



**MULTI DISCIPLINARY ZONAL TRAINING INSTITUTE**

**Southern Railway**

**TIRUCHCHIRAPPALLI**

**RC TTE**

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## DUTIES OF COMMERCIAL STAFF

### **All Commercial Staff must –**

- Be conversant with relevant rules and regulations laid down in Tariffs/Manuals
- Be alert, prompt, helpful, courteous and obliging.
- Furnish correct information, or direct Enquirer to the official who can help.
- Attend to the comfort of all passengers, especially women and children unaccompanied by male members.
- Maintain a close watch on the movement of traffic and suggest ways and means to promote flow of traffic to the railways.
- Pay special attention to general cleanliness of the platforms, refreshment rooms, waiting rooms, waiting halls, bath-rooms, lavatories etc.
- Give their names, designation without hesitation.
- Not accept or solicit gratuities
- Not be in a state of intoxication on duty
- Not Smoke on station platforms while on duty, or in uniform.
- Report for duty in time as prescribed.
- Wear clean uniform, wherever prescribed, and put on distinguishing number badge, armband, headgear, where supplied and be smart in appearance.

## PERSONAL CASH DECLARATION

- The station staff dealing in commercial activities shall declare their personal cash before commencement of the duty.
- Personal Cash Declaration Register (PCDR) is being maintained at stations for the purpose of declaring personal cash.
- Staff on trains should declare private cash in rough journal and on the reverse of the last foil of the EFT used on previous day.
- Private cash should not be kept in the railway cash chest
- Private cash should be declared in figures and in words.
- Supervisors should also declare private cash before taking up duty.
- Monetary limit:

Stationary staff	up to Rs.750/-
Non-stationary staff	up to Rs.2000/-

- If more than the above limit is declared , denomination and purpose should be also be mentioned and the same is verified and endorsed by the supervisor
- Declaration of private cash is also applicable for stationary and mobile staff of non-commercial staff category like Guard, Assistant Guard, Coach Attendant, Station Master, Assistant Station Master

**CLASSES OF ACCOMMODATION ON INDIAN RAILWAYS**

<b>MAIL/EXPRESS TRAINS</b>						
Class	Code	ALPHA CODE	MIN. DIST. FOR CHARGE KM.	MINIMUM BASIC FARE AT MIN. DIST. RS.	RES. CHARGE RS.	SUPPLEMENTARY CHARGE FOR SUPERFAST TRAIN RS.
AC First Class	1 A	H	300	1059/998 <b>(Peak/Lean)*</b>	60	75
AC 2 Tier	2 A	A	300	625/605 <b>(Peak/Lean)*</b>	50	45
First Class	FC	F	100	232	50	45
AC 3-Tier	3 A	B	300	440	40	45
AC Chair Car	CC	C	150	211	40	45
Sleeper Class	SL	S	200	124	20	30
Second Class	2S/II	D	50	30	15	15

\* Coaching Traffic – **Lean Period** – Feb, Mar & Aug ;**Peak Period** – Remaining 9 Months

<b>ORDINARY TRAINS</b>						
First class	FC	F	10	45	50	-
Sleeper	SL	S	200	78	20	-
Second class/ Sub-Urban	II	-	10	4*	15	-
Second class Non Suburban	II	-	10	3**	15	-

(note : suburban -min fare Rs 5/- , nonsub : 10/-)

<b>AGE OF CHILD</b>	<b>FARE COLLECTED</b>	
Below 5 Years	Free	
	full fare if berth is booked	
5 Years and above, but below 12 Years(w.e.f:10.4.2016)***	Unreserved ticket	Half the adult Fare
	In case of reserved Tickets	
	If no separate berth or seat is required	Half the adult Fare
	If separate berth is required	Full fare
12 Years and above	Full Fare	

- Minimum basic fare will apply to child tickets(Unreserved)
- Minimum basic fare will not apply to Concessional and P.T.O tickets

\*Minimum chargeable fare in **Suburban** section is **Rs. 5/-**

\*\*Minimum chargeable fare in **Non -Sub Urban** section is **Rs.10/-**

#### **For berth not opted child (NOSB)**

- EQ is not allotted
- Bed roll is not supplied
- Fare =  $\frac{\text{applicable adult fare (Min distance will apply)}}{2} + \text{sup.ch.} + \text{GST}$
- The above rule applies at the time of reservation only
- No reservation charge collected
- If ticket is cancelled, only clerkage charges are collected
- If it is a two leg journey, berth is not accepted in second leg
- The name, gender & age of the child to be given in the reservation form and also to the TTE in the train
- The passenger can mark their option for requirement of full berth or seat, in the reservation form, at the time of reservation itself.

### **JOURNEY TICKETS**

#### **SEASON TICKET**

1. It is issued in I and II classes separately for adult and child for monthly, quarterly, Half yearly and Yearly periods and charged as follows:
2. Child Season tickets → Half of adult fare.
3. Quarterly Season ticket → **2.7** times of Monthly Season ticket fare.
4. Half yearly Season ticket → **5.4** times of MST
5. Yearly Season ticket → **10.8** times of MST.
6. The minimum fare for **II MST is Rs.100 and for I MST , Rs 325/-**
7. **The passenger should give an undertaking as prescribed along with a photo and address proof**
8. A photo identity card is issued to the passenger. Seal and signature of the S.M. will be affixed across the photo, which will be partly on the photo and partly on the I/D card.
9. The identity card cost is **Rs.1/- .**
10. The passenger should carry the photo identity card with the ST while travelling.
11. The identity card is valid for **5 years** from the date of issue.  
Note: An ID like PAN card, DL, Govt.ID etc is also accepted.
12. Passenger should sign on the ticket before commencing the journey.

### TYPES OF SEASON TICKET

PASSENGER	FARE (Rs.)	AGE (Yrs)	DISTANCE LIMIT (Km)	CLASS
General Public	100 %	--	150	I/II
Students* Boys –up to +2 level Girls – up to graduation & Professional Courses	Free (Millennium Gift from Rlys 2000)	--	150	II/O
Students* – General	50 % of Genl. Public	Up to 25	150	I/II
Students* – SC/ST	50 % of Student fare	Up to 27	150	I/II
Railway Employees**	25 %	--	110	I/II
Market Vendor**	150 %	--	150	II
IZZAT season-Unorganised sector labourers with income not exceeding Rs1500/-p.m.	25	--	150	II (O/E/SF)

Note \*Students should produce a concession order from the Head of the institution.  
The concession order is valid for 14 days from the date of issue.

**\*\* Employees' & Market Vendor Season Tickets are issued only in Notified stations.**

#### **Luggage on Season ticket:**

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

13. Season ticket can be renewed upto **10 days** in advance of the date of expiry at either of the stations.

14. Season ticket holders will be treated as travelling without ticket if:

- They have more than one season ticket to overcome distance restriction.
- They travel without the Identity card.
- They travel in reserved coaches, except in notified sections.

15. Season ticket holders are permitted to travel by Superfast trains on payment of Supplementary charges. (MST – 15 times of Superfast charge, QST- 45 times of Superfast charge).

16. Season ticket holders can break journey anywhere.

17. **No refund** is to be allowed on season tickets under any circumstances.

## CIRCULAR JOURNEY TICKET(II/SL)

1. The following journeys are treated as circular journey.
  - i. **Journey by a longer route, exceeding the shortest route by more than 15%.**
  - ii. **Journey starting and ending at the same station.**
2. If the journey by a longer route is convenient due to availability of a direct train or slip coach, then it is not treated as circular journey.
3. The tour program given by the passenger should be approved by CCM/DCM. SMR or CBS of notified stations are authorised to issue such tickets without the approval of CCM/DCM.
4. Calculation of fare:
  - i. Total distance calculated on point-to-point basis.
  - ii. The total distance divided by two and treated as two single journeys and charges collected for 2 single journeys.

Note : If tickets are issued to passengers by other than normal and reasonably direct routes which is longer than 15% of the shortest route, then on such distances the telescopic benefit would not be applicable and normal fare would be applicable from point to point between that particular two Break journey.
5. **Calculation of validity period:**
  - i. Journey time is calculated at the rate of 1 day for every 400 Km or part.
  - ii. Break journey time is calculated at the rate of 1 day for every 200 Km.
6. **Break journey rules:**
  - i. Maximum number of Break journey permitted → **Eight**.
  - ii. At the time of purchasing the ticket, the passenger should mention the stations where he requires break journey and the same will be mentioned on the ticket.
  - iii. No restriction on number of days of stay at a station or distance.
7. Reservation charges will be collected for each leg of journey.
8. Supplementary charge should be collected only **once**.
9. The passenger cannot travel over a section more than once unless it is specifically mentioned on the ticket.

## E-TICKET

1. The IRCTC Ltd, a PSU under the Ministry of Railways has developed a system to issue rail tickets through internet(e- ticket and i- ticket).
2. The web site for booking of e-tickets is **www.irctc.co.in**
3. The customers should go through the terms and conditions before registering oneself at the above site. Registration free.
4. The customer then books the ticket on the internet and generates a computer slip.
5. This computer generated slip is called an Electronic Reservation Slip (ERS).
6. The ERS along with one of the following original identity cards constitutes the travel authority.
  - a. Voter ID
  - b. Passport
  - c. PAN card
  - d. Driving License

- e. Photo identity cards issued by Central/State Government which are having serial number (Viz., Pension Pay orders (PPO) , Ration Card of the passenger whose photograph is available on the Ration Card is travelling, Senior Citizen Cards, Below Poverty Line (BPL) Cards, ESI Cards ( with photograph) issued for taking treatment in ESI Dispensaries, CGHS Cards ( with photograph) issued to individual family members of Central Government Employees)
  - f. Student ID card with photo issued by recognized schools/educational institutions
  - g. Nationalized bank pass-book with photo
  - h. Photo laminated credit card
  - i. Unique Identification Card “ Aadhaar”/e-Aadhar/m-Aadhar
  - j. Ration card
  - k. Advocate ID by Bar Councils
7. ERS holder without original photo ID is a ticket less traveller.
  8. IRCTC collects convenience charge > II/SL class - Rs. 15/ per ticket (Excl.of GST)
    - > all other class - Rs. 30/ per ticket (Excl.of GST)
    - > UPI Transaction - Rs. 10 & 20 respectively for II/SL & other class per ticket (Excl.of GST)
  9. A genuine passenger with original photo ID but without ERS will be issued with an EFT for Rs 50/-per ticket, by the TTE and the passenger can undertake the journey.
  10. No IRCTC service charge is collected
  11. Name change allowed only across a PRS counter and not online.
  12. E-ticket can be booked from 0020 hrs to 2345 hrs.
  13. Only full tickets, child tickets can be booked.
  14. A maximum of 12 tickets can be booked in a month by an individual.(24 if aadhaar linked)
  15. Booking is allowed up to the preparation of chart.

**16. FULLY CONFIRMED/RAC OR COMBINATION THEREOF:**

Names of the passengers whose status at the time of preparation of charts is as above, will appear in the chart and they can undertake their journey.

**17. FULLY WAITLISTED TICKETS:**

- Fully waitlisted tickets (the tickets in which on one PNR all the passengers are on waitlist)PNRs will be dropped and there will be automatic electronic refund.
- On a PNR which has all the passengers on waiting list at the time of charting, the names of such WL passengers will not appear in the charts such passengers, if found traveling will be treated as unauthorized and charged accordingly.
- However, on a PNR which has some passengers confirmed or RAC status and some on waiting list, all the names including those on WL will appear in chart.

**18. PART CONFIRM/RAC/WAITLIST/WAITLIST:**

- If on one PNR there are more than one passenger and one passenger is having confirmed/RAC/status and rest are on the waiting list or vice- versa, names of all the passengers booked on such PNR will appear in the chart.
- A certificate can be obtained from the Ticket checking staff in the train regarding non travelling of wait-listed passengers on such tickets. Refund can be obtained there after.
- If all such passengers do not want to travel before chart preparation, online cancellation can be done. However after chart preparation online request can be sent to IRCTC for seeking refund. IRCTC will arrange the refund as per extant refund rules after verification of the same from the zonal railway concerned.



## UTS ON MOBILE

As part of **Operation five minutes**, UTS on Mobile has been introduced.

1. Unreserved tickets are issued in suburban and non-suburban sections
2. **Download UTS App & install**
3. **User Id is the Mobile No.**
4. **Booking is not possible within geographically fenced area**
5. **The passenger should be min 25m away from the geofencing**
6. Payment for the ticket is done through the “Railway Wallet” feature in the “App”
7. Passenger can re-Charge R-Wallet at the counter or at [www.utsonmobile.indianrail.gov.in](http://www.utsonmobile.indianrail.gov.in) (**Rs 50 - 10,000** ) (**max Rs 10000 in a/c allowed**)
8. Payment is possible through **paytm, mobikwik, free**
9. **3% bonus eligible**
10. **Debit card, credit card, net banking may be used**
11. Passenger should book and carry the ticket- image
12. The image cannot be edited/forwarded/tampered with
13. No cancellation of the image is allowed
14. “Show Booked Ticket” option is used to show the ticket to the ticket checking staff
15. Colour, QR code, UTS no, Call checking can be done through TTE app

## **NON-JOURNEY TICKETS**

### PLATFORM TICKET

1. It is issued only at notified stations.
2. It is an authority to enter the platform.
3. Platform ticket holder cannot remain in a carriage.
4. The cost of a platform ticket is **Rs. 10/-**
5. It is valid for **2 hours from the time of issue.**
6. The date and time of issue will be marked on the ticket by the SM
7. The holder should surrender the ticket at the exit gate to the TE.
8. **No refund** will be granted on Platform tickets.
9. Platform Permits:

Issued to persons having regular transaction in the platform.

10. Rates for Platform permits:

<b>PERIOD</b>	<b>LARGE STATIONS</b>	<b>OTHER STATIONS</b>
	<b>(Rs.)</b>	<b>(Rs.)</b>
Monthly	15	12
Quarterly	45	36
Half yearly	90	72
Yearly	180	144

11. Press Correspondents and Newspaper agents are charged 1/4<sup>th</sup> of the above rate, but Monthly Permits are not issued to them.

### CLOAK ROOM TICKET

1. This is issued to passengers who deposit their luggage in the cloak room .
2. Passengers should **produce Identity Card** such as passport, PAN card, Driving licence, Ration card, voter ID, Bank passbook with certified photo, etc., while depositing luggage in the Cloak Room.(wef 19.08.2011)
3. The articles kept in the cloakroom are to be securely locked and neatly packed.

## CLOAK ROOM CHARGES:

TIME	CHARGES PER PACKAGE (Rs.)	Locker charges (Rs)
First 24 Hours or part	15	20
Every subsequent 24 hours or part	20	30

- The collected passenger foils are sent to Accounts office with Monthly returns.
- Articles can be kept in Cloakroom for a **maximum of 7 days.**

## **RETIRING ROOM TICKET**

- This ticket is issued to passengers occupying retiring rooms at stations.
- Retiring rooms are in charge of Matron/SM, who will allot the rooms and maintain retiring rooms register (offline).
- Booking is done
- This ticket is valid for **24 hours from the time of occupation.**
- Extension of stay :
  - Permitted when there is no other demand.
  - Fresh ticket issued for another 24 hours.
  - For extension beyond 72 hours, DCM's permission should be obtained (offline)
  - For every extension, 25 % extra collected.

## **Online booking of retiring rooms**

- Only CNF/RAC can book. Not allowed for WL.
- Booking is for 12-48 hrs only.
- IRCTC service charge:

Duration	Retiring	Dormitory
Up to 24 HOURS	20	10
Up to 48 HOURS	40	20

## **Hourly booking:**

- Reservation period is for minimum 3 hours and maximum 48 hours.
  - Hourly booking allowed only during non principal block -09 am to 09 pm.
  - Tariff for 3 hours- 25% of 24 hour tariff.
  - Maximum time up to which booking allowed –up to check in time.
- When the passenger vacates the room, the ticket should be collected and entered in the TCR and sent to Accounts office along with the collected tickets.
  - M.Ps are allowed to pay 50% of the normal charges for their stay for the first 24 hours. Normal charges will be levied afterwards.

## **SUPPLEMENTARY CHARGE TICKET**

- It is issued when the passenger is travelling by a **superfast train.**
- It is valid for the entire journey irrespective of Break journey.
- The following are **exempted from payment of Supplementary charges:**
  - Pass
  - PTO
  - ICRP

4. A person travelling by a Superfast train without paying supplementary charges will be treated as follows:
5. If the journey is commenced by a Superfast train :  
Supplementary charge plus Excess charge.
6. If journey is started by a normal train & changed into a Superfast train en route:  
Supplementary charges only should be collected. No Excess Charge is collected.

