



Advance Reservation



To help you plan your journey well in advance, Indian Railways offer you the facility of Advance Reservation. About 97% of the advance reservation centres are computerised, making it possible for you to book your ticket from anywhere to anywhere. Given below are the answers to your questions on advance reservation, changes in travel plans, booking of special trains/carriages, etc.



Can I book a ticket from Nagpur to Bangalore at Howrah?

Yes, you can. In fact, you can book your ticket for any train on the Indian Railways network, from any originating station to any destination* at any of the **3438 Computerised Reservation Centres**, across the country. With the network of New Delhi, Mumbai, Kolkata, Secunderabad and Chennai Passenger Reservation Systems, you can now book your onward and return journey tickets from any Computerised Reservation Centre nearest to you - not just from major railway stations. This networking makes reservation of tickets faster and simpler.

Reserved tickets can also be obtained by accessing the website www.irctc.co.in. Payments can be made directly through the website. Please follow the instructions posted on the website and Advance reservation through internet on **Page 320**.

*Reservations can be made subject to distance restrictions and availability of quotas

How many days in advance can I reserve my ticket?

You can reserve your ticket 120 days in advance, excluding the date of journey at the train originating station. At intermediate stations where the train arrives the following day, reservation can be done 121 days in advance. In the case of some intercity day express trains, the advance reservation period is less. Special Trains are planned by Railways where ARP varies from 10 to 60 days. Such Trains may have a higher fare than normal Trains



How do I know the reservation status of my ticket?

The reservation status will be clearly indicated in your ticket. If your ticket is confirmed, your coach and berth numbers will be mentioned on your ticket in all classes other than First Class and AC First Class. For these, the word "Confirmed", will be printed alongside the class of travel. If your ticket is in RAC (Reservation Against Cancellation) / Waitlisted status, the same will be mentioned on the ticket. **Note:** Passengers are requested to kindly note that while every effort will be made to ensure a comfortable, hassle-free journey, Indian Railways are not liable to compensate a passenger due to non-provision of reserved accommodation or for any losses suffered due to late running of trains and other such unintended eventualities which are not wilful or deliberately perpetrated.

Can I board the train with an RAC?

You can board the train with an RAC ticket. You will be provided with sitting accommodation initially and allotted a berth (in case of passengers not turning up) in the train.

Can I board the reserved coach with Waitlisted Ticket.

Waitlisted ticket passengers are not permitted to board the reserved coaches if their ticket is not confirmed at the time of preparation of chart, since no berth/seat has been reserved for his use in these coaches. Such passengers, if found in the reserved coach unauthorisedly, are detained at the next stoppage

of train, if no vacant berth is available, (due to non turn up of passengers) to accommodate them. As per Section 155 of Railways Act, if any passenger, enters a compartment wherein no berth/seat has been reserved for their use or unauthorisedly occupy a berth/seat reserved for the use of another passengers, refuse to leave, he/she shall be removed from the berth/seat/compartment and be punishable with fine which may extend to five hundred rupees.

How can I board a train in the reserved coach if I am not able to get a waitlisted ticket?

Yes. If you don't have any ticket, you may approach the Train Superintendent/TTE after purchasing an unreserved ticket from the booking office as specified in the following table. The TTE will allot the accommodation, subject to availability.

Category of Train	Class of Travel	Min. Class of Ticket required for boarding the train at originating and intermediate Stations
i) Rajdhani/Shatabdi	IA, FC, 2A, 3A, ACC	1st Class Ordinary
ii) Jan Shatabdi	ACC 2S	1st Class Ordinary 2nd Mail/Express
iii) Mail/Express	FC, IA, 2A, 3A, CC, SL, 2S	1st Class Ordinary 2nd Mail/Express
iv) Garib Rath Express	3A, CC	2nd Mail/Express
v) Double Decker	Executive Class AC Chair Car	1st Class Ordinary AC Chair Car ticket through UTS

However, in case you have a second class ticket and could not get reservation in sleeper class and desire to travel in any upper class, you may approach the on-board ticket checking staff, who can upgrade your ticket accordingly subject to availability of accommodation except in Rajdhani/Shatabdi Express trains.

