
4. Any single package should not weigh more than 150 kgs.
5. If any single package weighs more than 150 kgs, DCM permission is required to book it.
6. The weight of each package of iced fish should not be more than 100 kgs.
7. Some articles are charged on a fixed weight as shown in the chart.
8. Both the actual weight and charged weight should be shown on the Parcel Way Bill.



## Rules for booking and Charging of Parcels:

1. The party must fill in the prescribed forwarding note.
2. Parcels should be correctly declared on the forwarding note.
3. If parcels are not packed properly, a remark to that effect must be recorded by the party on the forwarding note. This remark will also be passed on to the parcel way bill.
4. Parcels shall be weighed on the weighing machine. The weight will be written on the parcel way bill, and freight will be collected accordingly.
5. Parcels are charged on actual weight or by weight on measurement, whichever is more.
6. Booking of parcels 'to & from' intermediate stations of a train is allowed only if that train stops at those intermediate stations for 5 minutes or more.

**Exception:** Passenger trains.

7. Parcels are charged as per the scale applicable for the train by which they are carried.
8. Trains are classified into 3 types, and different scales for charging are as follows:

S.No	Train Type	Scale for Charge
1	Rajdhani Parcel Service	“R”
2	Premier Parcel Service	“P”
3	Standard Parcel Service	“S”

9. The minimum distance for charge is 50 kms.
10. The minimum weight for charge is 10 kgs.
11. The minimum charge is Rs. 30/- per consignment.
12. A development charge of 2% on the base freight is collected.
13. Railway risk rate is 1.5 times the base freight.
14. Prepayment of freight is compulsory.
15. Registered newspapers and magazines are charged at 45% of scale "S" by all trains.
16. Animals/birds booked in the brake van should be charged at 'L' scale + 25%.
17. In case of registered newspapers and magazines:

- The minimum distance is 250 kms.
- The minimum weight is 5 kgs.
- The minimum charge is Rs. 2/-.

## Conveyance of Bicycles, Tricycles, and Motorcycles:

1. These articles must be loaded in the brake van and are not allowed in the compartment.
2. No free allowance is granted.
3. In case of bike Photocopy of valid ID proof with residential address and RC book to be produced.
4. ]The petrol tank should be emptied before booking.
5. These articles must be securely packed. If not packed, the condition of the packing must be entered in the forwarding note.
6. Railways do not accept any liability for detachable fittings unless they are separately packed and a receipt is given.
7. Such detachable fittings must be included in the minimum weight for charge.
8. These are charged at the scale applicable to the type of train by which they are carried as per the standard weight per article (unpacked) as given below:

Type of Vehicle	Chargeable Weight
Bicycles	40 kgs
Bicycles (children)	20 kgs
Motorcycles & Mopeds	100 kgs (up to 60cc)
Motorcycles & Scooters	200 kgs (above 60cc but below 350cc)
Motorcycles	250 kgs (350cc and above)
Rickshaws	150 kgs
Chairs (invalid)	150 kgs
Tricycles	100 kgs
Autorickshaw	600 kgs

10. Payment of percentage charge on excess value (PCEV) is compulsory on scooters and motorcycles when the declared value exceeds the railway liability.

#### **Booking of Corpses / Human Skeleton :**

1. It should be packed in an air-tight coffin.
2. A certificate issued by a Registered Doctor should be produced.
3. The chargeable weight is 200 kgs. Charges will be collected as per the scale of the train.
4. The minimum freight will be Rs. 50/-.
5. It will be carried only in the brake van.
6. A responsible person should travel in the same train with a ticket, who will immediately take delivery at the destination.
7. Corpses will be carried free of cost, if a certificate regarding death in a Government Hospital is produced.

#### **Booking of Parts of Human Body (:**

1. It should be packed in an air-tight case. It will be booked only as parcels. It will not be accepted as luggage.
2. Charges will be collected 1.5 times on the actual weight as per the scale of the train. The minimum freight will be Rs. 50/-.
3. A certificate issued by a Registered Doctor should be produced.
4. It will be carried in the brake van only.

#### **Booking of Human Ashes ():**

1. It should be packed in hermetically sealed cases.
2. If the passenger objects to weighing the package, the chargeable weight should be taken as 20 kg. Otherwise, it will be charged on actual weight at the "L" scale.
3. The passenger can carry it along with him. No free allowance will be given.

## Parcel Way Bill (PWB):

1. These are supplied in the form of machine-numbered books.
2. Each book contains **50 waybills** in sets of four foils, namely:
  - o **Record**
  - o **Receipt**
  - o **Accounts**
  - o **Guard**
3. Separate books are used for **local** and **foreign traffic**.
4. The **receipt foil** has a hatching of the issuing railway on its face.
5. PWB books are **money value books** and must be kept under safe custody.

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### Preparation of Parcel Way Bill:

1. Parcel Way Bills should be neatly written using **double-sided carbon**.
2. The **name of the forwarding station** should be stamped.
3. The **name of the destination station** should be written in block letters.
4. A full description of the consignment should be provided on the Parcel Way Bill.
5. The number of packages should be written in **figures and words**.
6. Charges other than freight should be shown separately.
7. The total weight and amount should be clearly entered.
8. If freight is paid through a credit note, the **credit note number and date** should be quoted.
9. If booked on concession, details of the concession should be quoted.
10. Selection of the **dearer route** by the sender should be recorded.
11. Entries once made should not be erased. Fresh entries can be made by crossing out old entries and duly attesting them.
12. The **receipt foil** is handed over to the party after collecting freight charges.
13. The **guard's foil** is handed to the guard along with the consignment while loading.
14. The **accounts foil** is sent to the Traffic Accounts Office at the end of the month.
15. The **record foil** is kept as a station record, with the forwarding note pasted to it.

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### Preparation of Luggage and Parcel Summaries:

1. At the train's starting station, luggage and parcel summaries should be prepared in duplicate by parcel staff on duty for all packages to be loaded.
2. One copy is retained as a station record, with the guard's signature taken as acknowledgment.
3. The other copy is handed to the guard along with the packages.
4. In the summary, the packages should be clearly written as described on the **PWB/LT** (Luggage Ticket).
5. It is the **guard's responsibility** to check the entries in the summary with PWBs and luggage tickets and verify whether the packages are in sound condition.
6. If a waybill or luggage ticket is missing, a **memo waybill** should be prepared based on the marks available on the packages and handed over to the guard of the train.
7. Summaries for **seal vans and compartments** must be prepared in duplicate using carbon copies:
  - o One copy is placed in the van.
  - o The other is kept as a record.
8. When a brake van is sealed by the guard en route, a fresh summary in duplicate should be prepared for the parcels loaded:
  - o One copy is placed in the van along with the Parcel Way Bills.
  - o The other copy is retained by the guard.

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### Charges for Cancellation of Parcel Way Bills:

- A **cancellation charge of Rs. 10/- per PWB** will be levied, in addition to all other charges (e.g., wharfage charges), when packages are withdrawn before dispatch at the starting station.

### **Loading of Parcels**

1. Parcels will be loaded in the Brake van / VPU / VPH.
2. The parcels to be loaded should be entered in the loading book, and after loading, the guard's signature will be obtained.
3. Loading should be done in a geographic and scientific manner.
4. In Brake van / VPU / VPH, loading should not exceed the carrying capacity.
5. Loading and unloading in leased SLR should be done by the party.
6. Offensive parcels should not be loaded with perishable / general parcels.
7. At the time of accepting parcels for loading, the guard should tally the parcels with the parcel summary and guard foil of the PWB.

### **Loading Precautions:**

1. Packages must be properly stacked inside the luggage compartment to prevent shifting during transit.
  2. Packages should be loaded in **geographical order**.
  3. Heavy packages should not be placed on lighter articles.
  4. **Rough handling** of packages must be avoided.
  5. The luggage compartment should be **locked on both sides** while in transit.
  6. Loading should be supervised by the **guard** and the **loading clerk**.
- 

### **Unloading of Parcels**

1. After unloading parcels, their entry should be made in the unloading register.
2. If the packages are short or in defective condition, the parcel clerk / Station Master should obtain a remark from the guard on the unloading summary.
3. While unloading parcels at the destination station, the unloaded packages should be tallied with the guard foil of PWB and the parcel summary. If any shortage is detected, the parcel clerk / Station Master should obtain a remark from the guard.