#### **JANSADHARAN TICKET BOOKING SEWAK (JTBS)**

1. JTBS can issue all Unreserved tickets except concessional tickets.
2. JTBS will collect **Rs. 2/- per passenger for journey tickets, 5/- per ST renewal** as service charge from the passengers.
3. Authorized to issue cash tickets only
4. **No cancellation / refund of tickets/ Non -Issue is permitted.**
5. Allowed to sell platform tickets.
6. JTBS operators may be allowed to **renew season tickets.**
7. Each season ticket is to be treated as single ticket/ single passenger for the purpose of levy of service charge.
8. In case of any mistake in issue of tickets, it should be submitted to the depot station and cancelled by paying the cancellation charges by the JTBS contractor.

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

1. STBA are appointed in **NSG 4, 5, 6 & SG 3 category stations** for issuing UTS tickets.
2. STBA will issue tickets throughout the day.
3. No booking clerk will be posted at the stations where STBA has been appointed.
4. Commission will be paid monthly from station collections based on monthly sales turnover
5. STBA is authorized to issue all cash tickets including Platform tickets, season tickets and senior citizen concession tickets.
6. All other concession tickets which require proof, can be issued only when permitted by SM/ASM

#### **YTSK – Yatri Ticket Suvudha Kendra**

1. YTSK is provided with an IUTS terminal outside railway premises
2. YTSK shall issue PRS and UTS tickets
3. **Timings of operation:**
  - Week Days – 08:15 hours to 22:00 hours
  - Sundays – 08:15hours to 20:00 hours
  - Tatkal Booking starts from 10:15 & 11:15 hrs for Upper classes and SL/2S classes respectively
4. **Service Charge for booking :-**
  - Rs. 30/- per passenger for 2S and SL. Rs. 40/- per passenger for other Classes.
  - Re 2/- per passenger for UTS tickets, 5/- per season renewal
5. **Service Charge for Cancellation** – 50% of the charges prescribed for booking.
6. **Revenue Sharing and Service Commission.**
  - 25% of the Service Charges collected by the License from the Passengers on PRS and no revenue sharing on UTS.

#### **Automatic Ticket Vending Machines(ATVMs)**

1. Automatic ticket vending machines are installed for issuing sub urban/Non-Sub urban **unreserved** tickets.
2. ATVMs are installed to reduce the queue length
3. Passengers can purchase tickets using a smart card.
4. These smart card will be issued and it can be recharged at across the counter

5. The price of smart card is fixed as Rs.100/-.
6. A security deposit of Rs. 50/- will be retained by Railway on purchase of smart card and the same will be refunded in case if the card is returned before the expiry period.
7. A flat **3% bonus** given as incentive may be used for tickets upto 150km
8. One supervisory smart card is issued to the CBS for supervisory functions.
9. The passenger has to place the smart card on the sensor glass and book the ticket
10. Ticket is printed
11. Smart card can be topped up/ recharged for minimum of Rs.20 and maximum of Rs.9500.
12. Purchase of platform tickets and season ticket renewal can also be done.
13. Facilitators with a smart card issue UR tickets by retaining 3% bonus.
14. Cancellation of ATVM tickets is done across the counter
15. In case of any printing error/non-printing of tickets, full refund is arranged by CBS

### **CASH-COIN ANDSMART CARD OPERATED TICKET VENDING MACHINES(CoTVMs)**

1. CoTVM is used by passengers to purchase unreserved tickets
2. Passengers can book the ticket either using smart card or cash
3. These kiosks will accept **exact amount** in notes and coins
4. Cancellation of tickets is done manually
5. Free EFT is issued by CBS in case of printing errors/part-printing, etc

## MILITARY WARRANTS

The following are the various types of **Military Warrants and Concession vouchers** issued to military persons:

S. No	Form No.	Ticket Issued	Charges	Issued to	G C	Detected Unexchanged	LFA(kg) per adult
1	IAFT 1752	CST	Full Tariff Rate	Individual military personnel on duty /leave	Y	Fare + EC upto point of detection + Free EFT onwards	40
2	IAFT 1707	ST	Full Tariff Rate	Individuals, Families, Small Parties and Invalids	Y	Fare + EC upto point of detection + Free EFT onwards	40
3	IAFT 1707 A	ST	Wagon/ KM Rate	Military special trains, Wagons or Vehicles	N	Allowed only through prior booking	40

### Concession vouchers:

S. No	Form No.	Ticket Issued	Charges	Issued to	G C	Detected Unexchanged	LFA(kg) per adult
1	IAFT 1709 A	BPT / EFT	60% Cash 40% Voucher	Officers on leave and their family members. Max – 6	N	Fare + EC upto point of detection + Single fare onwards	40
2	IAFT 1719	BPT / EFT	50% Cash 50% Voucher	Cadets of NDA, AFC and NTE	N	Fare + EC upto point of detection + Single fare onwards	40
3	IAFT 1720	BPT / EFT	50% Cash 50% Voucher	JCO / NCO with their families. Max - 6	Y	Fare + EC upto point of detection + Single fare onwards	40
4	IAFT 1728	BPT / EFT	50% Cash 50% Voucher	Regimental reunion	Y	Full fare upto detection + fare upto point of detection as penalty and return ticket issued	40
5	IAFT 1732	BPT / EFT	50% Cash 50% Voucher	Nurses and Matrons of Military Hospital	N	Fare + EC upto point of detection + Single fare onwards	40
6	IAFT 1736	BPT / EFT	50% Cash 50% Voucher	Sports persons with coach and spectators	Y	Single journey - as per IAFT 1720 A Return journey - as per IAFT 1728	40

**Certificates:**

1	IAFY 1953	BPT / EFT	Full Tariff Rate	Army / Air Force Reservists and TA staff when called for general Mobilization	N	Fare + EC upto point of detection + Single fare onwards
2	IAFY 1954	BPT / EFT	Full Tariff Rate	Army / Air Force Reservists and TA staff when called for Training	N	Fare + EC upto point of detection + Single fare onwards
3	INF 3	BPT / EFT	Full Tariff Rate	Fleet reservists of Navy when called for general mobilization	N	Fare + EC upto point of detection + Single fare onwards
4	INF 461	BPT / EFT	Full Tariff Rate	Fleet reservists of Navy when called for Training	N	Fare + EC upto point of detection + Single fare onwards

**Unbooked luggage by military personnel:**

Military personnel detected enroute or at destination station with unbooked or partially booked luggage.

1. Luggage exceeding free allowance + marginal allowance is charged at **scale 'L' for the entire weight without granting any free allowance**, subject to a minimum of Rs.50/-.
2. Excess weight beyond free allowance but within marginal allowance will be charged at **1.5 times scale 'L'** subject to a minimum of Rs.30/-.

**I-TICKET OF DEFENCE PERSONNEL**

- Booking allowed through DEFENCE TRAVEL SYSTEM
- I- ticket printed only once (with transaction ID and PNR no.)
- Authority of collection of i- ticket and prescribed ID proof submitted at a PRS counter and i- ticket is collected
- First 30- minute restriction applicable to agents is not applicable to DTS
- DTS has been integrated with NGeTS
- ID for travel (1.1.17) -
  - For defence personnel : ORIGINAL ID by Defence Dept
  - Family members: medical/family ID issued by Defence Dept

**POLICE WARRANT**

1. It is issued to Police Personnel upto the **rank of Inspector of Police**.
2. It has two foils. (Station foil and Police Superintendent foil).
3. It is issued to police personnel above the rank of Inspector of Police in the following:
  - CBI, irrespective of rank → When travelling on duty.

BSF, CRPF and Indo-Tibetan  
Border police and CISF,

irrespective of rank

→ When travelling on duty or leave

Assam rifles Battalions and  
SSB Directorate, upto the rank  
of Inspector

→ When travelling on duty or leave

4. Normal tickets of the class required issued. The ticket and the Superintendent of Police foil handed over to the passenger.
5. The Railway foil treated as voucher for base fare, reservation charges, supplementary charges and sent to cash office.

### **JAIL WARRANT**

- It is issued to Jail staff upto the **rank of chief warden** and also to **released convicts**.
- A ticket according to the class mentioned in the warrant will be issued with an endorsement “Jail Warrant”.
- The warrant has two foils (Superintendent of jail foil and Station foil).
- The Superintendent of Jail foil will be handed over to the passenger along with the ticket.
- The station foil will be treated as voucher for the actual fare and sent to cash office.
- A released convict travelling on Jail warrant cannot break journey.
- If any person is detected, travelling with un-exchanged Police/Jail warrant will be treated as follows:
  1. Fare plus Excess fare upto the point of detection.
  2. For **onward journey**, the warrant will be collected and EFT issued.
  3. TTE will hand over the warrant at the termination point along with cash.

### **IDENTITY CARD CUM RAILWAY PASS (ICRP)**

1. It is issued to Members of Parliament by Parliament Secretariat.
2. The charges for their journeys are paid by Accountant General (Central Revenues).
3. Privileges on ICRP:
  - i) They can travel all over Indian Railways.
  - ii) They can travel by all trains including Duronto/Rajdhani/Shatabdi trains.
  - iii) They can take a companion along with them.
  - iv) They can make reservation over phone. However, it should be confirmed in writing within 24 hours or before scheduled departure whichever is earlier.
4. Class of travel:

Self and Spouse	→ AC I Class
Companion	→ AC 2 Tier
5. All three can travel in 1A by paying the diff. between 1A and 2A for the companion.
6. When the MP is blind/incapacitated and certified so by the Speaker or the Chairman, as the case may be, companion can travel free in 1A.
7. If the MP is a widow/ widower/spinster/bachelor, anyone can travel in 1A with self while the companion travels in 2A.
8. They need not pay Reservation charge and Supplementary charge.
9. They can break journey anywhere.

### **SPOUSE PASS:**

- It is issued to the Spouse of M.P.

- The spouse can travel from hometown to New Delhi and back throughout the year.
- The spouse can travel alone in all classes including I AC.
- NUMBER OF SETS : No restriction

#### **JOURNEY FORM:**

- The M.P., on completion of journey, should fill up a journey form and hand it over to the TTE or SM at the destination.
- The details of journey like, From and To stations, Class of travel, ICRP Number, No. of persons travelling etc., should be filled up in the journey form and signed by the M.P.
- The journey form should be submitted to accounts office along with monthly returns.

#### **TRAVEL FACILITIES FOR EX. M.P.**

1. Former Members of Parliament are issued with Photo ID card by the Parliament Secretariat.
2. Ex. M.P. can travel all over Indian Railways by all trains including Rajdhani/Shatabdi trains in all classes (self only).
3. They can travel in all classes except AC I Class with a companion.
4. They can Travel alone in AC I class (Without Companion).

#### **RAIL TRAVEL COUPONS / MONEY VALUE COUPONS**

1. RTC books are issued to the following persons:  
Touring Govt. officials and representatives of mercantile firms.  
MLAs, MLCs of State Legislature
2. RTC are printed in different denominations in book form.
3. The whole coupon book should be presented at the booking office.
4. The booking clerk should personally detach the coupons required to cover the fare and other charges due from higher denominations to lower denominations.
5. No loose coupons should be accepted.
6. If the Booking clerk detaches coupons in excess, he should endorse the coupons as “Detached in excess “ and put his signature and station stamp. Only then they will be accepted at other stations.
7. The ticket issued should be endorsed in red ink as “RTC”.
8. If sufficient coupons are not available cash can be accepted to cover the difference.
9. No refund will be granted on tickets purchased on RTC.
10. Money value coupons are normally issued to MLAs and MLCs of State legislatures.

#### **ACCREDITED PRESS CORRESPONDENTS**

1. Accredited press correspondents are issued with a photo ID by the Press Council of India(PCI).
2. When Id card expired: booking allowed up to ARP(120days) beyond the validity of the ID Card
3. During the first 2 months of the card expiry: during the journey, valid card/proof of applying for renewal/acknowledgement issued by PIB or State or District authorities
4. Accredited press correspondents are eligible for 50% concession in all classes in basic fares of mail/ exp trains and in fares of Raj/ Shat/Jan shat trains for unlimited travel on bona fide press work.
5. The same concession is admissible to spouse of the correspondent while traveling with him/her twice in a financial year.
6. The same concession is extended to the companion of those press correspondent who do have spouse and to dependent children of accredited press correspondents up to 18 years of age.
7. For availing the concession for companion/children the correspondent shall give an undertaking to the CRS/CBS/SMR as prescribed.



## HIGH OFFICIALS' REQUISITION (HOR)

1. A list of High officials of Central and State Governments who are eligible for HOR facilities is given in annexure 'F' of Coaching Tariff No. 25 Part I, Vol I.
2. When High officials travel by train they have to present a requisition called High Officials Requisition.
3. The official should sign the HOR and hand it over to the SM.
4. The HOR can be exchanged by the TE also.
5. Actual fare, reservation charges, and the journey details are recorded and the right hand portion is handed over to the official along with the ticket.
6. The left hand portion is treated as voucher and sent to cash office.
7. The exact accommodation provided should be clearly mentioned on the HOR.
8. In case any person is permitted to travel in excess of the number mentioned in HOR, then the ticket number of such persons should be written in the HOR.

## BREAK OF JOURNEY

1. **When a through passenger, temporarily discontinues his journey on his own accord, it is called a "Break - of - Journey".**
2. **Break-journey** is allowed as follows :

Ticket – Distance	No. of Break Journeys
Upto 500 Km.	Nil
501 to 1000 Km.	One
More than 1000 Km.	Two

3. First break journey is allowed only after crossing 500Km.from the starting stn.
4. Duration of One break Journey :

### Maximum of two days excluding the 'day of arrival' and 'day of departure.'

5. If a through passenger is awaiting a connecting train, the stay will not be treated as break journey, if the waiting period does not exceed 24 hours.
6. Endorsement :
  - i) Break of journey endorsement should be made on the ticket by the SM / TE with the following :
    - i. Train Number
    - ii. Date of arrival
    - iii. Initial of the SM / TE
    - iv. Station code
  - ii) Such an endorsement is not required for reserved ticket holders.
  - iii) The ticket is not valid for further journey, if the endorsement is not obtained.
  - iv) Passenger detected travelling without such endorsement will be treated as travelling without ticket.
7. Break of journey is not permitted, short of the station upto which reservation is done.
8. The following **can Break journey** anywhere:
  - **ICRP holders**
  - **Season ticket holders.**
9. The following **cannot Break journey en route**:
  - **IRCA concession ticket holders**, when the concession is given for a journey with a specific purpose.(e.g. Student / Unemployed youth / Cancer patient )

- **Rajdhani / Shatabdi passengers.**
- **Released prisoners travelling with a Jail warrant.**

10. Circular journey ticket holders can break journey anywhere, subject to a **max.of 8 places**.

11. Fresh Reservation charge should be paid for the reservation made after every break of journey.

12. Supplementary charge once paid is valid for the entire journey.

## PASSES

### (THE RAILWAY SERVANTS' (PASS) RULES, 1986)

Definitions:

**PASS**→ An authority given by Railways to a person, to travel by train 'Free' [S 2(f)]

**Attendant**→ A person employed on salary in the personal service of Railway Servant.

**Family:**

Spouse

Sons, below 21 and wholly dependent on the Railway Servant(R/S)

Sons, 21 and above

*bona fide* student of a recognized educational institution

Engaged in research work without scholarship/stipend.

Articled clerk under a Chartered Accountant.

Invalid

Daughters

Unmarried of any age

Widowed, if dependent on the R/S.

Divorced, if dependent on the R/S.

**Dependent:** [S 2(c)] When father is not alive,

Widowed /divorced mother;

Unmarried /widowed/divorced sister;

Brother/step brother under 21 years-residing with and wholly dependent on the R/S.

Invalid Brother

Brother 21 and above, studying in a recognised educational institution.

### TYPES OF PASSES

**METAL PASSES:**

1. Issued to **Gazeted Officers** of Railways.

2. They can travel on Duty with the Metal pass.

3. They can travel with Family.

4. Maximum entitlement : 4 Berths / Seats

5. All officers can travel in 1A of M/E trains by paying 1/3<sup>rd</sup> of difference of fare by 1A & 2A

6. Metal Pass holder can travel in Engine or Break van also.

- They can stay in Retiring Rooms free while travelling on duty with Metal pass.
- They can take one attendant in II / SL class.

**DUTY PASS [RBE No.120 / 2019 & PBC No.167 / 2019]**

Category (1)		Class of Privilege Pass (PP) and Privilege Ticket Order (PTO) admissible (2)	
Status (i) ON DUTY	PLPM (ii)		
<b>(I) Gzatted Cadre</b>			
(a) (i) CRB & Board Members including FC (ii) DGs & GMs granted Apex Scale (iii) Chief Commissioner of Railway Safety	17	Gold Pass	
(b) GMs & other equivalent officers	16	Silver Pass	
(c) HAG Officers (including NF-SAG)	15		
(d) SAG Officers (including NF-SAG)	14		
(e) Selection Grade Officers	13	Bronze Pass / First Class 'A' Pass (with I-AC authority)	
(f) JAG Officers	12		
(g) Other Group 'A' & 'B' Gazetted Officers	11	Bronze Pass / First Class 'A' Pass	
	10		
	9		
	8		
<b>(2) Non-Gazetted Cadre</b>	6 & above	First Class Pass	
	5	Second Class 'A'	
	4		
	3		
	2		
	1	Second / Sleeper Class Pass	

**GOLD METAL PASS:**

- They can travel all over Indian Railways
- Dog can be carried free as ICP.