How do I find out the current status of my unconfirmed ticket?

You can contact the Reservation Enquiry Counters at your nearest Computerised Reservation Centre or call the Interactive Voice Response System, available at major stations. Remember to always quote the 10 digit PNR Number indicated on the upper left hand corner of your ticket, to find out the current status.

The current status of your ticket can also be obtained from the Indian Railways Passenger Information **Website: www.indianrailways.gov.in**. and **www.indianrail.gov.in** This site also provides real-time information relating to availability of seats (and berths in a train even between a pair of stations), timetable and train fares etc. For general information on Indian Railways, passengers can access the Indian Railways **Website : www.indianrailways.gov.in** and **www.indianrail.gov.in**

Indian Railways provide telephonic enquiry services through a universal number "139" which is accessible from any where in the country without dialing any STD code. This number can be accessed from any type of phone (mobile, landline, WLL etc). Information with regard to arrival/departure/running position of trains, accommodation availability, current status of ticket, fare enquiry etc.

are disseminated through this number. After getting connected to "139", the information with regard to arrival/departure of a train at a particular station can be obtained by dialing the train no. and STD code of that station.

Facility of Enquiry by sending SMS on 139

The current status of the ticket, status of arrival/departure of train, availability of train accommodation, fare enquiry, etc. can also be obtained by sending SMS to 139. For details kindly visit website www.irctc.co.in

Am I required to carry proof of identity during journey in Reserved Classes?

Any one of the passengers/ the passenger booked on the tickets issued from Computerised Passenger Reservation System (PRS) and internet (i&e ticket), undertaking journey in reserved classes, have to carry anyone of the ten prescribed proof of identity (in original) during the journey and produce the same as and when required failing which all the passengers booked on that ticket will be treated as without ticket and charged accordingly.

The list of valid proofs of identity are as under:

- i. Voter Photo Identity Card issued by Election Commission of India.
- ii. Passport.
- iii. PAN Card issued by Income Tax Department.
- iv. Driving Licence issued by RTO.
- v. Photo Identity Card having serial number issued by Central/ State Government.
- vi. Student Identity Card with photograph issued by recognized School/ College for their Students.
- vii. Nationalised Bank Passbook with photograph.
- viii. Credit Cards issued by Banks with laminated photograph. and
- ix. Unique identification Card "Aadhar" eg.downloaded Aadhar (e-Aadhar & m-Aadhar).
- x. Photo identity cards having serial number issued by Public-Sector Undertakings of State/Central Government, District Administrations, Municipal bodies and Panchayat Administrations.
- xi. In case of reserved tickets booked through computerised Passenger Reservation System (PRS) counters, for undertaking journey in Sleeper (SL) & Second Reserved Sitting (2S) classes, attested photocopy of Ration Card with photographs and Nationalized Bank Passbook with photograph are also accepted.

Note: The above said provision is not applicable to Tatkal ticket which is governed by separate instructions.

Tatkal Scheme

With a view to provide reservation to those passengers who have to undertake journey at short notice and to save such passengers from the clutches of unscrupulous elements/touts, Tatkal Reservation Scheme was initially introduced in December, 1997. Initially this scheme was available only in around 110 trains and mainly in Sleeper Class. At that time an extra coach was to be attached for this purpose. This scheme was thoroughly revised in August 2004 and some modifications were made from time to time. The salient features of this scheme as on date are as under:-