### **Precautions during Unloading of Packages:**

1. The station master should ensure that **seals are intact**.
  2. If seals are deficient, a message should be sent to all concerned immediately (DDM).
  3. A **DDM (Discrepancy Delivery Memo)** must be issued within **6 hours** of any shortages or excess packages being found.
  4. In case of damage or deficiency due to wet conditions or pilferage, a **DDPC (Discrepancy Due to Pilferage Certificate)** must be issued on the same day.
  5. The unloading clerk should record remarks in the **guard's summary** in case of discrepancies.
  6. The waybill should be compared with the labels or marks on the packages to ensure the correct packages are unloaded.
  7. All unloaded packages should be entered into the **unloading register**.
-

## Delivery of Parcels:

1. The railway shall deliver the consignment upon surrender of the **RR/PWB** as per **Section 76 of the Railways Act (RA)**
2. The party must produce the receipt foil of the Parcel Way Bill (PWB).
3. The Railway Receipt will be checked by the Railway employee and tallied with the guard foil of the PWB. It should bear the station stamp, and there should be no alterations on the RR.
4. The parcels should be tallied with the guard foil of the PWB at the destination station.
5. If the parcels are received in damaged condition or are short, a remark should be passed on the parcel summary and the guard foil of the PWB.
6. The damaged package is to be reweighed or opened in the presence of RPF and DDPC, or a DD wire is issued as per the rules.
7. Entries are made in the delivery book based on the guard foil of the PWB. The delivery book includes the date of unloading, consignor's name and address, consignee's name and address, description of parcels, demurrage charges, wharfages, etc.
8. All due charges should be collected before delivery.
9. After collecting the Railway Receipt (RR) and obtaining the consignee's signature, the parcel will be delivered to the party

## Partial Delivery Certificate (PDC):

1. When part of a consignment is received, the destination Station Master should issue a **DDM** to the forwarding station and all junction stations.
2. The party must take delivery of the partial consignment on payment of all charges due, by surrendering the original PWB.
3. The party cannot refuse delivery when the railway offers a partial consignment.
4. If the party refuses delivery, **wharfage charges** will be collected.
5. The party is allowed to record remarks regarding the number of packages received.
6. In such cases, formalities for **open delivery** must be followed.
7. All packages on hand should be counted, weighed, and recorded in the presence of the **RPF (Railway Protection Force)**.
8. A **PDC** is prepared, indicating the PWB details and the actual number of packages delivered to the party.
9. Remaining consignments, when received, will be delivered using the same PDC.
10. Part consignments are treated as **separate for wharfage calculations**.
11. Upon receiving the full consignment, the party must sign in the delivery book, noting "full consignment received" under their signature.

## Percentage Charge on Excess Value (PCEV):

1. **Special Valuable Items:** Gold, Silver, Pearls, Jewellery, Precious stones, Currency notes and coins (other than Government treasure), Government stamps and stamped paper (other than Postal stationary and Stamps), and Motorcycles / Scooters.
2. **Payment of percentage charges is compulsory** on the above articles.
3. Percentage charges are calculated on the **excess value**. After payment of percentage charges, Railway liability will be up to the declared value.
4. **Excess value** = Declared value - Railway's monetary liability.
5. As per Section 103 of the Railway Act, Railway's monetary liability is as under:

Animal Type	Liability (Rs.)
Elephants	6,000/-
Horses	3,000/-
Mules, horse-drawn cattle, or Camels	800/-
Dogs, donkeys, goats, pigs, sheep, or any other animal not mentioned above or birds	120/-
In the case of parcel & goods	Rs. 50/- per kg
In the case of any baggage	Rs. 100/- per kg

### 6. Rate for percentage charges per Rs 100:

- **Special valuable goods and motorcycle / scooter:** 13 paisa
- **Other articles:** 25 paisa

### 7. Formula for calculation of percentage charges:

= Rate × Part of Rs 100/- of excess value × Part of distance of 160 kms.

8. Minimum percentage charges for special valuable goods and motorcycle / scooter: Rs 2/- and maximum 1% of the excess value. For animals and birds, the minimum percentage charges are Rs 2/

## Partial Delivery

1. Partial delivery is granted as per the provisions of **Section 82** of the Railway Act.
  2. On receipt of partial consignment, it will be connected to the related invoice and will be made available for delivery.
  3. Partial consignment will be reweighed and a **DD Message** will be issued, copies of which will be sent to the Intermediate and Forwarding Station.
  4. At the time of delivery, the party should surrender the **Railway Receipt** and pay all due charges.
  5. For the remaining packages, a **Partial Delivery Certificate (PDC)** will be issued.
  6. Appropriate remarks will be passed in the delivery book on receipt of the remaining packages of the consignment. Delivery will be granted on surrender of the **Partial Delivery Certificate**.
  7. Signature will be obtained in the delivery book as proof of having received the full consignment.
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## Open Delivery

1. Open delivery will be granted in the following circumstances:
    - a. Packages found in broken condition.
    - b. Packages found in damaged condition.
    - c. Packages found in torn condition.
    - d. Packages found loose.
    - e. While granting partial delivery.
  2. **Railway Administration** is empowered to grant open delivery as per the provisions of **Section 81** of the Railway Act.
  3. Open delivery is granted by the **Commercial Inspector/Station Master**, and if their monetary limits are exceeded, by **Competent Commercial Officers**.
  4. The presence of **R.P.F.** is mandatory.
  5. Damaged packages will be reweighed, and entry will be made in the **Re-weighment Register**.
  6. Remarks regarding compliance with external packing conditions should be passed in the report.
  7. Packages should be opened from the broken side.
  8. After opening the packages, remarks regarding compliance with internal packing conditions should be passed in the report.
  9. The condition of goods found in the package will be examined.
  10. It will be checked if there was sufficient space in the package to accommodate the missing contents.
  11. Goods will be tallied with the **invoice**.
  12. If goods are misdeclared, a penalty will be collected as per rules.
  13. On tallying actual goods with the **beejuck** (invoice), the extent of damage will be evaluated.
  14. The cost of missing/damaged goods will be calculated according to the **beejuck** rate. An **Open Delivery Report** will be prepared.
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## Assessment Delivery

1. Assessment delivery will be granted under the following circumstances:
    - a. Packages / goods damaged by water.
    - b. Packages / goods damaged by colour.
    - c. Packages / goods damaged by liquid substances.
  2. The party should apply for assessment delivery, mentioning the approximate extent of damage as per them.
  3. Damaged goods will be reweighed, and entry will be made in the **Re-weighment Register**.
  4. Damaged goods will be sorted into lots according to the extent of damage, and assessment delivery is granted on a **percentage basis**.
  5. Remarks, if any, on the **Railway Receipt** should be considered at the time of granting assessment delivery.
  6. If goods are of mechanical nature, help from employees of the concerned department must be taken.
  7. An **Assessment Delivery Report** will be prepared, including copies for:
    - Party
    - Claims Department
    - Record
- 

## Monetary Limits for Granting Open & Assessment Delivery

Sr No.	Designation	Monetary Limits
1	DRM / ADRM / OSD	Full Powers
2	Sr DCM	Full Powers
3	DCM / DTM / AM (Sr. Scale)	Full Powers
4	ACM / AM (Jr. Scale) / SM (Gaz)	Rs 2 Lakhs per case
5	DCI / CCI / SCI / CI	Rs 5000/- per case
6	CPS / CGS	Rs 2500/- per case



## **Delivery in Absence of Railway Receipt (RR) - Delivery on the Basis of Indemnity Note**

### **Section 76 of Railway Act**

According to **Section 76** of the **Railway Act**, if the **Railway Receipt** is not available, the delivery of goods may still be granted upon the execution of an **Indemnity Note**. Additionally, if a consignment is claimed by two or more individuals, delivery will be withheld until an indemnity note is executed by the person to whom the delivery is granted.

### **Indemnity Note**

An **Indemnity Note** is a legal document, and stamp duty is levied on it, which varies from state to state. It can be obtained from the **goods sheds** or **Station Master's office**. The **Station Master** can grant delivery of goods costing up to **Rs. 1 lakh** on the basis of an indemnity note. If the cost of the goods exceeds this limit, delivery can only be granted with the **permission of DCM**.

### **Information on an Indemnity Note**

The following details are written on an indemnity note:

1. Booking particulars
2. Description of goods
3. Cost of goods
4. Name and signature of the consignee
5. Signature of one surety
6. Signature of two witnesses with their complete details
7. Signature of the **Station Master**, date, and **Station Seal**

### **Types of Indemnity Note**

1. **Stamped Indemnity Note**
  - This indemnity note is executed on a **stamp paper**, hence known as a **Stamped Indemnity Note**.
  - **Conditions for Delivery:**
    - If goods are booked in the consignee's name, and the consignee is unable to produce the **Railway Receipt**, delivery will be granted on the execution of an indemnity note by the consignee at the **destination station**.
    - If goods are booked to **self** and the consignee is unable to produce the **Railway Receipt**, delivery will be granted only after the execution of **two indemnity notes**. One should be executed by the **consignor** (with the **signature** and **stamp** of the **Station Master** of the **Forwarding Station**) and endorsed in the name of the consignee. Based on this, the consignee will execute another indemnity note, and delivery will be granted upon production of both notes.
2. **Unstamped Indemnity Note**
  - This is a **printed form** and is **free from stamp duty**. It can be obtained at no cost from the **goods shed** or **Station Master's office**.
  - **Accepted in the Following Circumstances:**
    - Goods booked to **Government officials** in their official capacity.
    - Goods booked to **registered co-operative societies**.
    - At the time of delivery of **low-value goods** (this facility is provided to certain businesses to vacate space in goods sheds).
3. **General Indemnity Note**
  - If goods for a particular businessman are received regularly at a station and the businessman is unable to produce the **Railway Receipt** consistently, he is granted the facility of a **General Indemnity Note**.
  - **Process:**

- The businessman will execute the indemnity note, which will then be sent to the **Sr. DCM's office** for approval.
- After approval, it will be returned to the station and recorded in a specific register.
- The **validity** of the General Indemnity Note is **3 years**.
- **Conditions for Delivery:**
  - Upon taking delivery based on a General Indemnity Note, the **Railway Receipt** or a **Stamped Indemnity Note** should be produced within **10 days** from the delivery date; otherwise, the facility will be terminated.
- **Note:** Delivery of goods booked to **“Self”** will not be granted on the basis of a **General Indemnity Note**.

## Wharfage Rules in Respect of Parcels and Luggage Traffic

### Wharfage Charge:

- Wharfage charges are levied on consignments not removed from railway premises after the expiry of the free time.