**SILVER METAL PASS:**

1. Silver Pass is issued to **officers in HAG/SAG**.
2. They can travel all over Indian Railways.
3. 3 extra berths for eligible family members allowed in I AC on payment of 1 / 3<sup>rd</sup> of the difference of fare between I AC and 2<sup>nd</sup> AC while the self is free.

**BRONZE METAL PASS:**

1. Bronze metal pass is given to **all Gaz. officers who are not eligible for Gold / Silver Pass**.
2. They can travel in the zone in which they are working.
3. Bronze pass holders working in Railway Board can travel all over Indian Railways.
4. Class of eligibility: self and family in 2<sup>nd</sup> AC

5. Bronze pass holders in Selection grade and those drawing a Grade Pay Rs. 7,600/- and above with more than 3 years service can travel all over Indian Railways in I AC also as follows :

- Self alone → Free
- For family → On payment of 1/3<sup>rd</sup> of the difference between I AC and II AC.

6. The ' I-AC **authority card**' to be carried by the officer while travelling.

## **CARD PASSES**

### **DUTY CARD PASS:**

1. It is issued to Railway Employees whose nature of duty involves frequent travel.
2. It is issued by the controlling officer/divisional officer.
3. It is valid for one year from the date of issue.
4. Class of pass will be according to the eligibility of the staff.
5. The DCP holder has to maintain a record of journeys made.

### **RESIDENTIAL CARD PASS:**

1. It is issued in notified sections only as approved by G.M.
2. It is issued to the employees living away from their place of work.
3. It can be used for going for duty or coming back home after duty.
4. It is valid for one year from the date of issue.
5. Class of pass will be according to the employee's eligibility.

### **SCHOLAR CARD PASS:**

1. It is issued to the children of Railway Employees studying in nearby school/college.
2. It is issued between the place of residence and the serving station of the school/college.
3. It is issued on academic year basis, on the authority of a certificate from school/college.
4. Class of pass will be according to the eligibility of the staff.

### **PROVISION PASS (BAZAAR PASS) :**

1. It is issued to the wayside station staff as approved by G.M.
2. It is issued between the station where market facilities are not available and a nearby station to purchase provisions.
3. It is issued in II class only and can be used by any employee of the station.
4. Luggage free allowance → 45 Kg(R/J)

## **CHEQUE PASSES**

### **DUTY CHEQUE PASS:**

1. It is issued to Railway Employees when travelling on duty.
2. Issued either for a single journey or return journey.
3. Issued in the class of eligibility of the employee.

### **PRIVILEGE CHEQUE PASS:**

1. It is issued to Rly. Employees & their families to travel on their account.

2. Number of passes per year: Gazetted Officers → 6 sets per year
3. Other employees → 1 set → first 5 years, 3 sets → After 5 years
4. Validity : Single journey pass → **5 Months**  
Return journey pass → **5 Months**
5. Pass is issued from any station to any station in IR by the shortest route.
6. It can be issued by a longer route, if the distance does not exceed the distance by the shortest route, by more than 15 %.
7. Any number of family members can be included in the pass.
8. A maximum of 2 dependants can be included. If a dependant is included, total number of persons in the pass including self should not exceed 5.

### **Entitlement -privilege**

Category (1)		Class of Privilege Pass (PP) and Privilege Ticket Order (PTO) admissible (2)	No. PP and PTO admissible in a calendar year (3)	PTO (4)
<b>Status (I)</b>	<b>PLPM (II)</b>			
<b>(I) Gzatted Cadre</b>				
(a) CRB & Board Members	17	First Class 'A'	6 Sets	4 Sets
(b) DGs & GMs				
(c) GMs & other equivalent officers	16	First Class 'A'	6 Sets	4 Sets
(d) HAG Officers (including NF-SAG)	15	First Class 'A'	6 Sets	4 Sets
(e) SAG Officers (including NF-SAG)	14			
(f) Selection Grade Officers	13	First Class 'A'	6 Sets	4 Sets
(g) JAG Officers	12			
(h) Sr. Scale Officers	11			
(i) Other Group 'A' & 'B' Gazetted Officers	10	First Class 'A'	6 Sets	4 Sets
	9			
	8			
(2) Non-Gazetted Cadre	6 & above	First Class	01 set upto the end of 5 <sup>th</sup> year of railway service and 03 sets thereafter	04 sets
	5	Second Class 'A'		
	4	Second / Sleeper Class		
	3			
	2			
	1			

**Note:** II class A pass shall be entitled to travel by AC 3 Tier class in trains other than Rajdhani / Shatabdi/ DurontoExp trains . II class A pass is of Yellow colour.

#### **COMPLIMENTARY CHEQUE PASS:**

These are issued to other than Railway servants like retired Railway Employees, Rail Users consultative committee members, SC/ST candidates appearing for RRB examination/interview etc.

#### **COMPLIMENTARY PASS & P.T.O. FOR LICENSED COOLIE PORTERS**

1. Licensed coolie porters are eligible for one set of pass & 2 sets of P.T.O. every year.
2. They can travel in SL/II class.
3. Validity :
  - Pass → 5 months
  - P.T.O → 5 months
4. Issued for : Both Pass & P.T.O → Self and Spouse
5. They are issued for journey from the '**working station**' to anywhere and back.
6. They are valid only with the Photo Identity card of the porter.
7. The porter travelling on pass or P.T.O without the Identity card will be treated as travelling without ticket.

### **RAIL TRAVEL CONCESSIONS**

#### **General rules of concessions:**

1. Concession will not be given for extension of journey on concession ticket
2. No concession will be given when the cost of the journey is reimbursed.
3. No person is allowed to avail more than one concession at a time.
4. Concession is given only via normal and reasonably direct route.
5. When return journey concession is given outward and return journey should be performed by the same route.
6. Persons travelling with un-exchanged concession orders will be treated as travelling without ticket.
7. **Minimum fare is not applicable for concessions.**
8. Break journey is not permitted on a concession given for specific purpose.



**IRCA CONCESSIONS**

<b>s. No</b>	<b>Type of Concession</b>	<b>% of Concession</b>	<b>Escort</b>	<b>Concession Certificate by</b>	<b>Validity</b>	<b>Original / Xerox</b>	<b>Purpose</b>	<b>Others</b>
1	Orthopaedically Handicapped (who cannot travel alone)	50% - 1AC&2AC 75% - Other Class 25% in 3AC – Rajdhani ACCC - Shathabthi	Optional	Govt. Doctor	Temp – 5 years Permanent If Age is Upto 25 Yrs – 5 Yrs 26 – 35 Yrs – 10 Yrs Above 35 Yrs – Life Time	Photocopy for purchase of ticket. Original to be carried during Travel.	To Travel Anywhere to Anywhere	50% Concession in Season Ticket. Invalid chairs can be carried free of cost. Child < 5 Yrs, escort is eligible for concession.
2	Mentally Retarded	50% - 1AC&2AC 75% - Other Class 25% in 3AC – Rajdhani ACCC - Shathabthi	Optional	Govt. Doctor	5 Years from the date of issue	Photocopy for purchase of ticket. Original to be carried during Travel.	To Travel Anywhere to Anywhere	50% Concession in Season Ticket. Child < 5 Yrs, escort is eligible for concession.
3	Blind Persons (who are completely blind)	50% - 1AC&2AC 75% - Other Class 25% in 3AC – Rajdhani ACCC - Shathabthi	Optional	Govt. Doctor/Head of Blind Institution	5 Years from the date of issue	Photocopy for purchase of ticket. Original to be carried during Travel.	To Travel Anywhere to Anywhere	50% Concession in Season Ticket. Child < 5 Yrs, escort is eligible for concession. Seeing eye dog of blind person charged at 30 Kgs when carried as ICP.
4	Deaf & Dumb (Both afflicted together)	50% - I / SL / II	Optional	Govt. Doctor	5 Years from the date of issue	Photocopy for purchase of ticket. Original to be carried during Travel.	To Travel Anywhere to Anywhere	50% Concession in Season Ticket. Child < 5 Yrs, escort is eligible for concession.
5	Leprosy Patients (Non-Infectious)	75% - I / SL / II	Not permitted	Recognized Hospital	3 Months from the date of issue	Original to purchase ticket	Specific	For admission/Discharge to/from hospital.



6	TB / Lupasvalgaris	75% - I / SL / II	Optional	Govt Doctor/TB Hospital	3 Months from the date of issue	Original to purchase ticket	Specific	For admission/Discharge to/from hospital.
7	Haemophilia	75% - I / 3AC / ACCC/ SL / II	Optional	Recognized Hospital	3 Months from the date of issue	Original to purchase ticket	Specific	For admission/Discharge to/from hospital.
8	Heart patient	50% - 1AC&2AC 75% - Other Class (No concession in Raj/Shat)	Optional	Recognized Hospital	3 Months from the date of issue	Original to purchase ticket	Specific	For admission/Discharge to/from hospital. (Heart Surgery)
9	Kidney Patient	50% - 1AC&2AC 75% - Other Class (No concession in Raj/Shat)	Optional	Recognized Hospital	3 Months from the date of issue	Original to purchase ticket	Specific	For admission/Discharge to/from hospital. (Kidney Transplantation / Dialysis)
10	Thalassemia Major	50% - 1AC&2AC 75% - Other Class (No concession in Raj/Shat)	Optional	Recognized Hospital	3 Months from the date of issue	Original to purchase ticket	Specific	For admission/Discharge to/from hospital.
11	Immuno Compromised	50% - II Class only	Not permitted	Recognized Hospital	6 Months from the date of issue	Original to purchase ticket	Specific	Treatment at ART Centres.
12	Cancer Patient	100% - 3AC/SL only for patient.75% for escort in 3AC/SL. <b><u>For both Patient and Escort,</u></b> <b>50% - IAC/2AC</b> <b>75% - I/ACCC/II</b>	Optional	Recognized Hospital	3 Months – Return Journey 1 Year - Outward Journey	Original to purchase ticket	Specific	For admission/Discharge to/from hospital.

13	Sickle Cell Anaemia / Aplastic Anaemia	50% - 2AC/3AC/ACCC/SL	Not permitted	Recognized Hospital	3 Months from the date of issue	Original to purchase ticket	Specific	For Treatment / Periodical Check up to/from Hospital.
14	Allopathy Doctor	10% in All class and in all trains (not in Duronto&Garibrath trains)	Not permitted	Copy of Regn Certificate issued by IMC & MBBS Certificate.	-	Photocopy for purchase of ticket.	Anywhere to Anywhere	To render medical assistance to the needy passengers during journey.

## **Concession for Persons with visual impairment:**

1. '**Completely Blind**' persons are eligible for concession from a station to any station.
2. Percentage of concession :
 

AC I class and AC 2 Tier	-- 50 %
Other classes	-- 75%
3A/CC of Raj/Shat	-- 25%
3. He **may take one escort** also in the same class on 50% or 75 % concession.
4. A certificate in the prescribed form issued by a Registered Medical Practitioner or the head of a recognized blind institution should be produced.
5. The certificate is valid for **5 years** from the date of issue.
6. Photo copy of the certificate is accepted, verified with the original & ticket is issued.
7. The blind person need not come to the counter personally.
8. While travelling the passenger should carry the original certificate.
9. The escort of a blind child below 5 years gets concession, while the child travels 'free'
10. '**Seeing Eye dog**' of a blind is allowed in I class and will be charged for **30 kg.**
11. Season ticket is issued to the Blind, collecting 50% of II class public fare.

## **Persons With Disabilities (Divyangjan)-PwD**

1. Orthopaedically handicapped persons are eligible for concession from any station to any station.
2. Percentage of concession : AC I class and AC 2 Tier -- 50 %
 

Other classes	-- 75 %
3A/CC of Raj/Shat	-- 25%
3. They are eligible for concession in all classes and by all trains including Rajdhani and Shatabdi trains. Applicable to escort also.
4. **Escort is optional while issuing tickets.** Escort is also given the same concession.
5. Escort ID no. is fed while booking the ticket and the same ID is a must for travel
6. Passenger having this concession ticket found travelling without escort would not be treated as travelling without ticket.
7. A certificate in the prescribed form should be obtained from a Govt. Doctor.
8. Validity of the certificate :

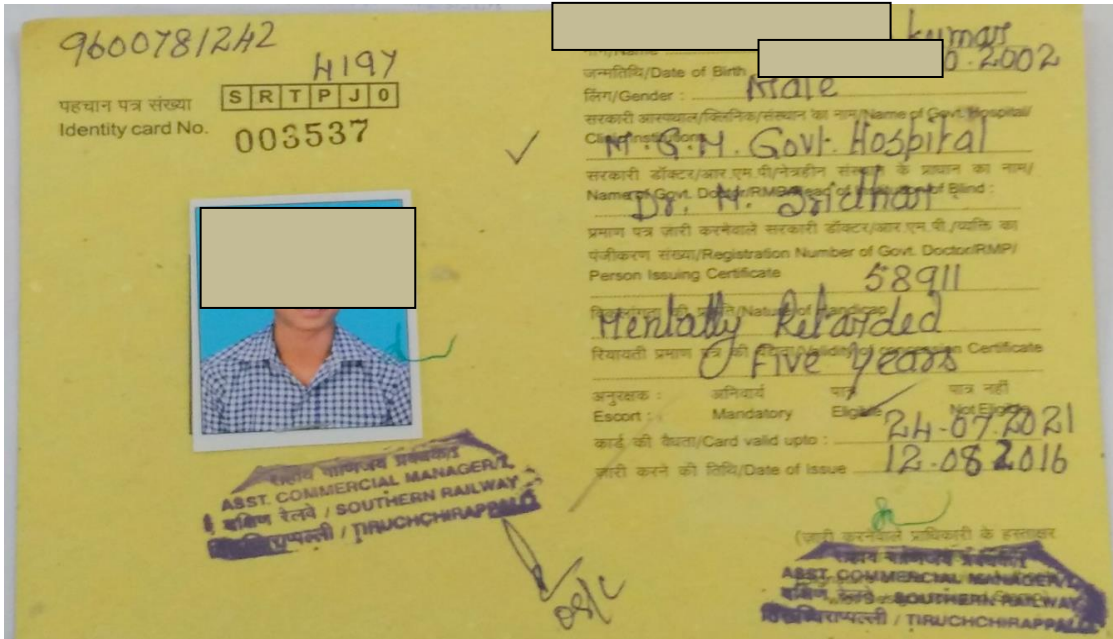
Nature of Handicap	Age of the passenger in the certificate	Validity
Temporary	<b>Any Age</b>	<b>5 Years</b>
Permanent	<b>Up to 25 years</b>	<b>5 Years</b>
	<b>26 to 35 years</b>	<b>10 Years</b>
	<b>Above 35 years</b>	<b>Life time</b>

9. A photo copy of the certificate may be accepted and verified with the original certificate.
10. The passenger should carry the original certificate while travelling. Otherwise he will be treated as travelling without ticket.
11. Season tickets are issued on 50% concession to orthopedically handicapped persons and their escorts. A combined ticket will be issued.
12. Invalid chair / tri cycle / tri-cycle fitted with motor of a handicapped person shall be carried 'free' on production of a doctor certificate. The same can be carried as ICP if foldable and in BV if not foldable.
13. An Orthopaedically handicapped child below 5 years shall be carried free while the escort will be given 50% or 75% concession according to the class of travel.

### **Photo Identity Card**

- Blind/Deaf and Dumb/Orthopaedically Handicapped/Mentally Retarded persons should apply to SrDCM
- Details verified and ID issued

- ID is valid for a maximum of 5 years
- If the concessional authority is valid for more than 5 years, should apply freshly .
- 12 –digit unique ID of the card is used for booking e-tickets/PRS/UTS tickets
- Once the card is issued, the form is not used for booking in the counter
- Unique ID and ticket are carried for travel



### CONCESSION FOR CANCER AND T.B. PATIENTS

1. Cancer and T.B. patients are eligible for concession in the following circumstances :
  - Travel from home town to get admission in the recognized hospital
  - Travel to home town after discharge from the hospital
  - Travel between hometown and recognized hospital for periodical checkup/ re-examination.
  - Travel between two recognized hospitals for the purpose of re-examination.

#### 2. Concession allowed :

##### Cancer patients :

1A and 2A - 50% (both)  
 3A and SL- **100% (patient)**                      **escort----75%**  
 I/CC/II- 75%(both)

##### T.B patients:

I/SL/II -- 75%(both)

3. They may take one escort also in the same class on concession.
4. A certificate in the prescribed form issued by the recognized cancer institute / T.B. sanatorium should be produced in **original**.
5. The concession certificates issued to the patients shall be addressed to the station masters of both originating stations serving hospital and serving residence so that return journey tickets may also be purchased at a time in advance from any of these two stations.
6. Validity of certificate:
  - Cancer Patient → Outward journey --- One year
  - Return journey --- 3 months
  - T.B. Patient → (Both directions) --- 3 months
7. The escort of a child patient below 5 years shall be given 75% concession while the child is carried free.