- a. Tatkal booking for AC classes opens at 1000 hours on the previous day of journey excluding date of journey from the train originating station. For non-AC classes, Tatkal booking starts at 1100 hours on the previous day of journey excluding date of journey from the train originating station. For example, if train is to depart from the originating station on the second of the month, the Tatkal quota for that particular train shall open at 1000/1100 hours on the first of the month.
- b. The reservation under this scheme is available only upto the time of preparation of charts. At the time of preparation of charts, the vacant Tatkal accommodation is released to the RAC/waitlisted passengers and no Tatkal charges are realised from such passengers.
- c. The facility of change of name is not permitted on the bookings made under Tatkal scheme.
- d. No duplicate Tatkal tickets are issued. Duplicate Tatkal tickets are issued only in exceptional cases on payment of full fare including Tatkal charges.
- e. The reservation under this scheme can be sought by **full fare paying passengers only and no passenger holding concessional ticket** is allowed to avail reservation under this scheme.
- f. In case of tickets booked under Tatkal scheme, during the journey, one of the passengers booked on that ticket is required to produce any one of the prescribed proof of identity mentioned below (in original), failing which all the passengers booked on that ticket are considered as travelling without ticket and charged accordingly:-

- i. Voter Photo Identity Card issued by Election Commission of India.
 - ii. Passport
 - iii. PAN Card issued by Income Tax Department
 - iv. Driving Licence issued by RTO
 - v. Photo Identity Card issued by Central /State Government
 - vi. Student Identity Card with photograph issued by recognized School/ College for their students
 - vii. Nationalised Bank Passbook with photograph and
 - viii. Credit Cards issued by Banks with laminated photograph.
 - ix. Unique Identification Card "Aadhar " eg.downloaded Aadhar (e-Aadhar & m-Aadhar).
 - x. Photo identity cards having serial number issued by Public Sector Undertakings of State/Central Government, District Administrations, Municipal bodies and Panchayat Administrations.
- g. Keeping in view the short Advance Reservation Period and with a view to make this scheme economically unviable for unscrupulous elements/touts, refund rules of the scheme have been made stringent in which no refund is granted on the confirmed Tatkal tickets. However, full refund of fare and Tatkal charges is granted on the tickets booked under Tatkal scheme under certain circumstances like non-attachment of coach, cancellation of train, as explained below:-
- i. If the train is delayed by more than 3 hours at the journey originating point of the passenger & not the boarding point if the passenger's journey originating point and boarding point are different.
 - ii. If the train is to run on a diverted route and passenger is not willing to travel.
 - iii. If the train is to run on diverted route and boarding station or the destination or both the stations are not on the diverted route.
 - iv. 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.
 - v. 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.
 - h. Tatkal charges have been fixed as a percentage of fare at the rate of 10% of basic fare for second class and 30% of basic fare for all other classes subject to minimum and maximum as given in the table below:-

Class of Travel	Minimum Tatkal Charges (in ₹)	Maximum Tatkal Charges (in ₹)	Minimum Distance for charge (in Km)
Reserved Second Sitting (2S)	10	15	100
Sleeper	100	200	500
AC Chair Car	125	225	250
AC-3 tier	300	400	500
AC-2 tier	400	500	500
Executive	400	500	250

Note:

1. In case the total run of the train is less than the distance restriction, end fare i.e. from originating to destination station shall be charged.
 2. There will be no such restriction for Tatkal scheme in passenger trains.
- i. Tatkal tickets are issued subject to the applicable distance restrictions.
 - j. All authorised ticketing agents of Indian Railways/IRCTC have been restricted from booking Tatkal tickets between 1000 hours and 1030 hours for tickets in AC classes and between 1100 hours and 1130 hours for non-AC classes on the opening day of reservation.
 - k. It is possible to book a maximum of only four passengers per PNR for Tatkal tickets.
 - l. The web services agents of IRCTC have been permitted to book only one Tatkal ticket per train per day on the internet.
 - m. Powers for earmarking of Tatkal accommodation in different classes have been delegated to Zonal Railways who take a decision in this regard keeping in view the utilization pattern in that class during the previous

financial year as well as availability of accommodation. The accommodation so earmarked, however, in no case exceed upto maximum of 30% of capacity of coach depending on the utilization of this quota during the last 6 month period.