### Classification of Stations:

For the purpose of granting free time for the removal of consignments and the levy of wharfage, stations are classified into two groups:

- Notified Stations
- Other than Notified Stations

### Permissible Free Time for Removal:

The permissible free time for the removal of consignments (other than leased) from railway premises is as follows:

Type of Station	Parcel/Luggage	2 or 3 or 4-Wheeled Carriage, Motorboat, etc.	Livestock
Notified Stations	10 hours of working of the delivery section of the parcel office after consignment is unloaded for delivery.	6 hours of working of the delivery section of the parcel office after consignment is unloaded for delivery.	6 hours of working of the delivery section of the parcel office after consignment is unloaded for delivery.
Other than Notified Stations	18 hours of working of the parcel office after the consignment is available for delivery.	N/A	18 hours of working of the parcel office after the consignment is available for delivery.

### Note:

- Livestock must be removed from the railway premises within **24 hours** of arrival at the destination.
- Failure to do so may result in the livestock being disposed of as per **Section 84 of the Railways Act, 1989**.

### Reckoning of National Holidays:

- National Holidays** will not be reckoned when calculating free time for removal from railway premises or for charging wharfage, except in the following cases:
  - Livestock and perishable items** at all stations.
  - Parcel/Luggage** unloaded at Notified Stations.

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**Wharfage Rates:**

Type of Station	Parcel/Luggage (Rate per 50 kg or part thereof per hour)	2-Wheeled Carriage (MC, Cycle, etc.)	3 or 4-Wheeled Carriage, Motorboat, etc.	Livestock (Rate per head per hour)
Notified Stations	Rs. 1.00	N/A	Rs. 10.00	Rs. 10.00
Other than Notified Stations	Rs. 0.50	N/A	N/A	Rs. 10.00

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**Note:**

- Expenses incurred in feeding livestock will also be levied, regardless of whether the livestock is removed within the free time or beyond it.
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**Higher Wharfage Charge:**

- Higher wharfage rates may be notified by the Railway Administration.
- Currently, higher wharfage charges can be levied **up to six times** the normal rate for a station.
- These higher charges will be applied **in stages**.

# **1. TicketChecking&Ticket-lessTravel**

## **Objective of Ticket Checking:**

1. To ensure that all individuals traveling by railway or entering railway premises possess a valid pass, ticket, or authorized entry.
2. To ensure that tickets are issued according to prescribed rules.
3. To verify whether the account of tickets has been done properly.
4. To prevent leakage of railway revenue.
5. To prevent corruption, fraud, and embezzlement
6. To increase the earnings of the railway.

## **Ticket-less Travel**

The following are the reasons for ticket-less travel:

1. Lack of civic sense among the public.
2. Poverty and illiteracy among the public.
3. Inadequate and incorrect information provided to passengers at stations.
4. Booking windows not opened on time, causing overcrowding at counters.
5. Passengers not turning up on time.
6. Ignorance of rules and their interpretation by staff.
7. Tickets not issued up to the passengers' destinations.
8. Non-cooperation of passengers.
9. Misuse of power by influential persons.
10. Improper dealing by ticket-checking staff.
11. Lack of security for ticket-checking staff.
12. Extension of journey not being granted by ticket-checking staff.
13. Connivance of GRP/RPF with irregular travelers.
14. Insufficient staff on trains and at stations.
15. Overcrowding of trains due to fewer general coaches.
16. Improper fencing at stations.
17. Low morale of the staff.

## **Measures taken by Railways to eradicate ticket-less travel:**

1. Educating the public through film shows, press releases, posters, PA systems, and CCTVs.
2. Delivering lectures in schools and colleges.
3. Providing correct information to the public.
4. Station Masters must ensure that booking windows are opened on time.
5. Passengers must be advised to arrive on time to purchase tickets.
6. Railway administration must ensure that all staff attend periodic refresher courses and update their knowledge of rules.
7. Station Masters must ensure that tickets are issued up to the destination station of the passengers.
8. Booking Supervisors must ensure that there is a sufficient stock of tickets on hand.
9. Imposing strict punishments on ticket-checking staff dealing improperly.
10. Providing security to staff at sections and stations wherever required.
11. Posting the full strength of staff at stations and on trains.
12. Extension of journey should be granted by ticket-checking staff.

13. Increasing the number of general coaches or sectional coaches to accommodate extra crowds during peak seasons.
14. Developing proper fencing around stations.
15. Conducting surprise checks on ticket-checking staff working on trains, etc.

### **Types of Checks To Combat ticketless travel:-**

#### **1. Sectional Check**

This check is conducted on a specific section for a duration of three days or a minimum of 24 hours, covering all trains on that section. Ticket checking staff is assigned to each coach of every train to ensure no passengers are traveling without a valid ticket or with an irregular ticket. Upon completion of the check, a report is prepared with the following details:

- Total staff utilized
- Number of trains checked
- Number of passengers found without a ticket
- Total amount recovered during the check
- Amount recovered through the court
- Number of passengers imprisoned by the court
- Booking window earnings for the day of the check, the preceding three days, and the corresponding days from the previous week

#### **2. Concentrated Spot Check**

This check is organized at a station or spot with a high concentration of staff, including Ticket Checking Staff, GRP, and RPF. The duration of the check is 24 hours (minimum 8 hours), and all passengers in the trains stopping at the station are checked. After the check, a report is prepared with the following details:

- Total number of staff utilized
- Total number of trains checked
- Number of passengers without tickets
- Total amount recovered during the check
- Amount recovered through the court
- Number of passengers imprisoned by the court
- Booking window earnings for the day of the check, the preceding three days, and the corresponding days from the previous week

If the percentage of ticketless and irregular travel exceeds 3%, the station is declared a "Bad Spot." Before declaring it, at least three similar checks must be conducted.

#### **3. Employee Replacement Check**

This check is conducted for three consecutive days to assess the efficiency of ticket-checking staff at a specific station. It is carried out between two stations within the same division, especially where the ticket-checking staff fails to meet the prescribed earning standards. After the check, a report is prepared comparing the performance of station staff. Similarly, inter-division checks are also arranged.

#### **4. Magistrate Check**

This check is conducted with the assistance of a magistrate to effectively curb ticketless travel. The individuals apprehended are tried and disposed of by the magistrate on the spot. After the completion of the check, a detailed report is submitted to the DCM, and a copy is provided to the magistrate.

#### **5. Fortress Check**

During this check, the entire station is sealed off so that no individual can exit from any point other than the authorized gates. Adequate Ticket Checking staff, GRP, RPF, and volunteers are assigned for this check. Based on the report from these checks, unauthorized exit gates are closed, and the number of checking staff may be increased as necessary.

6. **Ambush Check**

This check aims to prevent the misuse of the alarm chain. Ticket Checking staff, GRP, RPF, and other railway employees, disguised in civilian clothes, are deployed at locations where the misuse of the alarm chain is frequent. In accordance with Section 141, legal action is taken against passengers found misusing the alarm chain, and passengers are detained at the spot.

7. **Surprise Check by Road**

This check is carried out when it is known that ticketless or irregular travel is prevalent, often in collusion with staff. Ticket Checking staff, RPF, and GRP are transported by road to the identified spot, where they conduct a surprise check on specific trains. The details of this check remain confidential to ensure its effectiveness.

8. **Mid-Section Check**

This is a surprise check conducted by the Headquarter Ticket Checking Squad on trains operating in the mid-section. The staff working on the train are replaced by Headquarter Ticket Checking staff for rechecking. If irregularities in the performance of TTEs or conductors are identified, a report is submitted.

9. **Massive Operational Checks**

These checks are conducted over a radius of 80 km to combat ticketless and irregular travel, lasting from 3 to 6 days. The following types of checks are included in this operation:

- Check in running trains
- Spot checks
- Road checks
- Ambush checks
- Magistrate checks

Services of 2 to 3 magistrates are employed to dispose of cases under the Railway Act, 1989. Earnings from booking windows are recorded to assess the impact of these checks on the area.

## **DUTIES OF TTES ASSIGNED TO SECOND-CLASS SLEEPER COACHES**

1. **The Sleeper Coach TTEs shall report for duty at least half an hour before the scheduled departure of the train.** In case they join the train en route and not at the originating station, they shall report for duty at least 15 minutes before the scheduled arrival of the train.
2. **They shall wear a neat and clean uniform along with the TTE's Badge** for easy identification while on duty. They shall also wear the name badge provided for this purpose.
3. **At the starting station, they shall obtain complete particulars of reservations made in the coach, maintain records of berth/seat occupancy during the journey, and hand over complete and correct details to their reliever, clearly indicating vacant berths/seats available for allotment.**
4. **They shall check the tickets of passengers in the coach, guide them to their berths/seats, and prevent unauthorized persons from entering the coach.** They shall ensure that persons holding platform tickets, who come to see off or receive passengers, do not enter the coach.
5. **They shall regulate the entry and exit of passengers to prevent unauthorized occupancy in the coach.**
6. **They shall collect fare, surcharge, and reservation charges, wherever required, from passengers to whom berths are allotted and issue EFTs/receipts.**