### **Concession for Non-Infectious Leprosy Patients:**

1. Non-infectious leprosy patients are eligible for 75% concession in I/SL/II class under the following circumstances:
  - a) Travel from home town to get admission in the recognized hospital
  - b) Travel to hometown after discharge from the hospital
  - c) Travel between home town and recognized hospital for periodical checkup / Re-examination.
2. **Escort is not eligible for concession.**
3. A certificate in the prescribed form issued by the recognized leprosy institute / hospital should be produced in original.
4. The certificate is valid for 3 months from the date of issue.

### **Persons with hearing and speech impairment totally**

1. **Totally deaf and dumb** persons (both afflicted together) are eligible for 50% concession in I/SL/II class from any station to any station.
2. **Escort is optional** for this concession.
3. A certificate in the prescribed form issued by a Govt. Doctor should be produced.
4. The certificate is valid for 5 years from the date of issue.
5. A Photo copy of the certificate can be accepted and verified with the original certificate to issue journey ticket.
6. While travelling the passenger should carry the original certificate.
7. Season tickets are also issued at 50% concession.

### **CONCESSION FOR UNEMPLOYED YOUTH**

1. Unemployed youth travelling to attend interviews to secure jobs in the following are eligible for 50% concession in SL/II class :
  - Central / State Government
  - Statutory bodies like Municipal Corporation, University etc.
  - Public sector undertakings
2. They are issued a **'free ticket' in II class only** for attending interviews in Central / State Government organizations .
3. The concession is granted upto the age of 35 years.
4. Return journey ticket will be issued on payment of single journey fare.
5. The ticket is valid for 10 days from the date of commencement of O / W journey.
6. The following should be submitted at the time of purchasing the ticket:
  - Attested copy of the application form submitted by the candidate to the concerned organization.
  - Attested copy of the call letter from the organization indicating the date, time and venue of interview.
7. The concession is not given when T.A / D.A. is paid by the organization.

### **CONCESSION FOR FOREIGN RLY. EMPLOYEES ON RECIPROCAL ARRANGEMENT**

1. Employees of Foreign Railway are given 50% concession for their travel in IR.
2. The employee should produce a letter of introduction to GM/P/SRly
3. An Identity card will be issued to the employee.
4. He can travel any number of times from anywhere to anywhere in Indian Railways.
5. The Identity card number will be noted in the ticket.
6. They are eligible to travel by Rajdhani/Shatabdi train also.

## STUDENT CONCESSION

1. Bonafide students of all recognized educational institutions are eligible for concession in II/SL class.
2. Concession is given as follows:
3. **General students** --- **50% of public fare**
4. **SC/ST students** --- **50% of general students fare**
5. Age limit:
 

<b>General students</b>	<b>--- up to 25 years</b>
<b>SC/ST students</b>	<b>--- up to 27 years</b>
<b>Research scholars</b>	<b>--- up to 35 years</b>
6. For SC/ST students, a certification should be made by the head of the institution in the concession order itself, or, a separate community certificate should be produced.
7. Concessions are given under the following circumstances only:
  - To go to hometown during vacation after an examination.
  - To return to the institution after vacation.
  - To attend merit scholarship examination
  - To attend an examination, not for the purpose of employment
  - To travel from institution to training centre.
  - To travel from one training centre to another training centre.
  - On educational tours in parties of not less than 10 students.
8. A concession order issued by the head of the institution shall be produced in original in 2 foils.  
(Railway foil, Students foil).
9. Validity of the concession order (from the date of issue):
  - For outward journey --- 14 days**
  - For Return journey --- 150 days**
10. Journey should be performed during the vacation period mentioned in the concession order under the seal and signature of the issuing authority; the journey may be commenced one day before & one day after the vacation period.
  - The journey ticket is issued along with the students foil.
  - The Railway foil is submitted to accounts office with monthly returns.

### EDUCATIONAL TOUR:

1. Bonafide students are eligible for concession for their educational tours.
2. Minimum number of students :
  - Post graduates -- 3 (If the total strength of the course is less than 10 certified so by the issuing authority)
  - Nepal students -- 15
  - Others -- 10

3. Escorts:

Student	Age	One Escort for	Concession
Girl Students	Any age	4	50%
Boy Students	Below 12 yrs.	4	50%
	12yrs.&above	10	50 %
Handicapped	12yrs.&above	5	50%

4. Teaching and non-teaching staff of the same institution may travel as escort on 50% concession. Students get concession on Round Tour Tickets also.

#### **Round tour tickets (circular tour tickets)**

- Concession will be allowed for a party of not less than 10 students.
- Station master will allow concession on submission of concession order issued by DRM along with relevant student concession certificate.
- Maximum period of availability is 45 days.
- Other conditions are as applicable as mentioned in Part- I.

#### **Students travelling to participate in recognized sports tournaments:**

- The concession is allowed by the station master on production of a separate certificate (for sports) from the head of the Institution.
- The concession certificate will be supplied by DRM at cost price.
- The concession will be admissible subject to a minimum distance of 300 km.
- On payment of fares at 50% of basic fare.

#### **Advance Reservation for students:**

- Students are permitted to make advance reservation on payment of full fare.
- Subsequently, before starting journey, when the concession order is produced, the concession amount will be refunded and a fresh ticket issued to them.
- The original reservation will be retained.
- A Clerkage charge of Rs.60/- will be collected.

## **RESERVATION**

### **GENERAL RULES OF RESERVATION**

1. When a confirmed seat or berth is allotted to a passenger for his journey, it is Called 'Reservation'. It is made only by notified trains.
2. Reserved ticket is valid by the particular train and date only.
3. Reservation is made only on submission of prescribed application.
4. Ministers and M.Ps can request reservation over phone.
5. Only one form is accepted from a passenger at a time.
6. A maximum of 6 persons can be included in one form. **(Tatkal scheme-4 persons)**
7. Reservation for group of more than 6 persons can be done only with the permission of SM / CRS / DCM.
8. Reservation is made on "first come first served basis"
9. **Advance reservation period: (excluding date of journey)**
  - **Foreign tourists** --- 365 days(online)
  - **Bulk booking (More than 6)** --- 120 days (From 09.00 hrs on the opening day)
  - **Other passengers** --- 120 days
10. Fresh reservation charge will be collected for reservation made after every break of journey, and for Postponement or Advancement of journey and change of class.
11. Break journey is not permitted short of the station up to which reservation has been made.

12. A child ticket is treated as an adult ticket for the purpose of reservation.
13. No separate seat/berth is allotted for a child below five years of age. If a berth is sought, full fare is levied and berth allotted. However, the name of the child with age and sex should be mentioned in the reservation form and also to be given to the TTE.
14. **Sleeping facility is provided during night hours (22-00 to 06-00 hours) only.**
15. **Unauthorised occupation of a reserved seat/berth is prohibited under section 155 of Railways Act, 1989.**
16. **Transfer of a reserved ticket is prohibited under section 53 of RA 1989.**
17. **Unauthorised transfer of a reserved ticket is punishable under section 142 of RA 1989.**
18. **Unauthorised procurement and sale of railway ticket is punishable under section 143 of RA 1989.**

### RESERVATION QUOTAS

Long distance trains will be logically split into two groups from the point of view of accommodation. One will be end to end accommodation and other will be accommodation for road side passengers. The quota as well as coaches will be accordingly defined and coach indication boards etc should be placed accordingly. Thus, there will be only two quotas –End to End Quota and Road side Quota. These will be defined as primary quotas.

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

The quotas meant for City booking Agency and Out Agencies will also fall under the category of sub-quotas. The broad definition of all types of quotas is given below:

- **General Quota(GN)**
  - Major quota
  - Allotted to the passengers without any restrictions.
  - Denoted as “GN” in the computer reservation charts.
  - If a lady passenger alone insists for general quota, it is permitted
- **Intermediate stations quota or Road Side Quota(RS)**
  - Aggregate quota of a group of roadside stations may be clubbed together.
  - Any remote location is added on the PRS network given access only to this quota
  - Fresh profile of PRS train not defined for this purpose.
  - To control this quota -one nodal station defined as the reference point
  - Charting activity etc. done with respect to that nodal station
- **Remote Location Waiting List(RL)**
  - After completion of reservation in remote location- passengers kept in waiting list against remote location quota.
  - Berths falling vacant due to cancellation at RL- allotted to WL passengers in order of priority.
  - Finalization of the charts @ train starting station-vacant berths allotted for WL in remote locations in the order of priority
- **Pooled Quota (PQ)**
  - PQWL shared by several small stations in a particular region.
  - In Train with demand – for passenger from intermediate station
  - Pooled Quota is utilized by passengers travelling 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.
  - If quota exhausted- passenger placed in PQ WL
  - Vacant Pooled Quota berths are automatically tapped by the PRS for booking end-to-end passengers.
  - Passengers in the Pooled Quota Waiting List are cleared against the vacancies in the earmarked Pooled Quota only
- **Ladies Quota(LD)**



- Section 58 of Railways Act 1989 -Separate accommodation is provided for ladies.
- Boys below 12 years of age allowed in this quota when travelling with relatives.
- In Sleeper class, quota is 6 berths per train , 3A(GR/Raj/DUR/AC)- 6
- Lower berth for ladies more than 45 years age

### **Combined quota for Sr citizens(SS)**

- For the following passengers when travelling alone:
  - Senior citizens
  - Female passengers 45 years of age and above
  - 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	--

- Quota available for booking till the time of preparation of charts.
- At the time of preparation of charts-Unutilized quota released to WL passengers
- **Quota for otherwise abled person (HP)**
  - Available by all trains for the use of patient and escort.
  - 2 lower berths and 2 middle berths in SL Class
  - Special coaches (SLRD) for disabled persons with escort on purchase of general tickets – 2 lower berths and 2 upper berths.
  - Available in fully reserved Garibrath train on payment of full fare.
- **Head office or Emergency Quota(HO)**
  - End-to-end quota or roadside
  - Based on requirement of VIPs at that point
- **Foreign Tourist Quota(FT)**
  - Available at important stations and by important trains.
  - Allotted on production of passport at the time of purchase of ticket.
  - Unutilized quota is released to general quota at the time of chart preparation
- **Defence Quota(DF)**
  - Available at important stations and by important trains.
  - Allotted to military persons travelling on military warrants and concessions.
  - Register in movement control office (MCO)
  - Get endorsement on the warrant / concession
  - Tickets also issued at reservation counters from defence quota.
  - Unutilized quota released to general quota 24 hours before the departure of the train
- **Tatkal Quota(TQ)**
- **Duty Pass quota (DP)**
  - A limited number of berths/seats have been earmarked in Rajdhani, Shatabdi and Duronto Express Trains in all classes and in air-conditioned class of Jan Shatabdi Express Trains as Duty Pass Quota
  - Serving/retired railway employees can book berths/ seats against Duty/Privilege/Post Retirement Complimentary passes.
  - Complimentary pass booking is also done against the Duty Pass Quota.
- **Parliament quota(PH)**
  - Reserved for MPs, their family members and common passengers of related constitutional area, duly approved by MPs.

### **RESERVATION ON FREE PASSES:**

i) Pass holders or their representatives should present their passes along with the requisitions duly filled in to the Reservation Clerk who will issue ticket and make endorsement on the face of the pass indicating the train number, date of journey, status of tickets, etc. ii) Holders of Privilege, Duty, Post Retirement, Complimentary, Metal and other passes may be allowed to seek fresh reservation only if the earlier reservation is cancelled. iii) In case of confirmed reservation on Privilege, Post retirement, Complimentary and other passes, the pass holder can make maximum three time reservations provided the earlier one has been cancelled before chart preparation. If the confirmed reservation is not cancelled before preparation of charts, the pass will be treated as used. In exceptional cases, discretionary powers for allowing reservation on such passes only once can be delegated to a JA Grade level officer. At Divisional level, where any JA grade level Commercial officer is not available, the next senior most Commercial Officer may be delegated these powers. iv) There will be no restriction in number of cancellations in case of Duty Pass, Metal Pass and in case of tickets having a status of fully/partially Waiting List (at the time of cancellation) against Privilege, Post Retirement and Complimentary passes. However, fresh reservation will be given only after the earlier one has been cancelled within the normal prescribed time limits. v) Telephonic requests for reservation and cancellation will not be entertained. vi) The portion of break journey will be treated as separate journey i.e. instructions contained at para (iii) and (iv) will be applicable for each leg of journey separately. vii) It will be the responsibility of officer/staff making reservation on Metal/Duty Passes to ensure that between the same stations and on the same date, reservation should not be made in two separate trains.

### **AUTOMATIC UPGRADATION OF PASSENGERS**

- This scheme provided for free upgradation of full fare paying passengers to the next higher class against vacant accommodation.
- Aims at the optimum utilization of available accommodation in trains.
- Available only in nominated trains having 1AC/2AC/3AC/SL/2S accommodation.
- Upgradation only for Confirmed passengers of General & Tatkal Quota.
- Not applicable for Concessional Ticket including Senior Citizen Concession.
- **Not applicable** for Bulk Booking Transaction.
- Upgradation done at the time of preparation of chart unless the passenger has indicated his unwillingness in the reservation form during reservation. If the passenger has not exercised his choice, it will be assumed that the passenger has opted for upgradation.
- Passengers need not pay difference of fare for travelling in higher class.
- Upgradation does not guarantee compact accommodation or berth choices.
- Upgradation is fully controlled by the system and there is no manual intervention.
- If no confirmed passenger has opted for upgradation, all RAC/WL passengers will be considered for upgradation irrespective of their option.
- Upgradation is done in one/two class above. Original PNR of the upgraded passenger will remain the same.
- If the passengers who has been upgraded cancels his ticket, cancellation charges of the original class only will be payable.
- Passenger advised regarding upgradation through SMS if mobile number is provided in the Reservation form.

### **ALTERNATE TRAIN ACCOMMODATION SCHEME – “VIKALP”**

- This scheme is introduced to provide confirmed accommodation to WL Passengers and also to ensure optimal utilization of available accommodation.
- WL passenger should opt while booking

- Fully WL Passengers opted for ATAS should check PNR Status after charting.
- Either all passengers of a PNR or none will be transferred.
- Once accommodation provided in alternate train, their PNR will not appear in the WL Chart of their original train.
- Passenger can travel in alternate train on authority of original ticket.
- No refund of difference of fare will be entertained.
- Once confirmed in Alternate train, Cancellation charges will be as per the status in alternate train.
- In this scheme, Boarding and terminating station might change to nearby cluster stations.
- Transfer to any alternate train available within 12 hrs from the scheduled departure of original train.
- It is applicable to all trains

### **TATKAL RESERVATION SCHEME**

1. For Passengers who plan their journey at short notice.
2. This facility is provided in all Mail / Express trains including Rajdhani, Shatabdi, Duronto, JanShatabdi and also in few ordinary trains in sleeper class.
3. This scheme is applicable in Executive Class, 2AC, 3AC, AC CC, SL & 2S Coaches.
4. Accommodation earmarked for this scheme is as under,

Class	No of berths to be earmarked in trains with average occupancy (Apr – June) level of	
	Less than 80%	More than 80%
2AC	4	10
EC	5	5
3AC/CC	6	16
SL	10% of accommodation or one coach whichever is less	30% of accommodation.
2S	10% of accomodation	10% of accommodation.

5. Reservation under this scheme is only for full fare tickets and not for concessional tickets including senior citizen concession.
6. Maximum of 4 Passengers per application will be allowed. Colour of the application form is pink.
7. Only Confirmed and Waitlist tickets will be issued. Cancellation done in general booking shall confirm General &Tatkal waiting list alternatively.
8. Opening of Tatkal Scheme

Class	PRS Counter	YTSK	Agent ( RTSA, IRCTC Agents)
General Booking	08.00 Hrs	0815	08.30 Hrs.
Tatkal AC Class	10.00 Hrs of Previous day	1015	10.30 Hrs of Previous day
Tatkal Non AC Class	11.00 Hrs of Previous day	1115	11.30 Hrs of Previous day

9. Tatkal Charges have been fixed as a percentage of fare at the rate of 10% of basic fare for IInd Class and 30% of basic fare for all other classes subject to minimum and maximum as given below,

CLASS	Minimum distance for charge (in Kms)	Tatkal Charges per passenger	
		Min. Tatkal Charges (in Rs.)	Max Tatkal Charges (in Rs.)
2 <sup>nd</sup> (Sitting)	100	10	15
Sleeper	500	100	200
AC CC	250	125	225
3 AC	500	300	400
2 AC	500	400	500
Executive Class	250	400	500

10. Tatkal tickets are issued for the actual distance travelled subject to the distance restriction applicable. If the train is travelling for less than the above mentioned distance, end to end distance is charged
11. During the journey, the passenger will have to produce any one of the prescribed original proofs of identity, failing which all the passengers booked on the ticket shall be treated as travelling without ticket and charged accordingly.
12. Tatkal Quota reservation is upto preparation of final chart. Vacant Berths/Seats if any, will be allotted to RAC/WL Passengers.
13. No refund will be granted on cancellation of confirmed Tatkal ticket. Cancellation of a waitlisted tatkal ticket is done like any other waitlist ticket.
14. **Full refund** of fare and tatkal charges will be granted on tickets booked under tatkal scheme in the following circumstances.
- If the train is delayed by more than 3 hours at the journey originating point of the passenger and not the boarding point if the passenger's journey originating point and boarding point are different.
  - If the train is to run on a diverted route and the passenger is not willing to travel;
  - If the train is to run on diverted route and boarding station or the destination station or both the stations are not on the diverted route.
  - In case of non-attachment of coach in which Tatkal Accommodation has been earmarked and the passenger has not been provided accommodation in the same class.
  - If the party has been accommodated in lower class and does not want to travel. In case the party travels in lower class, the passenger will be given refund of difference of fare and also the difference of Tatkal charges, if any.
15. No duplicate ticket shall be issued and if issued under exceptional cases on payment of full fare including Tatkal Charges.
16. Name change & Modification is not permissible on tatkal reserved tickets.
17. Change of Boarding Point is permitted for Tatkal Ticket Holders.
18. Tatkal ticket can be booked both in PRS Counter and through website of IRCTC.