- n. Out of the total berth potential of around 13.49 lakhs berths/seats per day, on an average, around 2.52 lakh seats/berths are available for booking under Tatkal / Premium Tatkal every day i.e. approximately 18.70% of the total accommodation.
- o. Instructions have also been issued to zonal Railways to introduce Tatkal scheme in the passenger trains in that train/class in which average utilisation during the previous financial year has been more than 60%. The minimum Tatkal charges prescribed for different classes will be applicable as flat Tatkal charges. All other conditions applicable to normal Tatkal scheme will be applicable in case of identified passenger trains.

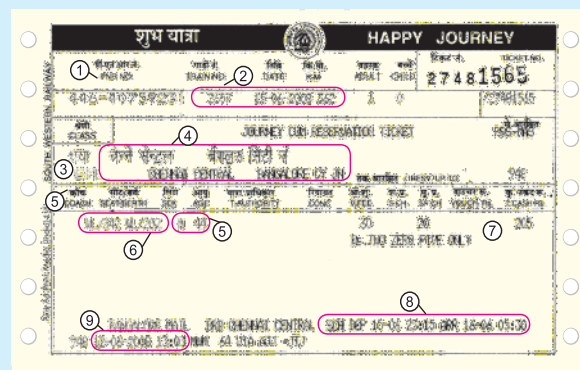
The Up-gradation Scheme

- With a view to optimise the utilisation of available accommodation in train, a scheme to upgrade full-fare paying passengers to the higher class without any extra charge against the available vacant accommodation is available in almost Mail/Express trains.
- The passengers are required to give the option for being considered for upgradation. If no option is given at the time of filling up of requisition form, the same is treated as “yes” and passenger(s) can be considered for upgradation.
- The passengers for upgradation are selected automatically (except in cases where the passenger has shown his unwillingness to be upgraded) on random basis by the System at the time of preparation of reservation charts.
- All the passengers on a ticket are upgraded together.
- It is not done for block booking transactions.
- If a passenger, who has been upgraded, cancels his ticket, cancellation charges of the original class only are payable. It is advisable to avail the facility (by exercising the option in the affirmative) and always to check the status (coach/ berth numbers) before boarding the train.

SALIENT FEATURES OF ALTERNATE TRAIN ACCOMMODATION SCHEME – “VIKALP”

- The Alternate Train Accommodation Scheme (ATAS) was launched under the name “VIKALP” on pilot basis only for the tickets booked through internet on two sectors i.e. Delhi–Jammu and Delhi–Lucknow sectors (November, 2015).
- The scheme is applicable to all passengers getting the status of waiting list at the time of booking irrespective of booking quota and concession.
- Under this scheme, Waiting list passengers can give choice to opt for VIKALP scheme.
- This scheme has been expanded to cover all type of trains on all sectors from 01.04.2017.
- All the passengers booked under the scheme are given an option for getting alternate accommodation irrespective of the fact whether the boarding/ destination station of the passenger are originating/ terminating/roadside station.
- No extra charges are taken from passenger or any refund is provided for difference of fare.
- VIKALP opted passengers who remain fully Waitlisted after charting will only be considered for allotment in the alternate train.
- Either all passengers of a PNR or none will be transferred to alternate train in same class. The passenger can be considered for shifting to a train leaving from any station amongst the cluster of stations defined by Railways based on the convenience of the passengers to a station serving the destination station on the same analogy.
- Waitlisted passengers of original train shall not be allowed to board the original train if allotted alternate accommodation.
- Passengers once provided alternate accommodation in alternate train will be treated as normal passengers in alternate train and will be eligible for up gradation.
- When a VIKALP opted passenger opts to cancel, after he/she has been given an alternate accommodation, he/she will be treated as a CONFIRMED passenger and the cancellation rules will apply accordingly.
- No refund for difference of fare between the original train and the alternate train, including Tatkal charges, if any, will be given to re-allocated passengers or realised from them.
- Once a VIKALP passenger has been allotted alternate accommodation, journey modification will not be permitted.
- When a passenger who has been allotted alternate accommodation has not performed his journey in the alternate train, he can claim for refunds by filing a TDR request.