7. **They shall assist passengers in depositing heavy luggage in the designated luggage booth** (where provided) and ensure that bulky items are not taken inside the coach, causing inconvenience to other passengers.
8. **They shall allot vacant berths/seats to passengers at intermediate stations on a first-come, first-served basis or according to the waiting list priority, if such a list is maintained at the station.**
9. **They shall ensure that berths/seats exclusively reserved for ladies are allotted only to female passengers and shall prevent male passengers from occupying such accommodation.**
10. **They shall promptly address passenger complaints regarding non-working fans, lights, and lamps, and take necessary action to get them rectified.**
11. **They shall ensure cleanliness in the coach and coordinate with safaiwalas for regular cleaning at scheduled intervals.**
12. **They shall ensure that the doors of the coach remain latched while the train is in motion and open them only for authorized passengers during boarding and deboarding.**
13. **They shall ensure that the vestibule end doors of the train remain locked between 22:00 and 06:00 hours to prevent unauthorized entry.**
14. **They shall remain vigilant, particularly at night, to prevent intruders, beggars, hawkers, and unauthorized persons from entering the coach.**
15. **TTEs assigned to Sleeper Coaches shall ensure that unallotted vacant berths are kept folded and hinged, allowing them to be opened only upon proper allotment to passengers.**
16. **They shall carry blank FIR forms to provide to passengers in case of theft or loss of luggage.** Such filled-in forms shall be handed over at the next GRP post at a scheduled stoppage for further action.
17. **They shall prepare a report on deficiencies in passenger amenities in the coach and submit it at the end of duty to the lobby office at the terminating station.** If detraining at an intermediate station, they shall hand over the deficiency report to the incoming TTE, who will deposit it at the destination. The lobby office shall take necessary action to rectify the deficiencies and report the matter to the Station Master (Commercial), Divisional Commercial Manager (DCM), or Senior Divisional Commercial Manager (Sr. DCM) of the concerned division.
18. **They shall always be tactful and courteous in their interactions with passengers, leaving no room for complaints.**
19. **They shall be responsible for taking action against individuals smoking in public places under the Tobacco Products Act, 2003,** as authorized by the Ministry of Health and Family Welfare, Government of India, Gazette Notification No. GSR/680(E) dated 15.09.2009.
20. **They shall be responsible for collecting fines from passengers for activities affecting cleanliness,** such as littering inside the train and creating unhygienic conditions.
21. **They shall ensure that if inflammable, dangerous, or prohibited goods are detected, immediate intimation is given to station staff for necessary action.**
22. **They shall provide all necessary assistance in using firefighting equipment available in the coach in case of an emergency.** They shall also assist passengers in providing first aid whenever required.
23. **They shall remain vigilant for suspected child trafficking in trains or at stations by middlemen intending to exploit or sell children for illegal activities.** Any suspected cases shall be reported immediately to the GRP/RPF post or assistance booths at the next scheduled halt station.
24. **They shall perform any other duties as may be prescribed from time to time.**

#### **UPDATED DUTY LIST OF TRAIN SUPERINTENDENTS**

1. The Train Superintendents (TS) will report for duty one hour before the departure of the train. They must be in proper uniform with prescribed badges, scrolls, and nameplates.
2. The TS will be the overall in-charge of Conductors, TTEs, Coach Attendants, and amenities staff such as Safaiwalas, Electric & C&W staff, Air-Conditioning staff, the Catering Manager, and Catering Staff on duty on the same train. They will be responsible for exercising effective supervision over the quality of their work.



3. All staff on duty in the train, except the Guard, must report to the TS well before the scheduled departure of the train at the originating station. En-route staff will also report to the TS at their designated boarding point as per their scheduled link program.
4. The TS will record in a register the names and designations of the staff reporting for duty and mention the particulars of absentees in the trip report at the end of the journey.
5. After ascertaining the details of staff who have reported for duty, the TS will allocate the work of manning coaches to Conductors, TTEs, Coach Attendants, Safaiwalas, etc., ensuring proper deployment.
6. The TS should ensure that the staff are in proper uniforms with name badges and perform their duties efficiently.
7. In trains equipped with a public address system, the TS will welcome passengers onboard and announce their name and mobile number for assistance after departure from each stopping station.
8. The Conductor and each TTE must report to the TS regarding vacant berths after allotment to RAC passengers and any remaining RAC passengers. The TS will ensure the allocation of vacant berths to RAC passengers still awaiting confirmation.
9. The TS will provide the vacancy position of berths/seats to the Commercial Controllers and Station Masters at roadside stations if berths remain available after adjusting all RAC passengers.
10. The TS will conduct necessary checks on passenger reservations and examine the Excess Fare Ticket books of TTEs and Conductors to ensure correct fare realization.
11. If staff from their railway fail to cooperate or perform duties properly, the TS must report the issue to the Sr. DCM of the concerned division and the Chief Passenger Services Manager (CPSM), specifying the name and details of the failure, indiscipline, or disobedience.
12. If staff from another railway fail to report for duty or perform their assigned tasks, the TS must immediately notify the DRM concerned from the next halt station.
13. As the **Captain of the Train**, the TS will coordinate the work of all team members and remain vigilant in ensuring customer satisfaction.
14. At the train's starting station, the TS will conduct a quick inspection to verify that passenger amenities are in working order. Any defects or deficiencies should be reported to the Station Master-in-charge and rectified. If needed, advance information should be sent to the next station for attention by the electrical and C&W staff. The TS must also ensure periodic cleaning of coaches, bathrooms, and toilets.
15. The TS will ensure that proper pre-cooling is done in AC coaches before the train's departure.
16. The TS must confirm that Coach Attendants in AC 2-tier coaches carry bedrolls and distribute them promptly to passengers to minimize disturbances during the night.
17. The TS will maintain a **Complaint Book** and make it available to passengers on demand. They should ensure prompt action is taken to resolve complaints and provide satisfactory service to passengers.
18. The TS will conduct checks on **catering services**, ensuring food quality and quantity, cleanliness of staff uniforms and utensils, appropriate behavior of the Catering Manager and bearers, issuance of bills, timely meal service, and proper vending of tea, coffee, snacks, and cold drinks.
19. The TS is responsible for taking action against individuals **smoking in public places** under the Tobacco Products Act, 2003, as authorized under Ministry of Health and Family Welfare **Gazette Notification No. GSR/680(E) dated 15.09.2009**.
20. The TS is responsible for **collecting fines** from passengers for activities affecting cleanliness, such as littering inside trains, creating unhygienic conditions.
21. If **flammable, dangerous, or prohibited goods** are detected, the TS must immediately inform station staff for necessary action.
22. The **Pantry Car Manager** must maintain a separate complaint book. The TS will ensure its availability, monitor complaints, and forward them to the Chief Catering Services Manager while taking steps to rectify deficiencies.
23. The TS should actively prevent **unauthorized hawking and begging** on the train, utilizing TTEs and other staff as necessary.

24. The TS must ensure that **sleeper coach TTEs and Coach Attendants** follow standing instructions regarding securing and latching of doors while running and at stations, as well as closing and bolting vestibule doors at night.
25. In case of **theft incidents**, the TS will guide affected passengers to the GRP escort party if onboard. Otherwise, they should provide blank **FIR forms** for passengers to lodge complaints, which should be handed over to the first available GRP post at the scheduled stoppage.
26. The TS must ensure that **firefighting equipment** in the coaches is accessible and used correctly in case of emergency. They should also provide first-aid assistance to passengers when required.
27. At the end of each trip, the TS must submit a **Trip Report** covering:
  - Special occurrences, if any.
  - Passenger amenities including catering, drinking water supply, cleanliness, unauthorized passengers in reserved coaches, working of lights and fans, theft incidents, air-conditioning malfunctions, and other public complaints.
  - The report should be submitted to the **Lobby Office/SM (Commercial)** at the destination station for necessary action, with a copy sent to the Sr. DCM/DCM for further action.
28. In case of an **accident**, the TS will coordinate with the **RPF and railway staff** for safe custody and proper disposal of the luggage belonging to deceased or injured passengers.
29. The TS must be vigilant for **suspected child trafficking** in trains or at stations. If any middlemen are found transporting children for illegal purposes, the TS should immediately report the case to the **GRP/RPF post** or assistance booths at the next halt station.
30. The TS must undertake any **additional duties** assigned from time to time.

### **Train Captain (CC No. 31/2018)**

1. In order to provide necessary facilities to passengers and to carry out maintenance work during the journey, a team of railway employees is assigned to long-distance mail and express trains. The Train Captain is designated as the leader to ensure these facilities are efficiently provided.
2. Trains like Rajdhani, Shatabdi, and Duronto, which are accompanied by a Train Superintendent (TS) from the originating station to the destination, will have the Train Superintendent designated as the Train Captain. The Train Captain must wear the 'Train Captain' badge on their uniform.
3. All onboard employees (both railway and contract staff) are required to follow the instructions of the Train Captain. Action will be taken against non-cooperative employees.
4. For trains that do not have a Train Superintendent (TS), the senior-most ticket-checking staff member will be nominated by the Zonal Railways as the Train Captain.
5. In such cases, the Train Captain's badge will be transferred to the next Train Captain for the subsequent leg of the journey.
6. The Train Captain must have the mobile numbers of all onboard staff for effective coordination.
7. The Train Captain's name and mobile number will be made available to passengers through the reservation chart.
8. The name and mobile number of the Train Captain should be announced onboard the train for the convenience of the passengers.

### **Important Points to Keep in Mind During Ticket Inspection**

- The passenger's **ticket** must be valid for the same **train/class** in which they are traveling (**Mail/Express/Ordinary/Superfast**, etc.).
- The passenger's **ticket** must be for the correct **route**.
- The passenger's **ticket/pass** must be valid for the **entire journey**.
- The passenger must have a **valid identity card** as per the prescribed list of **identity proof**.
- A **child** traveling on a **child ticket** must be **under 12 years of age**.
- Verify the **Ticket number/random number** printed on **PRS tickets** and match it with the **printed ticket number** and the **computer-generated number**.
- Verify the **Ticket number** printed on **UTS tickets** and ensure it matches with the **computer-generated ticket number**.
- Verify whether **PTO/recognized pass holders** and **concession ticket holders** (such as **Divyangjan certificate holders**) are traveling with **valid certificates** and whether the **remaining journey** is properly **certified** as per the **correct route**.