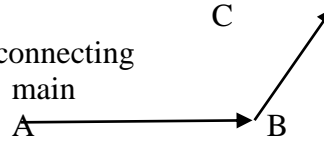
#### **Premium Tatkal (PT) Quota booking on dynamic pricing**

- Dynamic fare stands for fare component which may increase with the subsequent bookings.
- Opening day booking to be allowed on/after 10.00 hrs.
- **Advanced Reservation Period (ARP)** of premium tatkal booking is same as Tatkal ticket.
- Agents will not be allowed to book tickets in this quota.
- RAC/Waitlist ticket booking is not allowed.
- No concession shall be applicable under this quota. Child passenger will be charged with full fare.
- No refund is allowed in case of cancellation of confirm PT quota ticket.
- All rules for tatkal quota booking over internet are applicable to Premium tatkal quota also.

### Linking of PNRs

Linking of PRS/e-tickets is allowed subject to the following conditions:

1. Journey is not a cluster/BPT/PBT
2. Reservation upto station and destinations are same connecting
3. Journey from station is same as boarding point
4. Not a Go- India ticket(G)
5. While booking A-B, user should give PNR of B-C or vice-versa
6. Passenger should ascertain the time limit between arrival of main train and dep of the connecting train
7. Day difference between the main journey and connecting journey should not be more than 5 days
8. Connecting train(CT) should depart after the arrival of the main train(MT)
9. Vikalp option is not allowed for linking opted bookings



### Cancellation rule for connecting train PNRs

Why	Refund %	Time limit
MT delayed	100% of CT journey	within 3 hrs of MT arrival at Jn/Satellite station
CT cancelled	100% of CT journey	normal time limit for train cancellation
MT contingency: passenger wishes to cancel MT and CT	100%	<ul style="list-style-type: none"> <li>• Present both the tickets</li> <li>• Up to CT schdep</li> <li>• Cancel MT first</li> </ul>

### SUVIDHA TRAINS

#### General Features.

- **ARP** of this train will be a **120 days**.
- **Dynamic fare** shall be charged for confirmed, RAC & W/L passengers. **Upgradation option, Modification, Duplicate Ticket, Cluster Bookings, BPT** is not allowed.
- Tickets can be purchased **as e-ticket or at PRS Counters**. Only **General Quota** Booking allowed. Railway authorized agents like YTSK, RTSA, Agents of IRCTC can book tickets for suvidha trains only from 48 hrs before the scheduled departure of train and till preparation of the chart.
- **Concessions and Warrants** are not applicable in this train.  
**ICRP, RTC, and Passes are permitted**
- Passenger should produce one of the **prescribed Identity card** during journey for **verification purpose for both e-ticket and PRS Ticket**.
- **No First AC, First Class, Executive Class** in the composition

#### FARE STRUCTURE.

- **Full Fare charged for all** irrespective of their age. (= base price + other charges)
- **Other Charges** like Reservation Charge, Catering Charge, Superfast charge, Service Tax etc., **is collected in full**.
- **Booking Pattern and Dynamic Pricing for both AC & Non AC Classes is as follows**

Charges	base price (= Base fare+ Tatkal)	1.5 times of (BF+ Tatkal)	2 times of (BF+ Tatkal)	2.5 times of (BF+ Tatkal)	3 times of (BF+ Tatkal)
% of Seat/Berth	20 %	20 %	20 %	20 %	20 %

- Vacant Berths after charting will be offered for current booking at the last price sold for that class.
- Min class of ticket to be held by passengers to be allowed by TTE :
  - For 1A,2A,3A- FC/O
  - For CC,SL,2S- II/E

#### **REFUND RULE- suvidha trains**

- Normal refund rule shall apply
- Tickets against Cancelled Berth/Seats shall be issued in the current bucket rate.
- If Train cancelled, full refund upto 72 hours after the sch. Dep time of the train. For E-Tickets automatically the amount is credited
- For II/UR travel, II/superfast/exp ticket is issued

#### **HUMSAFAR TRAINS**

1. 3A and SL classes available
2. Fare in both 3A and SL is 15% more than respective base fare of M/E
3. Reservation ch, sup ch, and other charges are levied in full. Catering is optional
4. After providing all quotas such as HO,PH,HP,SS etc,80% of the balance is booked at 1.15 times M/E base fare and 20% earmarked as Tatkal quota
5. Normal tatkal charges levied
6. Normal child fare rule applies
7. Concessions and non-reimbursable free complimentary passes not admissible
8. Vacant berths after the first chart are offered for current booking at 10% discount
9. Graded discount scheme not applicable
10. ZR may downgrade 3A as CC as per prescribed conditions
11. ARP is 120 days
12. Bulk booking is allowed at any point of time during ARP on tatkal fare
13. Booking against ICRP, RTC, warrants allowed
14. Pass/PTO eligibility is on par with eligibility in Raj/dur. for 3A and the same in Duronto for SL
15. Normal cancellation and refund rules apply

#### **Flexi Pricing**

1. Applicable in raj/shat/duronto trains
2. Except in 1A,EC
3. Base Fare up by 10% with every 10% of berths sold
4. Base fare increases up to 1.4 times
5. 1.5 times the base fare collected as tatkal charge
6. Concessions apply on the base fare of respective stage

## Trains introduced

<b>Train</b>	<b>Fare</b>	<b>Type</b>	<b>Classes</b>	<b>Other features</b>
<b>Tejas</b>	<b>Semi high speed train (130kmph and above); 1.20 times more than shatabdi fare</b>	<b>Intercity exp</b>	<b>EC,CC</b>	<b>Pass/PTO-like Rajdhani</b>
<b>Humsafar</b>	<b>Base fare 1.15 times that of M/E</b>	<b>Day/night service</b>	<b>3A,SL</b>	<b>Pass/PTO-like Rajdhani</b>
<b>Antyodaya (Deendayalu coaches /conventional)</b>	<b>Base fare 1.15 times that of M/E</b>	<b>Day/night service-fully UR</b>	<b>II</b>	<b>Vestibuled-potable water filtration available. Concession, pass/PTO allowed</b>
<b>Duronto (point to point AC+non AC)</b>	<b>--</b>	<b>Day/night or intercity service</b>	<b>--</b>	<b>Separate fare structure</b>
<b>Garibrath</b>	<b>Subsidised AC</b>	<b>Day/night service</b>	<b>3A,CC</b>	<b>Bedroll on payment of Rs 25/-</b>
<b>Uday</b>	<b>Uthkrishth Double Decker AC Yatri</b>	<b>Intercity exp</b>	<b>CC</b>	
<b>Gatiman</b>	<b>--</b>	<b>Intercity exp</b>	<b>EC,CC</b>	
<b>Vandebharat</b>	<b>--</b>	<b>Intercity exp</b>	<b>EC,CC</b>	<b>Pass/PTO-like Rajdhani</b>
<b>Suvidha</b>	<b>Dynamic fare</b>	<b>Day/night service</b>	<b>Except 1A,FC</b>	
<b>Special fare trains</b>	<b>Tatkal fare for all</b>	<b>Day/night service</b>	<b>Except 1A,FC</b>	

## **CHANGES IN RESERVATION**

- Any changes will be allowed only once
- Passenger should approach the reservation office within the time limits specified against each change.

### **Change of Train and Date:**

#### **Preponement of Journey:**

1. It is allowed for Confirmed, RAC, Wait Listed tickets.
2. It is allowed in the same class and for same destination or any higher class by the same train or by any other train for any earlier days.
3. The status of the revised train may be Confirmed, RAC or WL.
4. In case of Confirmed tickets, Fresh Reservation Fee for the class for which reservation is required is paid.
5. In case of RAC/WL, Clerkage charges should be collected.
6. Time Limit:  
Ticket should be surrendered during the working hours of reservation office and atleast forty eight hours before the scheduled departure of the train in which originally booked.

#### **Postponement of Journey:**

1. It is allowed for Confirmed, RAC, Wait Listed tickets.
2. It is allowed in the same class and for same destination or any higher class by the same train or by any other train for any subsequent days.
3. The status of the revised train may be Confirmed, RAC or WL.
4. In case of RAC/WL tickets, clerkage charge is collected.
5. Time Limit:  
Ticket should be surrendered during the working hours of reservation office and atleast forty eight hours before the scheduled departure of the train in which originally booked.

#### **Note:**

6. In case of difference in fare for originally booked journey and revised journey, the difference of fare be refunded or recovered, as the case may be.
7. The Postponement or Preponement of journey shall be allowed only once.
8. The postponement or preponement of journey on normal ticket other than that Tatkal ticket shall not be applicable against Tatkal quota even on payment of Tatkal charges.

### **Change of Class**

1. Change of class is permitted on a confirmed reserved ticket only once.
2. It is permitted from lower class to higher class only.
3. Confirmed accommodation should be available in the higher class.
4. No cancellation charges should be collected.
5. Fresh reservation charges are collected for the higher class.
6. Difference of fare between the classes should be collected.
7. It is permitted in the reservation office up to 6 hours before the sch. dep. of the train.
8. During the journey, the T.T.E may permit change of class.
9. After the change, if journey is cancelled, two cancellation charges will be collected:
  - Cancellation charges due at the time of giving the change.
  - Cancellation charges due at the time of cancellation of the fresh ticket.



### CHANGE OF BOARDING POINT / JOINING ENROUTE:

1. A specific request is made before the preparation of the first reservation chart of train through
  - An Application to Chief Reservation Supervisor of PRS centre
  - Through the website of IRCTC
  - Through '139'
2. The train should have a halt at the station from where the passenger wants to join.
3. The seat / berth can be allotted to any other passenger upto that boarding point.
4. No refund will be granted to the passenger for the untraveled portion.
5. After change of boarding point, passenger can travel from the original source to the boarding station if accommodation is available,
6. If accommodation is not available, the passenger will not be allowed to board the reserved coach in which the accommodation was originally booked. If passenger is detected in travelling in the train he will be treated as travelling without ticket.

### CHANGE OF NAME

1. Change of Name on a **confirmed reserved ticket** is permitted **only once**.
2. No charges are collected.
3. Rules for name change:

Passenger type	General Public	Marriage party	NCC Cadets to attend camps	Govt Officials on duty
Time limit prior to the Sch. Dep. of the train	24 Hours	48 Hours	24 Hours	24 Hours
Requested by	Original Passenger	Head of the party	Group commandant	Controlling Officer
To whom permitted	Family Members *	Another member of the party	Another NCC Cadet	Another Official on same duty
Maximum Limit	-	10%	10%	-

\*Family Members: Father, Mother, Son, Daughter, Brother, Sister, Husband, Wife.

4. Name change is **not permitted on concessional tickets** and on tatkal tickets
5. But it can be permitted in case of an escort to another family member of the escort. (In case of blind, OPH, Cancer or TB patients, etc. cases)
6. Name change for general public can be permitted only by a **Gazetted officer**, with **documentary evidence** from the party to prove the 'relationship.'
7. In stations, where Gazetted officer is not posted, the SM can get permission over telephone from a Gazetted officer and permit name change and at the first available opportunity the SM should get **post facto** approval from the Gazetted officer.
8. In case the telephonic permission from the Gazetted officer is also not possible then SM can give name change after satisfying himself about the genuineness of the party by getting **documentary evidence** as to the family member status.
9. **Documentary evidence** may be **Family card, Voter'I/D, Passport, DrivingLicence** or any other such document to prove the 'relationship.' If no such document is available with the passenger, he has to file an affidavit with a 'notary public' and a copy to be attached with the original application. In this case too **postfacto** approval is necessary.
10. Gazetted officer here means only a railway Gazetted officer in charge of Commercial working viz., SMR (GAZ), AO, AM, ACM, DCM or Sr.DCM.

## ISSUE OF DUPLICATE TICKETS ON TORN/MUTILATED & LOST TICKETS

1. No refund of fare in respect of a lost or misplaced ticket shall be granted.
2. Refund of fare shall be granted in respect of a torn or mutilated ticket if its genuinesss and authenticity are verifiable on the basis of the particulars visible on the face of the ticket.
3. When a confirmed / RAC ticket is lost, misplaced or torn or mutilated ,duplicate ticket will be issued.
4. Duplicate ticket is issued on the basis of status of the ticket at the time of request for duplicate ticket.
5. No duplicate ticket is issued to waitlisted tickets.
6. The passenger is permitted to avail the same reservation.
7. Charges for duplicate ticket is collected as follows:

### a. Before preparation of chart:

<b>LOST / TORN or MISPLACED/ MUTILATED CONFIRMED OR RAC TICKETS</b>	
<b>Second and SL class</b>	<b>Rs.50/- per passenger</b>
<b>For other classes</b>	<b>Rs.100/- per passenger</b>

### b. After preparation of chart:

<b>TICKET STATUS</b>	<b>CHARGES</b>	
	<b>Torn/Mutilated</b>	<b>Lost/Misplaced</b>
<b>CONFIRMED</b>	25 % of total fare	50 % of total fare
<b>RAC</b>	25 % of total fare	Not to be issued

- 8.A duplicate ticket in respect of a party coach ticket or a special train ticket shall be issued upto the time of departure of the train , on payment of a charge equivalent to 10% of the total fare.
- 9.TTE of the train can allow passengers who are not able to produce their tickets and not obtained duplicate ticket as follows:
  10. The name of the passenger should be verified from the chart.
  11. The TTE should verify the genuineness of the passenger.
  12. Full charges should be collected without excess charge and EFT is issued.
  13. All details of the original ticket should be written in the EFT.
  14. The same reservation can be given to the passenger.
  15. No refund shall be granted on duplicate ticket alone, surrendered for cancellation.
  16. In case 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,
    - a) Duplicate ticket shall be refunded after deduction of 5% of the amount paid for duplicate ticket subject to minimum deduction of Rs. 20
    - b) In case the journey is not undertaken , the normal cancellation charge on the original ticket will apply.
17. In case of concession tickets, duplicate ticket can be issued on collection of charges as above on the actual fare and other charges & NOT ON CONCESSIONAL FARE.
18. If the passenger , who has paid excess charges in train on account of his reserved ticket or RAC ticket being lost, misplaced, torn or mutilated , makes an application to a railway administration for grant of refund of the charges paid in train, the chief commercial manager ( Refunds) of that railway administration may , after making such inquiry as he may deem necessary , grant refund of a single journey ticket fare per passenger provided that no one has taken refund earlier on the original ticket.

### Duplicate tickets on PASS & PTO

1. Duplicate ticket may be issued in lieu of lost/misplaced ticket on pass/PTO, provided that the travel authority i.e., Pass/PTO is in physical possession of the passenger at the time of placing such request.
2. Duplicate tickets may be issued irrespective of the status whether the original ticket is confirmed or RAC or waitlisted.
3. Duplicate tickets shall, however, be issued only upto the departure of the concerned trains.
4. **Duplicate tickets on pass may be issued without levy of any charge.**
5. **Duplicate tickets on PTO may be issued on collection of clerage charges of Rs.10/- per passenger”.**

### REFUND OF FARE

#### UNUSED UNRESERVED TICKET

1. Ticket is presented for cancellation within 3 hours of issue of ticket.
2. In case of tickets issued in advance, the ticket is presented **upto 2400 hours of the day preceding the day of journey.**
3. Fare is refunded after deducting the clerage charge per passenger.
4. The clerage for II class unreserved is **Rs.30.**

#### UNUSED RESERVED TICKET

Time of cancellation	Cancellation Charge Per passenger	Class of ticket				
		IA	2A, FC	3A, CC	SL	2S
		Rs.	Rs.	Rs.	Rs.	Rs.
		<b>(Minimum cancellation fee)</b>				
More than 48 hrs before the scheduled departure of the train.	<b>Flat Rate</b>	240	200	180	120	60
Between 48 hrs and up to 12hrs before the scheduled departure of the train	<b>25 % of fare</b>	Subject to minimum of				
		240	200	180	120	60
Between 12 hours before the scheduled departure, and upto 4 hours before the scheduled departure of the train irrespective of distance.	<b>50 % of fare</b>	Subject to minimum of				
		240	200	180	120	60

Note:

- Fare includes reservation charge and supplementary charge
- **No refund** shall be granted on the reserved ticket if it is surrendered for cancellation within **four hours** from the scheduled departure of the train.
- In case , on a party ticket or a family ticket issued for travel of more than one person, some persons have confirmed reservation and others are on RAC or waiting list , Full Refund of fare, less clerage is admissible for confirmed passengers also provided that the entire ticket is surrendered for cancellation up to 30 minutes before the scheduled departure of the train.