KNOW YOUR TICKET



- 1 The Passenger Name Record (PNR) Number printed on your ticket is a unique number. Quote this number to check the status of your ticket.
- 2 Indicates the train number, date of journey, the distance for which the ticket is issued and the number of adults and children on your ticket.
- 3 Refers to the class of accommodation in which you intend to travel. Such class of accommodation is abbreviated as below.
IA-First AC; 2A-2-TierAC Sleeper; 3A-3-TierAC; EC - Executive Class; CC-AC Chair Car; FC-First Class; SL-Sleeper Class; II-Second Class Seat.
- 4 Indicates the originating and destination station of your journey as well as the station up to which you have sought a reservation. The name of such stations are displayed in both English and Hindi.
- 5 Indicates the confirmed status of your ticket. Viz. Coach No. A2, Berth/Seat No. 34, Sex: M (Male)/F (Female), Age : 38. In case you have AC First Class or First Class Ticket, the coach number or seat/berth number is not displayed. Such passengers may ascertain their actual accommodation status from the Reservation Chart.
- 6 Indicates your waitlisted position. Two such waitlist numbers are indicated: the first, is the **running waitlist number** and the second, the **current waitlist number** at the time of booking your ticket. The former is unique for a given train, date, route and class combination you are travelling on. Please look at the reservation chart with reference to your **running waitlist number to** instantly ascertain the final status of your ticket.
PQWL, RLWL, RSWL etc. indicate waitlist position of your ticket. PQ, RL and RS are internal codes used for operational reasons.
- 7 Indicates the amount paid for your ticket, both in words and figures. This may include charges such as Concession Amount (CONC) Reservation Fee (R Fee), Super Fast Charges (S.CH) and Voucher Charges (Vou. Ch)
- 8 Displays the name of the train, your boarding station and the date and time of your travel along with scheduled arrival time and date at destination station.
- 9 Displays the date and time you bought your ticket.

Can I book my tickets on a Credit Card?

Yes. For your convenience, Indian Railways have exclusive counters where you can reserve your ticket through credit / debit cards.

Can I book my tickets through Mobile Phone?

Yes. You can book reserved tickets through mobile phones. The procedure for booking is similar to that of booking tickets through Internet. For details, please visit www.irctc.co.in

Can I book my tickets through Travel Agents?

Yes, you can approach authorised Agents, who will book your tickets on payment of prescribed charges. No separate reservation quotas have been assigned to these agents.

Can I book meals through E-catering?

Yes, E-catering service has been started by Indian Railway Catering and Tourism Corporation (IRCTC) at all 408 A1 & A Category Stations and trains without pantry where passengers can book preferred meal of reputed brands through e-catering website as well as through phone and SMS. The website address is www.ecatering.irctc.co.in and phone numbers are 1800-1034-139 (Toll-free), 0120-4383892-99 (Toll) and SMS MEAL to 139 Further, a four digit all Indian Toll free no.1323 is operational along with a Mobile APP launched for this service. The list of the trains in which e-catering facility is available are shown in the above website.

Are there any special facilities provided by Indian Railways for foreign tourists?