### **Ticket Examiners Report (TCR):**

1. All collected card tickets, UTS tickets, PRS tickets, and paper tickets should be canceled in the prescribed manner.
2. All computer tickets are sorted **train-wise** and **date-wise** and recorded.
3. All paper tickets should be entered separately in the register.
4. At the end of the day, the highest ticket number for all stations should be picked up and bundled separately.
5. All tickets collected, canceled, and entered in the TCR are to be put into bags **date-wise**, sealed, and secured properly to be checked by TIAs/CIs, except for paper tickets.

### **Ticket Collector's Returns (TC Returns):**

At the end of each month, every ticket checking staff member must submit a monthly account of the used Excess Fare Receipts (EFRs) to the Head Ticket Collector (TC) office. The TC Return is prepared in the designated format (COM 41F) in two copies. The original copy is sent to the Accounts office, while the second copy is retained as a record by the Head TC Office.

The TC Return includes the following details:

- Name of employee
- Designation
- Station
- Division
- Month and year
- Date
- EFR Number
- Train Number
- Particulars of the ticket held
- Excess fare charges
- Charges for unbooked luggage

- Reason for charging
- Particulars of Money Receipts (MRs), etc.

The related account foils of EFR and the original Money Receipts should be sent along with the TC Returns. Additionally, a separate form (COM 329B) must be attached to the TC Returns, summarizing the money receipts.

Each ticket checking staff member is required to submit the TC Returns for the current month before the scheduled date of the next month. Failure to do so may result in departmental action.

## **Hand Held Terminal (HHT)**

The Indian Railways introduced Hand Held Terminals (HHTs) to ticket-checking staff as part of the national transporter's effort to embrace digital initiatives. The first such HHT was introduced in the Patna–New Delhi Rajdhani Express, where all ticket-checking staff were provided with the latest gadgets.

- **Definition:**  
A tablet supplied to the ticket-checking staff with connectivity to the PRS server is known as an HHT.

## **Procedure for Using HHTs**

1. **Chart Finalization:**
  - Primary chart is finalized at least 4 hours before scheduled departure.
  - Secondary chart is finalized at least 30–05 minutes before scheduled departure.
2. **TTE Reporting:**
  - Report for duty at the TTE's Lobby.
  - Sign on in the TTE's Lobby Application and manual register.
3. **Roster Assignment:**
  - TTE's name is displayed in the HHT as per the duty roster.
4. **Cash Declaration:**
  - Declare private cash in the Lobby Application and EFT, which reflects in the HHT.
5. **Coach Assignment:**
  - Captain assigns coach numbers to the TTEs in the TTE's Lobby Application (TLA).
6. **Chart Downloading:**
  - After the second charting, TTE downloads charts of their assigned coaches onto the HHT through Wi-Fi/SIM connectivity.
  - Cancellations after downloading are updated in the HHT hourly and marked in red.
7. **Passenger Verification:**
  - After physical verification of passengers with PNR and ID, turning up/non-turning up is marked by the TTE in the HHT.
8. **Vacant Accommodation:**
  - Vacant accommodation after the second chart is transferred to the next remote location (RL).

- TTE can allot vacant accommodation only up to the next RL.
  - Accommodation due to non-turning up is re-allotted either up to the destination of the NT passenger or the next RL, whichever is later.
9. **Allotment Process:**
- Allotment is done first to RAC passengers, followed by partially WL passengers.
  - Details of unadjusted RAC/partial WL passengers are sent to the captain through HHT.
  - Based on the final vacancy, the captain allots berths to leftover RAC/partially WL passengers.
  - Subsequent vacancies are allotted to WT and travel authority holders (pass, warrant) by the TTE.
10. **Vacancy Update:**
- Consolidated class-wise and coach-wise vacancy positions are communicated to the next RL through the HHT.

## **Provisions of the HHT**

- **Adjustments and Modifications:**
  - Shifting berths within or between coaches.
  - Late boarding modifications.
  - Entry for passengers alighting short of their booked destination.
  - Non-turning passengers updated in CCRS (EDR not prepared).
- **Communication with the Conductor:**
  - Issues such as no water/electricity in the coach, deficient fittings, cleaning requirements, or patient care are reported through HHT.

## **In Case of Communication/Device Failure:**

1. Charts for all coaches are visible in all HHTs of TS/Captain/TTEs.
2. Data synced once is updated across all devices.
3. If a TTE's HHT fails, the Captain may reassign coaches to other TTEs.
4. If the Captain's HHT fails, another TTE's HHT can be taken over.
5. A 24x7 helpdesk is available to resolve failures remotely or via the lobby.
6. TTE must sign off in the Lobby Application after duty completion.

## **Handling of HHT**

1. **Personal Equipment:**
  - Supplied as personal equipment.
  - Deposited with the Lobby In-charge if away from duty for an extended period.
2. **Lost HHT:**
  - Report immediately to the CTI/In-charge.
  - File an FIR at the nearest police station.
  - CTI/In-charge will coordinate with CRIS to make the HHT inoperative.
  - Division notifies the loss through a Railway Gazette.
  - Staff must submit costs based on the age of the device:
    - **First year:** 80% of cost
    - **Second year:** 60% of cost
    - **Third year:** 40% of cost
    - **Fourth year:** 30% of cost
    - **After four years:** 20% of cost
  - A committee comprising ACM and AAO examines the records along with the SR of the employee for the past three years.
  - A report is submitted to the DRM within one month.
  - If negligence is established, a major penalty is imposed.

## Loss of EFT

1. Staff whose EFT book has been lost must immediately issue a message to the CTI of the base station, Divisional Office, and Accounts Office, providing details of the lost book/foils.
2. Upon receiving the message, the Divisional Office shall arrange to notify the loss of the EFT through the Railway Gazette, warning staff to guard against fraudulent use of the missing tickets.
3. The CCM and FA&CAO of all railways will instruct the concerned staff to monitor daily collections for such tickets and question individuals found in possession of them.
4. A committee comprising ACM and AAO of the Division will conduct an inquiry based on the FIR and relevant collateral evidence/documents to determine the cause of the loss.
5. The committee will examine:
  - o The outcome of the Gazette Notification.
  - o The service record of the employee.
  - o General performance, including earnings for the last three years.
  - o Cases of short or delayed cash remittances.
  - o Any other irregularities.
6. The committee should submit its inquiry report to the DRM within one month of its constitution.
7. If negligence is established, action under D&AR for a major penalty may be initiated.
8. Recovery for the loss of the book (unused foils) as assessed by the Accounts Branch can be ordered by the Divisional Office from the employee's salary within two months of the reported loss.
9. D&AR action has no bearing on recovery of the loss from the employee.
10. If the tickets were lost due to circumstances beyond the employee's control (e.g., robbery, dacoity, floods), the DRM may forward a proposal to write off the loss to the CCM for further processing in consultation with FA&CAO and AGM.
11. Any debits raised by the Accounts Office for the value of missing tickets will be withdrawn.
12. If the lost foils/book are found misused later, the Accounts Office will be notified, and debits will be raised for the value of the lost tickets against the concerned staff, in addition to taking D&AR action.

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## Handing Over Memo (HoM)

1. Passengers detected traveling without tickets by TTEs and who decline to pay the charges due to the railways should be handed over to station staff for recovery of the amount due, along with a Handing Over Memo.
2. These forms are machine-numbered, printed, and supplied in sets of four foils:
  - o **Record Foil:** Retained by the TTE.
  - o **Station Foil:** Handed over to station staff along with the passenger.
  - o **Accounts Foil:** Sent to the Traffic Accounts Office.
  - o **DRM Foil:** Sent to the Divisional Office.
3. The station staff's signature should be obtained on the Record Foil.
4. Station staff must advise the Division and Accounts Office about the result of the action taken, including whether the passenger declined to pay or was unable to pay and whether prosecution was launched to recover railway dues.
5. Passengers who fail to pay dues should be handed over to RPF/GRP to be produced before a Magistrate within 24 hours for further prosecution.
6. The result of prosecution, if launched, should be reported to DRM and Accounts Office upon receipt from the Magistrate.
7. HoM books should be treated as money-value books in terms of supply, issue, and custody.
8. Station staff, upon collecting fare plus excess charge, should issue an EFT, with a reference to the ticket noted on the reverse of the Record Foil of the HoM.

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### **Running Train Theft (RTT):**

1. If luggage is stolen or there is a dacoity on a moving train, passengers can contact the Guard, Coach Assistant, Conductor, Escort, or the Government Railway Police (GRP) for assistance.
2. The staff will provide the passenger with an FIR form. The completed FIR should then be handed over to the GRP.
3. The FIR should include the following details:
  - PNR number
  - Coach number
  - Berth number
  - Description of the stolen luggage
  - Details of the suspected passenger (seat/berth number, language spoken, conversation details, and travel route)
4. The complainant passenger must write their full name and address in the FIR.
5. The passenger should hand over a copy of the FIR to the GRP and get a receipt.
6. Passengers can also register their complaint at the 'RPF Sahayata Booth' at major stations.
7. The complaint will be registered with the GRP, and necessary action will be taken.
8. The complaining passenger does not need to stop their journey.
9. If an FIR form is unavailable, the passenger can write their complaint on plain paper.
10. The complaint should include details of the stolen goods and any other relevant information

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### **Catering Services**

1. At important stations, food plazas, vegetarian and non-vegetarian refreshment rooms, and light refreshment stalls are managed by IRCTC or Railways.
2. Detailed menus and tariffs are displayed in the refreshment rooms.
3. Most important trains have pantry car facilities.
4. Trains with pantry car service are indicated in timetables as "P."
5. Catering services are also arranged in trains without pantry cars.
6. Train-side vending is permitted at some stations.
7. Orders can be placed through Train Conductors, Coach Attendants, or other authorized catering staff.