### **UNUSED RAC / WL TICKETS**

- Where an RAC ticket or waitlist 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 **thirty minutes** before the scheduled departure of the train
- Clerkage charge of Rs. 60/- per passenger will be collected irrespective of the distance.
- In case no facility of cancellation of RAC ticket or waitlisted ticket issued through PRS is available at the journey originating station for the night trains leaving between 21 hours and 6 hours (actual departure), refund shall be admissible at the station within first 2 hours after the opening of reservation office.

### **Partially confirmed and waitlisted**

- In case on a party PRS ticket or a family PRS ticket issued for travel of more than one person, some persons have confirmed reservation and others on RAC/ waiting list, full refund of fare, less clerkage is admissible for confirmed passengers also provided that the entire ticket is surrendered for cancellation upto 30 minutes before scheduled departure of the train

### **Cancellation of e-ticket.**

- The e-ticket may be booked and cancelled through internet and the refund of fare shall be credited to the customer's account.
- In case of **Confirmed e-ticket**, refund of fare shall be granted in accordance with normal unused reserved tickets.
- In case of **RAC e-ticket**, refund of fare shall be granted in accordance with normal unused RAC tickets.
- In case of **Waitlisted e-ticket**, on which status of all the passengers is on waiting list even after preparation of reservation charts, name of all such passengers booked on that Passengers Name Record (PNR) shall be dropped from the reservation chart and refund of fare be credited to the customer's account after deducting the clerkage.
- In case of party e-ticket or a family e-ticket issued for travel of more than one person, some persons have confirmed reservation and others are on the list of RAC or Waiting list then in case of passengers on RAC or Waitlisted not travelling, a certificate has to be obtained from the ticket checking staff to that effect and refund of fares shall be processed online through TDR, indicating the details of the certificate issued by ticket checking staff.
- when a train is cancelled, automatic full refund is allowed for CNF/RAC/WL passengers without filing any TDR

### **Cancellation of PRS counter tickets through IRCTC website or through 139**

- Cancellation of tickets and refund of fare shall be permitted on confirmed/RAC/Waitlisted PRS counter tickets in normal circumstances(not in case of late running of trains/Cancellation of train)
- This facility shall be available in case the mobile number has been given at the time of booking of tickets.
  - Refund of fare shall be collected as under:

<b>Time</b>	<b>PNR status</b>	<b>Surrender Time limit</b>	<b>Where</b>
More than 24 hrs ofsch.dep.	CNF/RAC/WL	CNF- up to 4hrs before sch.dep RAC/WL- up to 30 min before sch.dep	Any PRS counter
Within 24 hrs	CNF/RAC/WL	Schdep 0601-1800 : 4 hours after the schedule departure of the train Schdep 1801-0600 :First two hours of the opening of PRS counters on the next day	Journey commencing station nearby satellite location

- No refund would be given after the above mentioned time limit.
- This facility is not available for the following:

- a. Circular journey tickets and onward tickets booked under CJT.
- b. Foreign tourist PNR's against which berth allotment has been done.
- c. ATAS generated new PNR
- d. Duplicate ticket.

### **WHEN MORE THAN ONE LEG OF JOURNEY INVOLVED**

- When more than one leg of journey is involved, refund is given as follows:
  - a. Cancellation charge/Clerkage charge as applicable according to the status of the
  - b. first lap of the journey will be levied on the total fare of the ticket.
- The cancellation charges are levied only once on the entire amount of the ticket and not separately for each lap of journey.
- The same procedure is applied for circular journey tickets also.

### **LATE RUNNING OF TRAINS**

- No cancellation charge or clerkage shall be levied and Full fare shall be refunded to all passengers holding Confirmed, RAC and WL if the journey is not undertaken due to late running of the train by more than 3 hours of the scheduled departure of the train from the station commencing the journey.
- The ticket should be surrendered for cancellation upto the actual departure of the train.
- In case of e-ticket, the TDR is filed online before the actual departure of the train for availing full refund.

### **MISSING CONNECTION AT A JUNCTION**

- If a passenger misses a connection train at a junction station due to late running of the train by which he arrived at the junction, refund is given as follows:
  - Fare for the travelled portion is retained.
  - Balance amount is refunded in full.
- Refund is given up to 3 HOURS after the arrival at the junction station.
- Refund is given both for reserved and unreserved tickets.
- They can be permitted to travel by the next train also.

### **INABILITY TO PROVIDE ACCOMMODATION**

- When Railway is unable to provide accommodation for a reserved passenger due to any reason, full refund is given.
- Refund is given up to **3 HOURS** after the actual departure of the train.

### **CANCELLATION OF TRAINS**

- When train is cancelled at the starting station due to unforeseen circumstances such as accidents, breaches, or floods etc., full refund is given.
- Refund is given up to 3 DAYS excluding the day of departure of the train.

### **PARTIALLY USED TICKETS**

- No refund shall be granted at a station on a partially used ticket.
- On surrendering the journey ticket, a Ticket Deposit Receipt (TDR) shall be issued.
- The passenger should apply to DCM of the TDR issuing station enclosing the TDR.

### **DISLOCATION OF TRAIN SERVICE**

- In case of dislocation of train services *en route* due to unforeseen circumstances such as accidents, breaches, or floods, refund is given as follows:

#### **Full Refund:**

- Railway's inability to tranship/divert or otherwise to carry the passenger to destination
- Passenger involved in railway accident or injured and does not continue his journey
- In case of death or injury to a passenger, the kith and kin of the passenger have to terminate the journey

#### **Partial Refund :- (Fare for travelled portion is retained and balance is refunded)**

- When passenger is not willing to avail the alternate arrangement made by the Railways
- When dislocation is due to bandhs, agitation, rail roko etc.

### TRAVEL IN LOWER CLASS

- If a higher-class ticket holder is made to travel in a lower class for want of accommodation, difference of fare shall be refunded at the originating station, before commencing the journey.
- Refund can be granted at the destination also, if the ticket is surrendered along with a certificate issued by TTE or Guard within 2 DAYS of the date of issue of the certificate excluding the date of issue.

### FAILURE OF AIRCONDITIONING EQUIPMENT

- If AC equipment has not worked over a portion of the journey, difference of fare between AC & Non AC classes for such portion will be refunded as follows:

<b>Class of ticket</b>	<b>Difference of fare between</b>
I AC	IAC & I Class Exp.
Executive Class	Executive Class & I Class Exp.
II AC	II AC & SL Exp.
III AC	III AC & SL Exp.
AC CHAIR CAR	AC CHAIR CAR & II M/E

- A certificate should be obtained from the TTE regarding AC failure.
- The ticket and certificate should be surrendered at the destination within 20 HOURS of actual arrival.
- If AC had failed in more than one portion of journey, such portions will be combined and treated as a single portion for calculation of refund amount.

### Application for refund of passenger reservation system (PRS) TICKETS in other circumstances TICKET DEPOSIT RECEIPT (T.D.R)

1. Fare refund of fare under circumstances other than those specified in these rules or under circumstances like Bandh , or agitation or floods etc., the passenger could not reach the reservation counter or station or current counters for cancellation of tickets.
2. TDR shall be issued only **upto 3 days** after the scheduled departure of the train.
3. T.D.R. has **3 foils. (Depositor, DCM and Record)**
4. After preparing the TDR, the Depositor foil will be issued to the passenger.
5. The passenger **should apply within 10 days** from the day of commencement of journey to the Chief Commercial Manager (Refunds) of the Railway administration under whose jurisdiction the TDR issuing station comes, enclosing the original TDR.
6. Chief Commercial Manager (Refunds) of the Railway administration will issue pay order for the amount to be refunded.
7. The pay order can be encashed at the station mentioned in the pay order **within 3 months** from the date of issue.
8. To encash the pay order, passenger should prove his identity at the station by producing ration card, etc.

### E -CATERING

1. e- catering service has been started by IRCTC exclusively for passengers travelling in trains without pantry cars.

1. Passengers can book a meal through :
- a. www.irctc.co.in or
  - b. Calling 1323 or
  - c. SMS - MEAL to 139

#### **PROCEDURE:**

- SMS and email forwarded to the passenger 2 hrs before the scheduled delivery time at the station.
- E -catering service is from 06.00 hrs to 22.00 hrs only
- At present minimum order value is Rs.60 per unit per location

#### **Payment:**

- website : e- payment
- phone & SMS : COD

#### **REFUNDS:**

- Can cancel the confirmed meal

### Railways Act 1989—Some Provisions

SEC	Provision
Sec.137	<b>Fraudulently travelling or attempting to travel without proper pass/ticket fine Rs.1000 + imprisonment up to 6 months or both</b>
Sec.138	<b>Levy of excess charge &amp; fare for travelling without proper pass/ticket or beyond authorized distance.</b>
Sec.53	Prohibition of transfer of accommodation
Sec.141	Needlessly interfering with means of communication in a train Fine Rs1000 or imprisonment up to 1 year or both
Sec.142	Penalty for transfer of tickets. Imprisonment up to 3 months or fine up to Rs 500 or both
Sec 143	Penalty for unauthorized procuring and sale of rly ticket Imprisonment up to 3yrs or Rs 10000 or both
Sec.144	Prohibition of hawking & begging. Fine uptoRs 2000 or 1 year imprisonment or both
Sec.145	Drunkenness or nuisance Imprisonment 6 months or fine uptoRs 500
Sec.146	Obstructing Rly. Servant in his duties. Imprisonment upto 6 mnths or Rs 1000 or both
Sec.147	Trespass & refusal to desist from trespass. . Imprisonment upto 6 mnths or Rs 1000 or both
Sec. 156	Travelling on roof, step or engine of a train. Imprisonment upto 3 months or fine uptoRs 500 or both
Sec.157	Altering or defacing pass/ticket.

	Imprisonment upto 3 months or fine uptoRs 500 or both
Sec.162	Entry into carriage or place reserved for female Fine uptoRs 500
Sec 163	Mis declaration of goods Fine: Rs 500/Qtl
Sec.164	Unlawfully bringing dangerous goods on a railway.
Sec.165	Unlawfully bringing offensive goods on a railway.
Sec.167	Prohibition of smoking. Fine uptoRs 200
Sec.172	Penalty for Rly. Servant under to intoxication Fine uptoRs 500 or imprisonment 1 yrs or both
Sec 173	Abandoning train without authority Fine uptoRs 1000 or imprisonment upto 2 yrs or both

**The Railway Accidents and Untoward Incidents (Compensation) Rules, 2016”.**

• **Section 124** – Extent of liability – Train accident

- When an accident occurs in the course of working a railway, resulting in death or injury to passengers and or loss of luggage , compensation is payable.
- Passenger includes a Railway servant on duty also
- Ex- gratia (immediate relief to the victims):

<b>Train accident</b>	<b>Train accidents&amp; manned LC gates</b>	<b>Untoward incident</b>
Death	R.500000/	Rs.150000/
Grievous injury	Rs.250000/	Rs.50000/
Simple injury	Rs.50000/	Rs.5000/

1. Compensation in case of death is Rs.8 lakh

2. **Section 124 A**

3. When an untoward incident occurs in the course of working a railway resulting in death or injury to the passenger and or loss of luggage , compensation is payable

<b>Untoward incident includes</b>	<b>Untoward incident does not include</b>
Terrorist act Dacoity Theft Act of God Act of War Accidentally falling from the train	Suicide/attempted suicide Self-inflicted injury Own criminal act Any act committed by him in a state of intoxication Any natural disease



# **LUGGAGE**

## **DEFINITION**

Luggage means goods of a passenger either carried by him in his charge or entrusted to the railway administration for carriage.

## **Procedure for booking:**

1. Luggage should be booked only on the authority of a ticket or pass.
2. Luggage must be booked atleast 30 minutes before the sch.departure of the train.
3. Luggage may be booked upto 24 hours in advance of the date of journey.
4. It may be carried either by the passenger in his charge as ICP (In-charge of Passenger) or may be booked in-charge of guard for carriage in the BV.
5. Children aged 5 years & above and below 12 years are allowed half of the adult free allowance subject to a maximum of 50 Kgs. in all classes.
6. Any fraction of weight will be rounded off to the next higher multiple of 10 kg.
7. Minimum weight for charge - 10 kg.
8. Minimum distance for charge - 50 km.
9. Minimum freight charge - Rs.30/-
10. Prepayment of freight is compulsory.
11. 2% development charge is levied.
12. Luggage will be charged under Scale "L".

## **ARTICLES NOT TO BE ACCEPTED AS LUGGAGE:**

1. Offensive articles (wet skin etc.)
2. Dangerous goods (Explosives, Inflammable articles, Acids & other corrosives )
3. Oil, grease, ghee, paint etc.( if carried in packages which might by contact, breakage or leakage, damage other articles)
4. Dry grass / leaves & waste paper
5. Dead poultry and game
6. Aerosol Deodarant spray cans/ Aerosol can type material
7. 'Portion ' for aluminothermit welding will not be permitted in the compartment or in the BV.

NOTE: Merchandise items are not permitted for booking as personal luggage

## **EXCEPTIONS TO THE ABOVE LIST:**

1. Skins of wild animals securely packed in airtight boxes at Owner's Risk
2. Safety based cinema films
3. Oxygen cylinders for patients with a medical certificate may be allowed as ICP in all classes and free allowance is granted
4. Safety cartridges as ICP
5. Ghee up to 20 kg. Per passenger as ICP
6. Not more than two pots of fish sperm may be carried with passenger without free allowance.

**LIMITATIONS:**

1. One Musical Instrument, One Portable Television set( 100x60x25 cm) and one Baby Tricycle, per passenger is allowed as ICP and free allowance can be given.
2. Laptop computers may be carried as ICP within LFA but Tabletop computers in charge of the passenger without LFA and the UPS & Keyboard be kept in a suitcase.
3. Invalid chairs of Orthopaedically handicapped persons can be carried ‘Free’ as
4. ICP (if collapsible) or in BV, on production of a certificate from a Govt. doctor.

**LUGGAGE FREE ALLOWANCE:**

Passengers are permitted to carry a certain quantity of luggage free of charge according to the class of travel. This is called "Free Allowance”

The free allowance of luggage permitted on each class of ticket per adult is as follows:

GENERAL PUBLIC	FREE ALLOWANCE (in Kg.)	marginal allowance kg	Max ICP
1A	70	15	150
2A	50	10	100
FC	50		100
3A	40		40
CC	40		40
SL	40		80
2S	35		70
SEASON TICKET			As per class of travel
I Class	15	5	
II Class	10	5	
Market Vendor O/J R/J	60  25(empty)		
MILITARY WARRANTS (Any Class)	40		
PASS HOLDERS			
Metal Pass	140		
I -A Pass	140		
I Class Pass	70		
II-A Pass	50		
II Class Pass	50		

For child tickets, half the quantity is allowed.

For combined class tickets, the free allowance will be as for the higher class.

6. Maximum dimensions of a package allowed as ICP is 100 x 60 x 25 cm.
7. All articles taken as ICP are carried at the **entire risk of the owners**.
8. No Luggage Free Allowance will be given for luggage carried in BV.
9. There is no restriction on booking of personal luggage or merchandise luggage by any train. However, luggage in owner charge in the passenger compartment beyond the prescribed free allowance shall be charged at 1.5 times of the luggage rate.

**If the luggage is carried is in excess of max. ICP the weight in excess will be booked in the BV**

**LUGGAGE IN EMU TRAINS:**

Max. limit in the passenger compartment is the free allowance granted on tickets. There is no restriction if luggage is carried in vendor's compartment. In other trains excess luggage on season tickets must be booked in the BV and on other tickets, it may be carried with passenger as permissible.

**ARTICLES NOT WEIGHED:**

II/ SL class Passengers	Other class passengers
Walking stick Umbrella Food items for the journey	Walking stick, Umbrella, Food items including small icebox & a vanity bag for ladies and an <i>attaché</i> case for men.

**CONDITIONS FOR CARRIAGE IN BV:**

1. No Luggage Free Allowance for articles taken in the BV.
2. Maximum dimensions permitted are 200cm x150cm x 125cm. (for BG & MG)
3. All conditions for acceptance regarding Packing, Marking, and Labelling will apply as for the Parcel traffic.