Yes. Foreign tourists who wish to experience Indian by train, can enjoy the special facilities earmarked for them. These are explained below in greater detail:

BOOKING TOURISTS THROUGH INTERNET UPTO 365 DAYS IN ADVANCE

With a view to provide confirmed reservation to foreign tourists through Internet (e-ticketing) upto 365 days in advance, they have been allowed to book accommodation in Executive Class/1st AC/2nd AC Class in all trains including Shatabdi, Rajdhani, Duronto, Gatimaan etc. for which the fares are uniformly charged at 1.5 times the base fare by IR and IRCTC collects enhanced service charges of Rs. 200 per ticket. The procedure for the same is as under:

- i. For booking the tickets the passport number, Nationality and the international Mobile no. of the passenger has to be mandatorily entered for generation of the ticket.
- ii. All tickets are booked on applicable fare and no concession is admissible.
- iii. Payment is to be made only through international debit/credit cards. An SMS confirming the reservation of the ticket is sent to the registered mobile number.
- iv. The passenger who has reserved the ticket under this category has to carry the original Passport (given at the time of booking ticket) with valid visa as identity proof and make it available for check during the journey. In case the passenger is not able to show the original Passport with valid visa, the passenger is treated as without ticket and charged penalty equivalent to 3 times the fare of the ticket and if passenger fails to pay the penalty, legal action will be taken against the passenger.
- v. Eight berths (two cabins) per FAC, four berths (one cabin) per FACCW, Eight berth per 2A coach (two inside berth cabins) and ten seats per EC from general quota berths available in these classes are made available for booking 365 days in advance.
- vi. In case the party seeking berth is more than the available foreign tourist quota, the confirmed accommodation is provided up to the limit of foreign tourist quota and the remaining passengers are registered and provided confirmed accommodation on the opening day of reservation as per extant practice. However, fare for all such berths/seats is charged 50% extra uniformly.
- vii. In case of cancellation of the tickets booked under this facility by the passenger flat 50% of the fare is deducted in addition to the

cancellation charges applicable while refunding the amount. The time limit for granting 50% refund is as per extant Refund rules i.e. upto 4 hours before scheduled departure of train, through website only.

viii. No change of name is permissible on such tickets under any condition.

ix. Authorised ticketing agents are not allowed to book accommodation under Foreign Tourist Quota.

Assistance Cells: Major Reservation Centres have special Cells to help foreign tourists plan their itinerary, reserve their tickets and render any assistance required.

The International Tourist Bureau situated on the first floor of New Delhi Railway Station provides personalised service and assistance to foreign tourists and NRIs regarding reservations, itinerary planning and other enquiries. This Bureau is manned by trained staff and tourist guides, fluent in foreign languages. For any assistance, please contact: **The Manager**, International Tourist Bureau, I Floor, New Delhi Railway Station, New Delhi-110 001. Tel : 011-23405156, 23346804. Fax : 011-23343050.

Indrail Pass: This travel-as-you-please ticket has been created especially for foreign tourists and Indian nationals residing abroad. This ticket is available for a specified time period from 1/2 day to 90 days. Indrail Passes should be used within one year of issue. Validity period starts from the date of the first train journey and ends on the midnight of the last journey.

During the period of validity, foreign tourists can travel from anywhere to anywhere on the Indian Railways network without route or train restrictions and without payment of any additional charges.

What is the cost of the Indrail Pass?

The cost of the Indrail Pass varies with the class of travel and the validity period. For your convenience, the details are given as follows:

Period of Validity & Fare Structure (Fares in U.S. Dollars)^{*}

Period of Validity	A.C. First Class		First Class/ AC-2 Tire/ AC-3 Tier/AC Chair Car		Sleeper Class Second Class (Non-AC)	
	Adult	Child	Adult	Child	Adult	Child
1/2 day*	57	29	26	13	11	6
1 day*	95	47	43	22	19	10
2 days*	160	80	70	35	30	15
4 days*	220	110	110	55	50	25
7 days	270	135	135	68	80	40
15 days	370	185	185	95	90	45
21 days	396	198	198	99	100	50
30 days	495	248	248	126	125	65
60 days	800	400	400	200	185	95
90 days	1060	530	530	265	235	120

* For sale only by General Sales Agents. Please note: Fares are subject to revision.