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### **When the Alarm Chain is Pulled:**

1. According to Section 59, the railway provides communication facilities, like the alarm chain, for passengers to contact railway staff. If misused, the railway can terminate these facilities.
2. If the Alarm Chain is pulled in a moving train, the on-duty commercial staff should immediately attend to the coach and find out the reason for the Alarm Chain Pulling (ACP).
3. The issues raised by passengers should be resolved.
4. The details of the ACP, such as location, time, reason, and the time of delay, should be recorded in the register at the sign-off station and reported to the commercial controller.

5. Under Section 141, misuse of the ACP can result in a fine of up to Rs. 1,000 or imprisonment for up to one year, or both. For a first offense, the fine is Rs. 500.

## **Genuine Reasons for Chain Pulling**

1. **Medical Emergency**
  - When a passenger requires immediate medical assistance, such as treatment, medication, or hospitalization, at a nearby location or station.
2. **Fire in the Train**
  - In case of a fire in the train, passengers can pull the chain to stop the train and ensure prompt evacuation and assistance.
3. **Boarding with an Elderly or Disabled Person**
  - Pulling the chain while boarding with an elderly or disabled person is considered a genuine reason, as they may require additional time to board the train.
  - However, deliberately pulling the chain to delay the train for someone else to board without a valid reason is a punishable offense.

### **Medical Assistance to Passengers:**

1. If a passenger requires medical assistance during the journey, they should immediately inform the train staff, such as the Conductor or the Train Guard.
2. The Train Guard or Conductor will inform the nearest station master or railway authorities for prompt medical support.
3. In case of serious emergencies, the staff will contact the nearest hospital or healthcare center and request for an ambulance at the next station.
4. The TTE (Ticket Examiner) should immediately check the reservation chart to search for any doctors on board who may be able to assist with the medical emergency. If a doctor is found, the TTE should approach them for help.
5. The train staff should carry basic first-aid supplies to provide initial medical help to the passenger if needed.

### **Irregular Travel:**

- **Definition:** If a passenger is found traveling without a ticket or with an improper ticket, it is classified as irregular travel.
  - **Excess Charge:** This is the penalty amount collected by the Ticket Checking Staff when irregular travel is detected. It is equivalent to the excess fare, subject to a minimum excess charge of Rs. 250 per passenger.
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### **Ticket Checking Stations:**

- Railway administration has designated specific **Ticket Checking Stations** in each division to handle cases of passengers traveling without tickets.
- Based on the train's direction and class, excess fare and charges will be collected starting from the nearest Ticket Checking Station. If no such station exists, the collection will start from the train's starting station

### **Ticket Checking Stations on SEC Railway:**

Division	Ticket Checking Stations
Bilasur	
Raipur	
Nagur	

### **Types of Irregular Travel:**

#### **1. Without Ticket Travel:**

- **Excess Fare + Charge:** Will be recovered from the previous Ticket Checking Station, or if none, from the train's starting station to the point of detection. Minimum Excess Charge is Rs. 250.
- If the passenger wants to continue, only excess fare and reservation fee will be collected for the onward journey.

#### **2. Adult Passenger Travelling on Child Ticket:**

- **Difference in Fare:** The difference between adult and child fare for the entire journey will be collected as excess fare.
- **Excess Charge:** Difference in adult and child fare up to the point of detection will be charged as excess charge (minimum Rs. 250).
- At destination, the total difference plus excess charge is collected.

#### **3. Ordinary Train Ticket Holder Travelling by Mail/Express:**

- **Difference in Fare + Excess Charge:** Will be collected up to the point of detection.
- If the passenger wants to continue by the same train, only the difference in fare will be collected.

#### **4. Lower Class Ticket Holder Travelling in Higher Class:**

- **Difference in Fare + Excess Charge:** Will be collected up to the point of detection.
- For onward travel, only the difference in fare and the reservation fee for the higher class will be collected.

#### **5. Detected Travelling Beyond Authorized Distance of Ticket:**

- **Intentionally:** The passenger will be treated as without a ticket for the extra distance and will be charged the difference in fare plus excess charge.

- **Unintentionally:** No fare will be collected for the extra journey. An Excess Fare Receipt (EFR) will be issued for the original destination, and the passenger will not be allowed to leave until they pay the correct fare.

#### **6. Travelling by Superfast Train Without Supplementary Charge Ticket:**

- Supplementary charges will be collected along with excess charge.
- If a passenger with a through ticket is found without the supplementary charge ticket, only the supplementary charge will be collected.

#### **7. Child Travelling Without Ticket with Guardian:**

- **Excess Fare + Charge:** Will be collected for the child from the originating station of the guardian's ticket up to the point of detection.
- For onward travel, only excess fare will be charged until the guardian's destination.

#### **8. Journey by Route Other Than Booked Route (Unreserved Ticket):**

- **Full Fare Paying Ticket Holders:**
  - If traveling on a shorter route, the difference in fare will be collected.
  - If traveling on a longer route with a shorter route ticket, the ticket will be forfeited, and an EFR will be issued for the shorter route.
- **Concessional Ticket Holders:** Will be charged as without ticket for the section where the concessional ticket is not valid.

#### **9. Travelling on Un-exchanged P.T.O or Concession Orders:**

- The passenger will be treated as without a ticket from the starting station mentioned in the concession order or P.T.O.
- If the forwarding or destination station is not mentioned, the passenger will be treated as without a ticket from the previous ticket checking station.

Here is your list with serial numbers starting from 10:

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#### **10. Detected Travelling Without Ticket by Restricted Train:**

- **Excess Fare + Excess Charge:** Will be recovered from the train starting station or previous ticket checking station up to the station for which the ticket can be issued by that train.

#### **11. Detected Travelling in Brake Van/RMS Coach:**

- The passenger will be charged as travelling without a ticket in first class up to the point of detection and will be removed from that van. A report from the concerned employee will be submitted to their department.

#### **12. Journey on Ticket Without Date:**

- If the passenger has an undated ticket, which is otherwise valid for travel, the ticket will be confiscated, and a free EFR will be issued. The confiscated ticket, along with a report, will be submitted to the concerned Sr. DCM office for further action.

### **13. Journey on a Ticket/Pass After Expiry of Validity Date:**

- The passenger will be charged as travelling without a ticket from the station where the ticket's validity expired.

### **14. Journey on Torn and Mutilated Ticket:**

- If the details written/printed on the ticket are not legible, the passenger will be charged as travelling without a ticket. Charges will be collected from the last checking station.

### **15. Charging of Senior Citizen:**

- If a Senior Citizen is travelling on a concessional ticket but cannot produce an age certificate during the journey, only the difference between payable and paid fare will be recovered. No excess charge will be collected.

### **16. Non-Senior Citizen Detected Travelling on Senior Citizen Concessional Ticket:**

- The passenger will be charged as travelling without a ticket. Charges will be collected from the journey starting station on the ticket.

### **17. Travelling in Higher Class/Train on Combined Ticket:**

- **If the first portion is lower class/train and the second portion is higher class/train:** The difference between paid and payable fare, along with excess charge, will be collected up to the point of detection. If the passenger wants to continue in the higher class/train, only the difference in fare will be collected.
- **If the first portion is higher class/train and the second portion is lower class/train:** Only the difference between paid and payable fare will be collected. No excess charge will be collected.

### **18. Passenger with Lower Class Concessional Ticket Detected Travelling in Upper Class:**

- The difference between full fare for the upper class and the concessional fare for the lower class, along with excess charge, will be collected up to the point of detection. Onward journey will have to be performed in the booked class

### **Charging of Un-booked Luggage:**

If un-booked luggage is detected along with the passenger en-route or at the destination, the free allowance as per class will be deducted from the total weight, and the excess un-booked weight will be charged, taking marginal allowance into consideration.

1. **If excess un-booked weight is up to the limit of marginal allowance,** charges will be recovered at 1.5 times the luggage rate for the entire distance of the ticket. The minimum charge will be Rs. 30/-.

2. **If excess un-booked weight exceeds the marginal allowance**, charges will be recovered at 6 times the luggage rate for the entire distance of the ticket. The minimum charge will be Rs. 50/-.

### **Charging of Partially Booked Luggage:**

Luggage is booked along with the passenger when a luggage ticket is issued. If, on re-weighing, more luggage is detected than the actual booked weight, such luggage is known as partially booked luggage. The charges will be as follows:

1. **If the actual weight is up to the limit of the maximum permissible weight with the passenger as per class:**  
The booked weight will be deducted from the actual weight. If the excess weight is up to the limit of marginal allowance, charges will be recovered at 1.5 times the luggage rate for the entire distance (minimum charge - Rs. 30/-).
2. **If the actual weight exceeds the limit of the maximum permissible weight with the passenger as per class:**  
Without observing marginal allowance, the booked weight will be deducted from the actual weight, and charges will be recovered at 6 times the luggage rate on the excess weight for the entire distance (minimum charge - Rs. 50/-)

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### **Passenger Unable to Pay Luggage Charges:**

If un-booked or partially booked luggage is detected with a passenger and they are unable to pay the charges, a "to pay luggage ticket" will be issued. The luggage will be shifted to the brake van. At the destination, after payment of the due charges, the luggage will be delivered from the luggage/parcel office.

If detected at the destination station, the luggage will be deposited in the cloak room. After payment of the due luggage charges as well as cloak room charges, the luggage will be delivered to the passenger.