Charging of unbooked or partially booked luggage

**a. Exceeding free allowance but not exceeding free allowance + marginal allowance**

Free allowance is granted and the excess weight is charged at 1.5 times scale "L" rate subject to a minimum of Rs. 30/- for the entire distance.

**b. Exceeding free allowance + marginal allowance**

Free allowance is granted and the excess weight is charged at 6 times scale "L" rate subject to a minimum of Rs. 50/- for the entire distance.

**c. Passenger notifies his intention of extending journey before boarding the train holding luggage that is booked**

Difference between the charges paid from and to stations for which ticket is held and from starting station to new destination (at 1.5 times scale 'L' rate).

**d. Passenger detected with un booked luggage at destination and is unable to pay the charges**  
The luggage should be transferred to the cloakroom.

Cloak room receipt showing the charges due will be handed over to the passenger. Passenger will be advised to take delivery of the luggage after payment of all charges due including cloakroom charges.

- e.** Passenger holding more than one ticket  
Free allowance is allowed only on one ticket and the excess weight is charged as per rules mentioned above.
  
- f.** Military personnel detected enroute or at destination station with un-booked or partially booked luggage  
Luggage exceeding free allowance + marginal allowance is charged at scale 'L' for the entire weight without granting any free allowance, subject to a minimum of Rs.50/-.  
Excess weight beyond free allowance but within marginal allowance will be charged at 1.5 times scale 'L' subject to a minimum of Rs.30/-.

## BOOKING OF ANIMALS

### STANDARD CHARGEABLE WEIGHTS:

ARTICLE	WEIGHT (Kg)
Children's Bi-cycle	20
Baby tri-cycle	20
Perambulator (collapsible)	20
Adult Bi-cycle	40
Children's push chair	40
Perambulator	75
Adult Tri-cycle	100

<b>MOTOR CYCLE</b>	Up to 60 cc	100
	61 cc to 349 cc	200
	350 cc or more	250
Auto Rickshaw		600
Human ash		20
Human skeleton		200
Corpse		200
As ICP		60
<b>DOG</b>		
	In BV	30
<b>SMALL ANIMALS AND BIRDS</b>	In Basket	20
	In Loose	40
Large Birds		30
Live Poultry in Basket (Per basket)		40
Calves, Pigs, Sheep & Goats (Per Animal)		40

### **BOOKING OF DOG:**

1. Dogs are charged as follows:

As ICP	60 Kg
In Brake Van	30 Kg
Seeing eye dog as ICP	30 Kg

2. Dog should be provided with collar and chain (**not a mouth cover!**)
3. Loading, Unloading and feeding should be done by owner only.
4. Dog as ICP on the condition that,
  - In 1A and FC - Classes only &

- 2 Berth Coupe or 4 Berth Cabin has been allotted to the Passenger
5. Minimum charge of Rs. 30/- per dog shall be levied.
  - 6..Dog can be taken as ICP in Special coaches exclusively reserved for a party.
  - 7.Dog to be despatched by the same train in which the owner is travelling.
  8. Cat can be carried in 1<sup>st</sup> AC on the same terms and condition and charges for booking of Dog.

### **BOOKING OF CALVES, PIGS, SHEEPS AND GOATS**

1. Small calves under 0.76 meters in height at the shoulder level, pigs, sheep and goats can be booked in the brake van (dog box).
2. They are charged for 40 kg. per head subject to a min. of Rs.30/- per animal.
3. An attendant must travel by the same train by paying normal fare. He is responsible for feeding and watering the animals during the journey.
4. Pigs are accepted only when packed **in crates**.
5. **When detected unbooked:**  
Upto the point of detection → 6 times scale 'L' ( minimum of Rs.50/-)  
Normal charges from point of detection to destination.( animal to be removed to BV)
6. Maximum number of animals allowed in BV:

ANIMAL	BG	MG
Calves (< 0.76 Meters)	5	5
Pigs, Sheep, Goats	15	10

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

1. **Puppies, cats, kitten, mongooses, ferrets, rabbits, monkeys, guinea pigs and other small animals and birds (other than poultry) can be booked and carried in BV and ICP.**
2. **Weight charged: 'In cage' → 20 kg & 'In loose' → 40 kg**
3. For carrying as ICP, SM's permission should be obtained and with the consent of co-passengers only.
4. For carrying **Kittens and Puppies** consent of the fellow passengers shall not be required.
5. Birds other than chicken will not be booked unless a certificate is submitted.  
Issued by Chief Wildlife Warden or an officer authorised by the State Govt.  
*'That the bird offered for booking is not wild' or 'If wild, transport of such bird is permitted'.*
6. Due provision for supply of food & water for the animals to be made by owner.
7. **Unbooked:** 6 times up to POD + double the rate from POD

## **BOOKING OF LIVE POULTRY**

1. It is booked in BV only.
2. The birds should be packed in cases/baskets/hampers with proper ventilation.
3. They are charged on actual/measurement weight subject to a minimum of 40 kg. per basket.
4. Conditions for Baskets / Hampers:

The bottom should be solid and strong

Size → Diameter -- 1 meter, Height -- 30 cm.

- Maximum number of birds allowed in one container

BIRD	NUMBER
Fowls - Large	30
Medium	40
Small	60
Large Ducks	18
Small Ducks	27
Chicken	60

For the distance in BV charges should be collected

→ For actual/measurement weight, If in cages

→ For 30 kg. per bird, If loose

5. **Unbooked:** 6 times up to POD + normal rate from POD

## **BOOKING OF LARGE BIRDS**

1. Large birds such as Peacocks, Storks, etc. charged for 30 kg. per bird.
2. Minimum charge per bird → Rs. 30/-
3. They are booked in BV only.
4. Owner should make arrangement for supply of food and water.
5. They are accepted only on production of a certificate issued by 'wildlife authorities'

## **BOOKING OF DAY OLD CHICKS**

1. Day old chicks are booked in Brake van only.
2. The container should have adequate 'ventilation holes' on the sides & on top.
3. They should be packed in containers of corrugated fiberboard of the following dimensions:  
Length → 60 cm; Width → 40 to 45 cm; Height → 12 to 20 cm.
4. Maximum number of birds allowed in one container → 104
5. It should be booked only by convenient direct trains without involving transshipment.
6. The transit time should be less than 30 hours.
7. Weight charged → Actual weight or Volumetric weight, whichever is more.
8. Chargeable scale : R,P or S

## **PUBLIC COMPLAINTS**

- Customer grievances are the feedback on the quality of service .
- They are the mirrors through which self -analysis can be done to improve the quality in service rendered.
- Complaints arise when there is deficiency in service

### Redressal Machinery:

- Public Grievances Redressal Machinery is functioning under the Director, Public Grievances who is also the AGM(director) assisted by Joint Director at the Zonal Hqrs.
- At the Divisional level this machinery is functioning under the control of ADRM(chairman)
- Complaints books are available at all Railway Stations - Booking Offices, major Goods Sheds , Parcel Offices , Enquiry , Reservation Offices.
- Pantry Cars, Guards of all Non- Suburban passenger carrying trains and the train captain carry complaint books
- Passenger having grievances or suggestions can record their complaints/suggestions in these Complaint Books.

### **Complaint Book:**

- Available in sets of 3 foils-original, duplicate, triplicate & written in carbon process
- Original-record, duplicate- sent to Division, triplicate- complainant
- Reply from the Division is recorded in the Original copy

### Other channels for lodging complaints :

- Rail MADAD
- Twitter: @railminindia
- Helplines : 182,139

### **Responsibilities of commercial/Ticket checking staff during accidents:**

- The staff from commercial department are required to bestow special attention to the following aspects of relief operation
- Render first aid to the injured passengers and shift them to the nearest hospital.
- Engage ambulances / private vehicles to shift the passengers to hospitals.
- Expenditure incurred can be withdrawn from station earnings
- Prepare a list of names and addresses with ticket numbers of casualties and convey the information to the kith and kin, control office.
- Injured passenger list should be displayed for the information of the public at accident spot, train starting station, destination station, enroute important junction stations, control office, headquarters / divisional office etc.
- Arrange for adequate refreshments, drinking water to the stranded passengers free of cost.
- Plan to arrange meals for those passengers travelling in trains which are indirectly held up / stranded.
- Assistance of voluntary organizations should be welcomed from NCC, NSS, Scouts & Guides or any other recognized social organizations.
- Make arrangements for alternative transport for stranded passengers by road or by rail by diversion or by arranging special trains.
- Arrange porters / labourers free of cost to shift the luggage of passengers and help them in their outward journey.



- Make necessary arrangements for refund (i) full refund for the booked journey should be arranged if any alternate transport is not arranged, (ii) Fare for the untravelled portion to be refunded if passengers refuse to avail such alternate transport arranged.
- Maintain correct account of cash received and payments made.

### **Duties of TS/TTE at Accident site:**

- i) Ascertain if any Doctor is travelling by seeing the reservation chart and making verbal enquiries and arrange for First aid to the passengers.
- ii) Prepare list of dead and injured. If Doctor is available, the list should be classified as under:  
DEAD  
GRIEVOUS INJURY  
SIMPLE INJURY
  - iii) Details of the dead and injured should be obtained from the reservation chart, tickets held,(to and from) or co-passengers. Assistance of the Police travelling in the train to be obtained also for identification.
  - iv) The following details should be collected: a) Tickets of the Passengers travelling (to and from) b) Ticket Numbers - Class c) Coach Number and its position from the engine d) Address of the passengers e) Nature of injury (Simple, Grievous)
  - f) Custody of luggage and other belonging - In case of injury, this should be kept by the TTE and in case of death it should be handed over to the GRP with full details and acknowledgement obtained.
  - v) He should record evidence of passengers with full particulars -If some passengers are willing to give evidence later on, their names and addresses should also be recorded

## TICKET CHECKING

### **OBJECTIVES OF TICKET CHECKING**

- To ensure every passenger is having ticket or pass
- To examine that the tickets are issued as per rules
- To see the tickets are properly accounted for.

### **FUNCTIONS OF TICKET CHECKING ORGANISATION**

- To ensure all passengers are with proper travel authority.
- To check that berths or seats are allotted as per rules
- To pay due attention to comforts and safety of passengers
- The main function of ticket checking organization is to deal with ticket less passengers and irregular passengers and take proper action against them as per Railways Act.
- This organization has 3 fold check:
  - a. tickets are checked at the gate.
  - b. the same passengers are checked by the TTE in the train
  - c. when the passengers leave the station at the destination, tickets are checked, collected.

## **EXCESS CHARGE (sec. 138)**

Excess charge is the amount equal to the amount of fare or Rs.250/ whichever is more.

Excess charge is collected from

- The last ticket checking point or
- The train starting station whichever is near or
- The journey starting station if known

## **ROUGH JOURNAL BOOK**

- Daily movements & details of duties performed are recorded in RJ
- Details recorded are:
  - Date of working
  - Declaration of private cash
  - Train number, journey from and to station with timings (log in & log off)
  - details of coaches checked (coach indication number & printed number of coaches)
  - BPTs checked with number, from to station
  - Illegibly dated tickets
  - undated ticket
- Details of money value books in possession (EFT, coupon books)
- Commencing number and closing number of money value books
- Details of without ticket, irregular ticket, excess fare realized, station at which cash has been remitted and MR no with date

## **GIMLET Message**

- Suppose a passenger leaves his journey ticket at the station by mistake.
- If it is found by the SM of the station, then he has to give message to the nearest convenient station of the train concerned giving full details of the ticket. (PNR no., coach number, Berth /seat, class, from and to station, and the name of the passenger)
- The SM of the message sending station should ensure that message has reached the station.
- The SM of the message receiving station should write free EFT and hand over it to the passenger on the authority of the message.
- The SM of the message sending station should cancel the original ticket and submit to Traffic Accounts Office.
- A copy should be sent to Sr Divisional Commercial Manager..

## **Various Types of Checks**

Railway conducts various types of checks to combat ticket less travel as follows:

- Spot check
- Surprise check
- Ladder check
- Cross Country check
- Platform check
- Group check
- Massive check
- Ambush check
- Magisterial check
- Replacement check
- Fortress/Intensive check

### **Spot Check**

- It is conducted at a station nominated by DCM.
- It is conducted by Divisional Squad TE's for 8 hours or more.
- All trains passing through the station are checked completely.

### **Surprise Check**

- It is conducted at wayside stations.
- All non-stopping trains are stopped out of course.

- Complete train is checked by Division TTEs.
- Guard's Certificate book and all EFT books are checked in advance.
- Railway Magistrate and RPF will accompany.

#### **Ladder Check**

- It is conducted by Divisional TEs.
- TEs travel by a train, check all the passengers & alight at the next Stop.
- From that station, again travel by another train, check and alight at the subsequent stop.
- They continue the checking in this manner till they reach the last ticket checking point in their division.

#### **Cross Country Check**

- It is conducted under the supervision of CTTI
- Group of TEs travel by road with RPF staff to various stations in a section.
- They conduct check at stations without prior information.
- All ICV books and certificates also checked.

#### **Platform Check**

- This check is similar to spot check.
- It is conducted at a particular station for a particular period.
- Sufficient number of Ticket Checking staff will be arranged at the entrance, offside and other places.
- The check is conducted on festival days & shandy days by divisional squads.

#### **Group Check**

- Divisional squad TEs conducts this check.
- They travel in groups and check selected trains.
- Checks are conducted at vulnerable points.

#### **Massive Check**

- Headquarters arrange this check.
- 100% ticket checking is done for atleast 3 days.
- Ticket Checking staffs are drawn from various divisions.
- A junction station will be fixed as Base station.
- From the base station, check is conducted in all directions by all trains.
- Ticket checking staff may travel by road to reach wayside stations to conduct checks.
- This check is conducted under the direct supervision of ACM.

#### **Ambush Check**

- This check is conducted by Divisional TEs are accompanied by RPF.
- Trains are stopped in midsections by using detonators.
- The whole train is surrounded and a thorough check will be conducted.
- All the passengers in the train are checked.

#### **Magisterial Check**

- Persons who are found travelling without or with irregular ticket and unable to pay the penalty should be produced before the Railway Magistrate within 24 hours for prosecution.
- To avoid delay, Magistrate with RPF is stationed at a station.
- All defaulters are produced before the Magistrate immediately and prosecuted without delay.

#### **Replacement Check**

- TEs and TTEs are replaced with staff from other stations/divisions.

- They conduct check for a specified period.
- Their performance is watched and compared with that of the regular staff working in the section.
- Remedial action if any, required is taken.
- Targets for earnings are revised based on the results of these checks.

#### **Fortress / Intensive Check**

- This check is arranged by PCCM at a specified station.
- TEs are posted at all exits and vulnerable points.
- All trains and passengers are checked completely.

Such check is conducted round the clock for atleast 2 to 3 days

#### **HANDING OVER MEMO**

- When a passenger is detected travelling without ticket, he must pay the charges due to the TTE immediately.
- If the passenger is unable to pay the charge, the TTE will hand over the passenger to the station staff for recovery of charges.
- TTE will prepare a memo called 'HOM' in 3 foils. (Station/Accounts/Record)
- The address of the passenger, station from and to and the charges due must be recorded in the HOM.
- The staff receiving the HOM must take over the passenger from the TTE.
- If the passenger pays the amount due, an EFT will be issued.
- If not, the passenger is handed over to RPF/GRP for further prosecution(produced before a magistrate within 24 hrs)
- Result is advised to DRM

दिनांक/Dated.....

दक्षिण रेलवे/SOUTHERN RAILWAY  
बाणिज्य विभाग/COMMERCIAL DEPARTMENT  
चल टिकट निरीक्षक/परीक्षक का हस्तांतरण मेमो  
Travelling Ticket Inspector's/Examiner's Handing over Memo

मंडल/Division.....

स्टेशन मास्टर/The Station Master,

कृपया श्री (नाम) से

रुपये किराये एवं उच्चतर अतिरिक्त प्रभार के रूप में वसूल करें जिन्हें

से तक

गाड़ी नं. में श्रेणी के टिकट/पास सं.

को रखकर यात्रा करते समय पता लगाया गया है। यदि आवश्यक है तो उसके

विरुद्ध भारतीय रेल अधिनियम/भारतीय दण्ड संहिता के अधीन कार्रवाई ली जाए।

Please recover fare Rs.....and higher excess

charge Rs.....from (name).....

who was detected travelling by Train No.....holding

Ticket/Pass No.....Class.....from.....

to.....and if necessary take action under

Indian Railway Act/Indian Penal Code.

अतिरिक्त प्रभार का कारण

कहाँ से कहाँ तक

मामूली भाड़ा रु. सामान वजन कि. ग्रा.

अतिरिक्त प्रभार रु. माल भाड़ा रु.

Reason for the excess charge.....

from.....to.....

Ordinary Fare Rs.....Luggage Weight Qtl.....Kg.....

Excess Charge Rs..... Freight Rs.....

रु. /Total Rs.....