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### **Passenger Detected Travelling with More Than One Ticket:**

For the purpose of taking advantage of the free allowance, if a passenger is detected travelling with more than one ticket, free allowance will be granted treating one ticket as valid for each passenger. Excess un-booked luggage will be charged at six times the luggage rate for the entire distance, without observing the marginal allowance. The minimum charge will be Rs. 50. Extra tickets will be confiscated.

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## Irregular Travel – Penalties & Offenses

Travelling without a ticket or pass, or in contravention of the ticket or pass held, is known as irregular travel. The different cases of irregular travel and the rules under which they are dealt are as follows:

S.No	Case	Rule
1	Passenger detected travelling without a ticket / pass or informs before being detected	Fare + EC up to the point of detection and single fare onwards
3	A child detected travelling without a ticket	Half fare + EC up to the point of detection and half fare onwards
4	A child detected travelling without a ticket with parent	Half fare + EC up to the point of detection and half fare onwards as per the ticket of the parent
5	Adult travelling on a child ticket	Difference of fare + EC up to the point of detection and difference of fare onwards
6	Passenger found travelling without a ticket in dining car/workmen's train	First class fare + EC up to the point of detection and removed from the dining car
8	Passenger found travelling without proper authority in guard's brake van / RMS compartment / saloon / engine	First class fare + EC up to the point of detection and removed from the Brake Van / RMS compartment / Saloon / Engine
9	Passenger found on railway platform without platform ticket/journey ticket	He should be removed from the railway premises and if refuses, to be handed over to RPF.
10	Passenger found travelling by M/E holding ordinary ticket	a. If informs before starting journey: Difference of fare only b. If detected: Difference of fare + EC up to point of detection and difference of fare onwards
11	Passenger found travelling in a higher class holding a lower class ticket	Difference of fare between two classes up to the point of detection + EC and difference of fare onwards (if accommodation is available)
12	Passenger found travelling by other than the booked route	Difference of fare of the routes without EC
13	Passenger found travelling beyond the booked destination	Fare + EC beyond the booked destination up to the point of detection and single fare onwards
14	Passenger found in a superfast train without a superfast surcharge ticket	a. If boarded from the ticket issuing station: Superfast surcharge + EC b. If boarded en route: Only superfast surcharge
15	Passenger found travelling without a ticket in a restricted train	Fare up to the restricted point or up to the point for which the booking is open + EC
16	Passenger holding short distance ticket found in a distance restricted train	Fare up to the restricted point or up to the point for which the booking is open minus fare paid
17	Passenger found travelling in a higher class in a distance restricted train holding a lower class ticket	Fare up to the restricted point or up to the point for which the booking is open minus fare paid + EC

### Concession Ticket Holders – Penalties & Rules

S.No	Case	Rule
1	Concession/PTO holders travelling with unexchanged concessions	Fare + EC up to the point of detection and single fare onwards without concession
2	Travelling in higher class holding lower class concession ticket	Difference of fare of two classes treating the concession as fully paid + EC up to point of detection and difference of fare onwards
3	Travelling by other than the booked route	Fare + EC for that portion of journey not covered in the concession order
4	Concession ticket holders travelling beyond the booked destination	Fare + EC beyond the booked destination up to point of detection and single fare onwards

## Important Penalties and Offences

Section	Reason	Penalty
137	Fraudulently travelling or attempting to travel without proper pass or ticket	Fine upto Rs. 1000/- or imprisonment up to 6 months or both
138	Travelling without proper pass or ticket or travelling beyond the authorized distance.	Levy of fare + excess charge
139	Persons failing or refusing to pay the fare and the EC as per section 138	Will be detained
141	Needlessly interfering with means of communication in a train	Fine upto Rs. 1000/- or imprisonment up to 1 year or both
142	Transfer of tickets without business motive	Fine upto Rs. 500 or imprisonment up to 3 months or both
143	Unauthorized carrying on of business of procuring and supplying of tickets.	Fine upto Rs. 10,000/- or imprisonment up to 3 years or both.
144	Prohibition on hawking, begging etc.	Fine upto Rs. 2000/- or imprisonment up to 1 year or both
145	Drunkennes or nuisance	First offence: Fine up to Rs. 100/- Subsequent offence: Fine upto Rs. 250 or imprisonment up to 1 month or both.
146	Obstructing a Railway Servant in the discharge of his duty	Fine upto Rs. 1,000/- or imprisonment up to 6 months or both.
147	Trespass and refusal to desist from trespass.	Fine upto Rs. 1,000/- or imprisonment up to 6 months or both.
150	Maliciously wrecking or attempting to wreck a train	Imprisonment for life or with rigorous imprisonment up to ten years.
151	Damage to or destruction of certain Railway property	Fine or imprisonment up to 5 years or both.
152	Maliciously hurting or attempting to hurt persons travelling by train	Imprisonment for life or up to 10 years
153	Endangering safety of persons travelling by train by wilful act of omission.	Imprisonment up to 5 years.
154	Endangering safety of persons travelling by train by rash or negligent act of omission.	Fine or imprisonment up to 1 year or both.
155	Entering into a compartment reserved or resisting entry into a compartment not reserved.	Entering into a compartment reserved – fine up to Rs. 500/- and removed. Resisting the lawful entry of another passenger – fine upto Rs. 200/-.
156	Travelling on footboard/step or roof for engine of a train or at place not meant for travel, even after being warned	Fine upto Rs. 500/- or imprisonment up to 3 months or both and removed from Railway.
157	Altering or defacing pass or ticket.	Fine upto Rs. 500/- or imprisonment up to 3 months or both.
162	Male travelling in ladies compartment	A fine upto Rs. 500/-
164	Unlawfully bringing dangerous goods into railway premises.	Fine upto Rs. 1000/- or imprisonment up to 3 years or both.

165	Unlawfully bringing offensive goods into railway premises.	Fine upto Rs.500/- and shall also be liable for any loss, injury or damage caused by bringing such goods
166	Defacing public notice	Fine upto Rs.500/- or imprisonment upto 1 months or both.
167	Prohibition of smoking	Fine upto Rs.200/-
172	Penalty for intoxication (Railway Servant)	While on duty - Fine upto Rs.500/- Endangering safety of person - Fine up to Rs.500 or imprisonment upto 2 years or both.
174	Obstructing running of train etc.	Fine upto Rs.2000/- or imprisonment upto 2 years or both.



## **Accident .**

Accident is an occurrence in the course of working of railway which does or may affect the safety of the railway, its engines, rolling stock, permanent way and works, fixed installations, passengers or railway servants or which affects the safety of others or which does or may cause delay to trains or loss to the railway. Accidents have been classified in categories from “A” to “R” excluding “I” and “O”.

### **Serious Accident:**

Accident to a train carrying passengers which is attended a) with loss of life, or b) with grievous hurt to a passenger or passengers in the train, or c) with damage to railway property, the value of which exceeding 2 crore, and d) Any other accident, which in the opinion of the Chief Commissioner of Railway Safety or Commissioner of Railway safety requires holding of an inquiry by the Commissioner of Railway Safety, shall be deemed to be a serious accident.

Injuries are classified as:

- (I) Grievous injury
- (II) Simple injury

Grievous injuries: As defined in section 320 of Indian Penal Code 45 of 1860 the following kinds of injuries are termed as grievous injuries:

- (a) Emasculation.
- (b) Permanent privation of the sight of either eye.
- (c) Permanent privation of the hearing of either ear.
- (d) Privation of any member, or joint.
- (e) Destruction or permanent impairing of the powers of any member, or joint.
- (f) Permanent disfiguration of the head or face.
- (g) Fracture or dislocation of a bone, or tooth.
- (h) Any hurt which endangers life or which causes the sufferer to be in severe body pain or unable to follow his ordinary pursuits for a period of 20 days after the accident.

Simple Injuries:

- a) A person will be considered to have incurred simple injuries, if these injuries incapacitate the injured person from pursuing his customary vocation for 48 hours after the occurrence of the accident.
- b) A railway employee is considered to have been injured if he/she is prevented from returning to work as a result of injuries for a period of 48 hours after the occurrence of the accident.

## **Classification of Accidents:**

Accidents are classified under following heads:

- 1. Train Accidents.
- 2. Yard Accidents
- 3. Indicative Accidents
- 4. Equipment Failures
- 5. Unusual Incidents

- (1) **Train Accident:** Train accident is an accident that involves a train. Train accidents are further divided as:

- A) Consequential train accidents, and
- B) Other train accidents.

### **(A) Consequential Train Accidents:**

Include train accidents having serious repercussion in terms of-

- (i) loss of human life,
- (ii) human injury,
- (iii) loss to railway property, or

(iv) interruption to rail traffic.

Train accident under following classification will be termed as consequential train accidents:

a.	Collision.	A 1 to A 4
b.	Fire	B 1 to B 4.
c.	Level Crossing	C 1 to C 4
d.	Derailment	D 1 to D 4
e.	Miscellaneous	E 1

a) **Collisions:**

This refers to the impact of a train against another train or vehicle. It includes head-on collision, rear collision and side collision. It does not include impact of wagons due to rough shunting without casualties and with negligible damage. It also excludes accidents at level crossings.

b) **Fire in Trains:**

A fire in a train should be treated as a train accident only when it results in death or physical injury or loss (damage) of railway property with a value of 50,000 ₹ and above.

**Note:** The other cases of fire in trains, which do not come under this category, should be accounted separately as 'Other Accidents' and should continue to be thoroughly investigated in order to find out their causes and to take effective action to prevent recurrence.

c) **Accidents at Level Crossings:**

This refers to a train running into road traffic, and / or road traffic running into trains at level crossings. Level crossing is the intersection of the road with railway track at the same level.

d) **Derailments:**

This refers to the off loading of wheel or wheels from the track causing detention or damage to rolling stock / permanent way.