चल टिकट निरीक्षक/परीक्षक  
Travelling Ticket Inspector/Examiner

ने टिकट निरीक्षक/परीक्षक से उपर्युक्त मेमो प्राप्त हुआ।

Received the above memo from T T I./Examiner

दिनांक/Date.....19

स्टेशन मास्टर/Station Master

ब्लॉक/Block Roll

## Hand Held Terminal (HHT)

1. A tablet supplied to the ticket checking staff with connectivity to the PRS server is known as a HHT
- Procedure for using HHTs:
2. Primary chart is finalized atleast 4 hours before schdep and secondary chart atleast 30 -05 minutes before the schdep
3. TTE should report for duty at the TTE'S Lobby
4. Sign on in TTE's Lobby Application and in manual register
5. TTE's name displays in HHT as per the duty roster
6. Declare private cash in the lobby application and in EFT and the same reflects in HHT
7. Captain assigns coach numbers to the TTEs in the TTE's Lobby Application(TLA)
8. After the second charting, TTE should download charts of their assigned coaches onto his/her HHT through Wifi/ SIM connectivity
9. Any cancellation after downloading, is updated in HHT on an hourly basis and shown in red
10. After physical verification of the passengers with PNR and ID, the turning up/non-turning up is marked by TTE in the HHT

11. Any vacant accommodation after the second chart is transferred to the next remote location and the TTE can allot such vacant accommodation only up to the next RL
12. Accommodation on account of non-turning up of passengers is reallocated either upto the destination of the NT passenger or upto the next RL whichever is later
13. Allotment is done first to the RAC and then to the partially WL passengers
14. Then the details of RAC/partial WL passengers still unadjusted sent to the captain through HHT
15. Based on the final vacancy position, Captain allots vacant berths to the left over RAC/partially WL passengers through HHT
16. Subsequently, any vacancy is allotted to WT and travel authority holders(pass, warrant) by TTE
17. Finally consolidated class-wise and coach-wise vacancy position is communicated to the next RL through HHT by the TTE to update the next RLWL
18. Provisions of the HHT:
  - a. Shifting of berths from one berth to another in the same/other coach
  - b. In case of late boarding, change/modification is done in HHT
  - c. Entry of passengers alighting short of booked destination
  - d. NT passengers updated in CCRS; EDR is not prepared
19. TTE can also communicate to the Conductor:
  - No water/electricity in the coach/bedrolls
  - Deficient coach fittings
  - Toilet/coach cleaning required
  - Patient passenger requiring health care etc

### **Communication/device failure**

20. Charts of all coaches are visible in all HHTs of TS/captain/TTEs
21. Data once synced, is updated on all devices
22. In case of failure, the Captain may reassign the coaches to other TTEs
23. If the captain's HHT fails, HHT of any one of the TTEs may be taken over.
24. A help desk is available 24 X 7 to attend any failure remotely or through lobby
25. TTE should sign off in the Lobby Application

### Handling of HHT:

26. It is supplied as a personal equipment
27. HHT is deposited with Lobby Incharge if away from duty for a longer period
28. If HHT is lost-
  - a. Immediately reported to CTI/Incharge
  - b. FIR filed at the nearest Police station
  - c. CTI/Incharge shall make the HHT inoperative by coordinating with CRIS
  - d. Notified by Division through a Railway Gazette
  - e. Cost to be submitted by the staff for loss of HHT:

lost during the first year	80% of cost
lost during the second year	60% of cost
lost during the third year	40% of cost
lost during the fourth year	30% of cost
lost after the fourth year	20% of cost

- f. Besides, a committee of ACM and AAO will examine material on record along with SR of the employee during the last 3 years
- g. Report is submitted to DRM within 1 month
- h. If the negligence is established, major penalty is imposed.

## **TTE LOBBY APPLICATION**

1. Every interchange station has a cell for TTEs, called TTE Lobby, where TTEs of originating / terminating / passing trains sign on / sign off.
2. The lobby is supervised by Lobby in charge. Various activities like drawing out TTE Links, accountal of their duty hours, preparation of TA / Night duty allowance bills, TTE Earnings accountal, Daily earnings (Penalty earnings, unbooked luggage etc.,) accountal, EFT accountal, allocation of coaches by the lobby incharge etc, are carried out in TTE Lobbies.
3. The activities done by lobby incharge has been computerized and it is called as TTE Lobby application.
4. The following activities are done by the lobby incharge using the TTE Lobby application,
  - a) EDR (Exceptional Data Report) Entry – PNR Wise/Coach wise / Status
  - b) Assigning coaches to each individual TTE.
  - c) Modification of coach assignment.
  - d) Admin menu for User maintenance, Team Management, Roaster creation and roaster modification.
  - e) Through Master Menu – TTE Interchange point can be assigned, Issue of EFT to the TTE etc,.
  - f) User can view the roaster using view roaster menu under Master menu.
  - g) Sign on / sign off menu – user to enter the sign on and sign off details.
5. TTE lobby application aims at error free working and is the prelude for the working by TTEs through HHT.

### **Medical Aid in running trains:**

In case of any medical aid is required on account of any sudden injury or illness, the guard ,conductor or coach attendant should be contacted and he may try to arrange Doctor to attend and supply medicines at the prescribed charges so as the train is not detained for the purpose causing inconvenience to other passengers or it may be necessary for the patient to discontinue his journey by that train to receive proper medical aid.

### **Duties of The Train Captain.**

- Long distance Mail / Express trains have a large group / team of railway personnel and outsourced staff on board for offering various services to the passengers and to provide maintenance on run. In order to have a single person/leader responsible for coordinating the entire team and facilitating all services during the complete journey of the train, the concept of “Train Captain” is introduced by Railways.
- In Trains like Rajdhani/Shatabdi/Duronto and other trains where Train Superintendent (TS) is on end to end basis, TS shall be nominated as “Train Captain” and made responsible for all the facilities in the train.
- He shall be provided with a badge of Train Captain to be worn on the uniform. All on board railway personnel and supervisors of all outsourced agencies shall report to the Train Captain for effective control and supervision and to ensure improvement in on-board services offered by the Railways.
- All on-board staff to ensure strict compliance of directions of the Train Captain to address the issues concerning complaint free travel of passengers.
- In other trains, where TS is not present, Zonal Railway shall nominate the senior most ticket checking staff as Train Captain, who will wear the badge of Train Captain and shall be responsible for all facilities in the train.

- The batch shall be handed over to the senior most ticket checking staff of the next leg of journey who will then act as Train Captain till the next leg and so on.
- Train Captain shall be provided with the mobile number of the on-board staff so that train captain is able to contact them when their services are required.
- Name, contact number and the seat/berth number of the Train Captain is made available to the passengers through SMS before departure of the train.
- During the journey, on board announcement at convenient timings must be ensured to provide the name and contact number of the Train Captain to the travelling passengers.
- Whenever any issue arises with respect to services provided to the passengers, Train captain should ensure that the same is got rectified through concerned on board staff at the earliest or co-ordinate through control to make good the service at the next possible instance

### **Females travelling alone:**

A lady travelling alone or with children below 12 years of age at night in the first class compartment reserved for ladies may take with her in the same compartment in which she is travelling one female attendant holding second class ticket in the same compartment for the portion of journey which is performed between the hours of 20:00hrs to 06:00hrs. The attendant must leave the compartment when a lady occupies in the same compartment.

### **UNAUTHORIZED ALARM CHAIN PULLING**

- Inter communication chain between the passenger and the loco pilot provided under Sec 59.
- Unauthorized alarm chain pulling is prohibited.
- If any person pulls the chain without as adequate reason , he shall be punishable under Sec 141 of RA 1989.
- Fine upto Rs 1000 or imprisonment upto one year or both will be imposed.
- The Loco pilot of the train gives indication by whistling
- All the railway staff coach attendant, TTE ,Guard ,ALP ,RPF /GRP should get down to locate the coach.
- The first one to locate the coach should put the disc right to avoid detention of train.
- Take efforts to find out the person who pulled the chain.
- TTEs should report the incidence of alarm chain pulling with full details like reason, person who pulled ,duration of detention to commercial controller.
- On returning to HQ ,submit a special report to Sr DCM/DCM of his division.

### **Lodging of FIR in case of theft in running trains**

The form for lodging report with police in case of theft of luggage and other belonging ,robbery,dacoity ,in the running trains ,are available with the train conductors,coach attendants ,guards and GRP escorts and TTEs .the passenger may fill up the form properly and hand it over to one of the official mentioned above, for registration of the report at next police station. The passenger need not break their journey for this purpose. These forms are also available at RPF post . GRP will deal with the case.



## PROFORMA FOR LODGING FIR

1. Name of Complainant

a) Permanent address in full

b) Nearest railway station to the permanent residence.

c) Telephone No.

2. Date of Occurrence\_\_\_\_\_ 3. Time of Occurrence\_\_\_\_\_

4. Place of Occurrence

Place where the complainant detected the occurrence

a) Train No. and name

b) Bogie No.

c) Class in which travelling

(AC I class/AC 2 Tier sleeper/Sleeper Class/I I Class/AC 3-Tier sleeper/ General/ II class (Ladies)

5. Ticket No.

6. Names of Stations in between which occurrence took place\_\_\_\_\_

7. Particulars of Property Looted or Stolen and Estimated cost thereof, a) Full description of identifiable property, if any.

8. Brief particulars of the incident (Theft/Robbery /Dacoity)

9. Name of person or persons suspected with descriptive role and name and address, if known

a) The station where the suspect entrained

b) The station where the suspect detrained

c) The station where such suspect wanted to go.

10. Did the suspect show sympathy towards you by providing seat or place to sleep or advise to put the Box/attaches at a certain place.

Report No.

Received On

At

Hrs

Signature with name and designation

of the official who received the Report.

Date

### IRREGULAR TRAVEL

Travelling without 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	<i>Passenger detected travelling without a ticket / pass</i>	Fare + EC up to the point of detection and single fare onwards
2	<i>Passenger travelling without ticket but informs before being detected</i>	Fare + EC up to the point of detection and single fare onwards
3	<i>A child detected travelling without ticket</i>	Half Fare + EC up to the point of detection and Half fare onwards
4	<i>A child detected travelling without ticket with parent</i>	Half Fare + EC up to the point of detection and Half fare onwards as per the ticket of the parent
5	<i>Adult travelling on child ticket</i>	Difference of Fare + EC up to the point of detection and difference of fare onwards.
6	<i>Passenger found travelling without ticket in dining car</i>	First class Fare + EC up to the point of detection and removed from the dining car
7	<i>Passenger found travelling without ticket in workmen's train</i>	First class Fare + EC up to the point of detection
8	<i>Passenger found travelling without a proper authority in guards brake van /RMS compartment saloon / engine.</i>	First class Fare + EC up to the point of detection and removed from the Brake Van /RMS compartment /Saloon /Engine
9	<i>Passenger found on railway platform without platform ticket / journey ticket</i>	He should be removed from the railway premises and if refuses, to be handed over to RPF.
10	<i>Passenger found travelling by M/E holding ordinary ticket</i> a. <i>If informs before starting journey</i> b. <i>If detected</i>	a. Difference of fare only b. Difference of fare + EC upto point of detection and difference of fare onwards
11	<i>Passenger found traveling in a higher class holding lower class ticket</i>	Difference of fare between two classes upto the point of detection + EC and difference of fare onwards (if accommodation is available)
12	<i>Passenger found traveling by other than the booked route</i>	Difference of fare of the routes <i>without EC</i>
13	<i>Passenger found traveling beyond the booked destination</i>	Fare + EC beyond the booked destination upto the point of detection and single fare onwards
14	<i>.Passenger found in a superfast train without a superfast surcharge ticket</i> a. <i>If boarded from the ticket issuing station</i> b. <i>If boarded enroute</i>	a. Superfast surcharge + EC b. Only superfast surcharge
15	<i>Passenger found traveling without ticket in a restricted train</i>	Fare up to the restricted point or up to the point for which the booking is open + EC
16	<i>Passenger holding short distance ticket found in a distance restricted train</i>	Fare up to the restricted point or up to the point for which the booking is open minus fare paid.
17	<i>Passenger found traveling in a higher class in a distance restricted train holding a lower class ticket</i>	Fare up to the restricted point or up to the point for which the booking is open minus fare paid + EC

## II. Concession Ticket Holders

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

## III. Railway Employees

1	<i>Travelling without ticket or pass</i>	Fare + EC up to point of detection and single fare onwards ( Special report to controlling officer to be sent)
2	<i>Travelling in higher class</i>	Difference of fare + EC up to point of detection and difference of fare onwards ( Special report to controlling officer to be sent)
3	<i>Travelling by other than the booked route</i>	Fare + EC for that portion of journey not covered in the pass
4	<i>Travelling beyond the booked destination</i>	Fare + EC for that portion of journey not covered in the pass

## IV. Season Tickets

1	<i>Travelling in higher class</i>	Difference of fare + EC up to point of detection
2	<i>Travelling in other than the booked route</i>	Fare + EC up to point of detection and single fare onwards
3	<i>Travelling beyond the destination</i>	Fare + EC beyond the booked destination up to the point of detection and single fare onwards
4	<i>Travelling by restricted / superfast express train</i>	Fare + EC beyond the booked destination up to the point of detection and single fare onwards
5	<i>Travelling in reserved coaches</i>	Fare + EC up to point of detection and detained
6	<i>Travelling without proper identity card</i>	Fare + EC up to point of detection and single fare onwards
7	<i>Travelling on unsigned season ticket</i>	Fare + EC up to point of detection and detained
8	<i>Travelling on date expired season ticket</i>	Fare + EC up to point of detection and single fare onwards for that journey only
9	<i>Travelling on consecutive season tickets</i>	Fare + EC up to point of detection and single fare onwards ( One season ticket is forfeited)

## Customer Delight

Customers are people who need your assistance. They are not an interruption to your job, they are the reason you have a job.

### GOOD and BAD service:

Good customer service is taking that extra step to help without being asked! It's all about attitude and skills

### Attitudes that assist in providing good service:

- Enjoying helping people
- Handling people well
- Caring for your customers
- Giving fair and equal treatment to all
- To understand people with special needs

### Skills for Customer Service:

- Know about your organization
- Learn the technical parts of the job
- Communicate well
- Be consistent
- Be organized
- Know your place in the team and be a team player

### What Customers Want:

Greeting Customers!!	Establishing Rapport!
<ul style="list-style-type: none"> <li>• Be attentive, acknowledge as soon as they appear, even if you're busy</li> <li>• SMILE!</li> <li>• Establish eye contact</li> <li>• Tell them your name</li> <li>• Ask how you can help</li> <li>• Give the customer your full attention</li> <li>• Be polite and courteous.....</li> </ul>	<ul style="list-style-type: none"> <li>• Make the customer feel comfortable</li> <li>• Make the customer feel important and valued</li> <li>• Use empathy</li> </ul>

### The Communication equation:

What you <u>hear</u> -40%	What you <u>see or feel</u> -50%	words -10%
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### How to Listen to Customers:

- Attend to immediate needs (if you need to finish something before giving your full attention)
- Being available
- Eye contact

- Attentive posture
- Concentration

### Using Your Voice:

Do you

- become loud when angry or upset
- speak faster when nervous
- speak slowly when tired or bored
- have a cheerful voice
- my tone of voice is warm and understanding
- find it easy to talk to people you don't know
- control your tone in most situations
- sound bossy, weak or unsure
- have a clear and easy-to-hear voice
- speak in a very formal or very trendy manner?

Think!!

### Body Language for a Positive Result:

- Smile
- Introduce yourself (if appropriate) or wear a name badge
- Shake hands if appropriate

### Guaranteeing Return Business:

- Leave a positive impression, smile
- Check customers have everything they need
- If you've said you'll follow-up, do so
- Tell them something that may be useful to them later (eg new service starting soon)
- Invite them back
- Say goodbye

### Presentation and Manner:

- Uniforms, badges, etc
- Personal hygiene
- Clothing – appropriate to the situation
- Hair – cleanliness and style
- Accessories – jewellery, earrings, watches, tattoos,
- Expression – facial expressions
- Tone of voice
- Body language
- Surroundings

### What to Avoid:

- Saying 'I don't know' without offering an option
- Leaving people on hold for a long time
- Ignoring people if you're busy
- Treating people unequally

### Dealing with Difficult Customer:

- Label the behaviour, not the customer
- Listen
- Don't get defensive
- Don't take it personally
- Find out what the customer wants
- Discuss alternatives
- Take responsibility for what you CAN do

- **Agree on action**

**The Angry Customer:**

- **Listen carefully without interrupting, so you understand the problem**
- **Empathize in a broad way**
- **Stay calm and remain polite**
- **Don't escalate the problem**
- **Don't take it personally, be defensive or blame others**
- **Propose an action plan and follow it**
- **Seek support if you are scared, if you can't agree on a solution or if the customer asks to see "whoever's in charge"**

**The 'know it all' Customer:**

- **Acknowledge what they say**
- **Compliment them on their research**
- **Be generous with praise**
- **Don't put them in their place no matter how tempting**
- **Don't try to be smart – you can't win!**
- **Ask them questions and use them to improve your knowledge**

**You can create delight with your attitude, your behaviours and your actions.**

**It's all up to you!!**