**B) Other Train Accidents:**

All other accidents which are not covered under the definition of consequential train accidents are to be treated as other train accidents. These include accidents under categories B-5, B-6, C-5 to C-8, D-5 and E-2.

(2) **Yard Accidents:**

All accidents that take place in yard and which do not involve a train are termed as yard accidents. These include accidents falling under categories A-5, B-7, C-9 and D-6.

(3) **Indicative Accidents:**

In real terms they are not accidents, but serious potential hazards and include all cases of

- a) Averted collision (Classification – F)
- b) Breach of block rules (Classification – G)
- c) Train passing signal at danger (Classification – H)

a) **Averted Collision:**

An averted collision is a circumstance under which, but for the vigilance shown by any person or persons, a collision would have occurred either outside station limits or within station limits between two trains or between a train and an obstruction.

Such an occurrence may not be treated as an 'Averted Collision' ;

(i) If, outside the station limits, the distance between the two trains or the train and the obstruction, at the time the train or trains have finally come to a stop, is 400 metres or more.

(ii) If, within the station limits, there is an intervening fixed stop signal at danger which is governing the moving train; and compliance by the moving train with the indication conveyed by the fixed stop signal has averted the collision between the trains or between the train and the obstruction.

#### **b) Breach of Block Rules:**

The following incidents are treated as breach of block rules —

- I. When a train enters a block section without any authority to proceed, or
- II. When a train enters a block section with an improper authority to proceed, or
- III. when a train is received on a blocked line but not constituting an averted collision, or
- IV. when a train enters or is received on a wrong line at a station or when a train enters catch/slip siding or sand hump.

**Note:** When a train is received on a blocked line but not constituting an averted collision (C above) means:- a train is received on to a line without keeping the adequate distance clear as per GR 3.40, and the said train has stopped short of starter signal which is at 'ON'.

#### **c) Train Passing Signal at Danger:**

When a train passes a fixed Stop signal including a Banner Flag or an Engineering Stop Indicator (other than automatic Stop signal, IB signal and Gate stop signal), at danger

- I. without any authority to pass, or
- II. with an improper authority to pass.

It constitutes 'Train passing signal at danger'.

#### **(4) Equipment Failures:**

Equipment will be considered as failed if it is not able to perform the prescribed function within the prescribed time limit. These include all failures of railway equipment i.e.,

- a) Failure of locomotive and rolling stock – Class J.
- b) Failure of Permanent Way – Class K.
- c) Failure of Electrical Equipment – Class L.
- d) Failure of Signaling and Telecommunication – Class M.

#### **(5) Unusual Incidents:**

These include cases related to law and order resulting in train accidents or not resulting in train accidents and other incidents as follows:-

- a) Attempted Train wrecking or Train wrecking or Bomb Blast or Explosion or Hijacking or Sabotage – Class N.
- b) Incident of – Persons falling out of train or run over – Class P.
- c) Other Incidents – Accidental death or Natural death or murder or suicide or robbery or blockade to train services – Class Q.
- d) Miscellaneous – Vehicles running away or train running over cattle or floods / breaches and landslides etc. – Class R.

## Long Range Electric Sirens:

As a means of giving immediate warning to the staff of various departments in the event of an accident, a Long Range Electric Siren has been installed at each of the following stations of respective Divisions.

BSP Division	R Division	NGP Division
<ul style="list-style-type: none"> <li>• Bilaspur</li> <li>• Shahdol</li> <li>• Korba</li> <li>• Raigarh</li> <li>• Manendragarh</li> <li>• Brajrajnagar</li> </ul>	<ul style="list-style-type: none"> <li>• BMY</li> </ul>	<ul style="list-style-type: none"> <li>• Itwari</li> <li>• Gondia</li> <li>• Chhindwara</li> <li>• Nainpur</li> <li>• Motibagh</li> </ul>

## Accident Siren Code:

a) Sounding of hooter for tuning out of Relief Train/ ARME van will be as follows:-

S. No.	Description of accident	Total No . of blasts	Duration of Each blast	Gap between 2 consecutive blasts
1.	Relief Train with ARME	5	60 Seconds	10 seconds
2.	Relief Train without tARME	3	60seconds	10 seconds

- b) The official in-charge of the 'Hooter' is responsible for proper maintenance of it and to keep a trained staff ready round the clock for sounding the hooter at once on receipt of orders from train order officials
- c) Target time for the turnout of ARME and ART
- The Accident Relief Medical Van must be dispatched to the site of accident within 15 minutes from the base station after sounding the hooter where there is double exit siding and within 25 minutes in case of single exit siding with the first available engine.
  - 
  - The Accident Relief Train must be turnout/dispatched from the base station to the site of accident within 30 minutes by day and 45 minutes by night after sounding of hooter.

In the event of the Long Range electric siren getting out of order, the emergency shall be given by sounding the whistle of an engine as per the specific siren codes given in the table under para 7.02 above.

### Objectives, while dealing with an accident, are :

- To save life and alleviate suffering;
- To protect property and mail;
- To provide assistance to passengers at the site of the accident;
- To ascertain the cause of the accident and to prevent recurrence;
- To remove the obstruction and resume normal working, within the minimum time possible.

## **GOLDEN HOUR.**

In the period immediately after the accident where grievous injuries to passengers, loss of property etc. takes place, action has to be taken on war footing by Railway Officials/officers on-board to render definite medical care which gives relief to affected persons and also helps them to overcome the trauma. This first one hour period is known as the Golden Hour.

During this Golden Hour period every effort should be made to –

- i) Render definite medical care to the extent possible preferably by qualified medical practitioners.
- ii) Stop bleeding and restore Blood Pressure.
- iii) Persons under shock should be relieved of shock immediately.
- iv) Transport casualties to the nearest hospital so as to reach within this Golden Hour period. For being effective, any Disaster Management system should aim at recovering as many critical patients as possible and rushing them to hospital within this period.

## **Passenger Care**

1. Providing assistance to passengers and their relatives/dependents is of utmost importance in helping them relieve their misery.
2. Injured passengers and their relatives/dependents are to be treated with utmost courtesy and sympathy so as to alleviate their trauma and discomfort.
3. For dealing with relatives/dependents arriving from far-flung corners of the country, staff fluent in local language of the place from where the train originated, should be used as interpreters.
4. Commercial Supervisors and Welfare Inspectors should talk to injured passengers and ascertain if they wish to call their relatives/dependents.
5. Injured passengers should thereafter be provided with either mobile or STD phones to enable them to speak to their relatives/dependents.
6. Transshipment of unaffected passengers and their clearance from the accident site would be arranged quickly. The officer available in the control shall arrange the transshipment on priority.
7. Even in case of worst possible accident with adverse and extreme circumstances, all injured passengers would be rescued on priority. Site manager as well as officer in charge in the control shall monitor the situation to do so.
8. In rescue operations, top priority will be given to all passengers in critical condition for immediate medical attention.
9. Even in case of worst possible accident, dead bodies would be extricated at the fastest possible speed. The ARME in charge and officials available at the site of accident should act accordingly.

## **Commercial department:**

The Officer representing Commercial Department shall ensure ordering of refreshments for the passengers of involved train, payment of ex-gratia to the injured and to the next-of kin of the dead passengers, arrange for trans-shipment of goods and passengers luggage, and hire private buses for transport of passengers from site of accident to the nearest Rail Head. He shall also ensure transmission of detailed information regarding injured/casualties to originating/destination stations, to Railway Board, and to HQ of the originating/destination Railways. He shall also ensure opening of Emergency Information Booths at important junction stations en-route within the Railways.

## **Train Superintendent/Travelling Ticket Examiners**

- i) Preserve reservation charts of each containing names of passengers who actually travelled and in

which berth no.

- ii) Avail services of Doctors travelling by the train and render Medical Aid.
- iii) Render First Aid to injure.
- iv) Collect particulars of injured passengers and prepare a list showing exact position of injured in coaches, from Train Engine to Brake-Van. This should be handed over to Railway doctors when ARME arrives.
- v) Prepare a separate list of dead passengers with address and ticket particulars, if available.
- vi) Taken assistance of local people and other volunteers at site.
- vii) Transport injured passengers by road vehicle, if available, to the nearest hospital.
- viii) Inform standard passengers about alternative transport arrangement. Record Evidences or statement given by passengers/other at site.

#### **AC Mechanic/Attendant**

- i) Switch off the power supply to avoid short-circuiting.
- ii) Assist the TS/TTEs in their duties at the accident site.
- iii) Report to the guard of the train for assistance.
- iv) In case of fire assist the operations by using fire extinguishers provided in the AC coaches.
- v) Assist in providing lighting in affected coaches.
- vi) Blankets and linen of the AC coaches is to be made available for use by grievously, injured/ dead. The record of the same should be kept.

#### **Taking care of relatives/dependents**

1. At the Assistance Centre at site, Commercial Supervisors & Welfare Inspectors should be available to guide the relatives/dependents. They should go through the reservation charts and list the dead/injured.
2. Commercial supervisor or WI shall depute a railway servant to accompany the relatives/dependents to the hospital.
3. A hired vehicle should be provided for carrying them to various hospitals and mortuary.
4. The commercial supervisor or WI should stay with the relative until they have either found the injured passenger or identified the dead body.
5. Thereafter, they should help them in completing all formalities at the Assistance Centre at site.
6. CI and WI must be nominated for each ARMV/ART.

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