Indrail Passes are also sold through General Sales Agents in Bahrain, Bangladesh, Finland, Germany, Kuwait, Malaysia, Nepal, Oman, South Africa, Sri Lanka, Thailand, the DAE and the UK.

Where are Indrail Passes available?

In India, Indrail Passes are available for sale in Railway Reservation Offices at: Ahmedabad, Aurangabad, Bangalore, Howrah, Chennai, Gorakhpur, Hyderabad, Jaipur, Mumbai, New Delhi, Pune, Secunderabad, Thiruvananthapuram Central, Vadodara, Varanasi and Vasco-da-Gama. Certain recognised Travel Agents are also authorised to sell these Passes in Delhi, Mumbai, Kolkata and Chennai.



Be considerate towards your fellow-passengers. Avoid smoking, gambling or creating noisy scenes in your compartment. Let your travel be a pleasure for others too, not only for yourself.

Change in travel plans? Let's answer your questions...

Can I prepare or postpone my reservation?

The date of journey on Confirmed/RAC/waitlisted tickets can be preponed or postponed in the same/higher class or for the same destination on payment of prescribed charges. This facility can be availed only once, irrespective of whether the accommodation available is reserved or RAC or Waitlisted.

If you want to prepone or postpone the date of your journey, you should surrender your tickets during working hours of reservation office atleast forty eight hours before the scheduled departure of the train in which originally booked subject to restriction during 1st hour of advance reservation period opening if any.

Can I change the boarding station?

Yes, you can. All you have to do is submit a written request to the Station Manager of the original boarding station or contact any Computerised Reservation Centre, at least 24 hours before the departure of the train. However, no refund is permissible for the unused portion of the journey. The change of station once made will be final i.e. in case a passenger has changed the boarding point, he/she will loose all rights to board the train from the original boarding point. If found travelling without any proper authority to

travel, he/she will have to pay fare with penalty between original boarding point to changed boarding point.

Can I break my Journey at any Intermediate station?

If you hold a journey ticket for more than **500 kms**, you can break your journey once for two days at any station enroute. This facility can be availed only after travelling 500 kms from the starting station. If your ticket is for more than **1000 kms**, you will be allowed to break your journey twice.

The day of arrival and departure must be excluded while calculating the number of eligible days for break of journey. And remember to get your ticket endorsed by the **Station Manager/Ticket Collector** at the station where you intend to break your journey.

Note:

This facility is not **available** to passenger travelling by **Rajdhani/ Shatabdi/Jan Shatabdi** Express trains.

This facility is **not permitted** short of the station up to which reservation has been done.

Intention to break journey is to be advised at the time of original booking and not after **obtaining reservation**.

Can I extend my Journey beyond the original destination?

Yes, Indian Railways allow extension of journey. This can be done by approaching the ticket checking staff either before reaching your destination or after completion of booked journey. The fare for the extended portion of the journey will be collected without the benefit of telescopic rates.

Can I upgrade my ticket to a higher class enroute?

Your reserved ticket for a lower class can be upgraded to a higher class for the same train and date, subject to availability of accommodation. The upgrading of accommodation can be done only once on collection of fresh reservation charges and the fare difference. This can also be done during the journey by approaching the Travelling Ticket Examiner.

Can my confirmed ticket be transferred to somebody else?

If you are holding a confirmed ticket and are unable to travel, your ticket can be transferred to your family members viz, father, mother, brother, sister, son, daughter, husband or wife. To transfer your ticket, you must submit your request atleast 24 hours in advance of the scheduled departure of the train.

Tickets can also be transferred:

To another Government Servant travelling on duty, atleast 24 hours in advance of the scheduled departure of the train.

To other students of recognised Educational Institution when the Principal/Head makes a request atleast 48 hours in advance of the scheduled departure of the train.

To other members of the marriage party, if the head of such a party makes a request atleast 48 hours in advance of the scheduled departure of the train. To other cadets of NCC, if the head of the group makes a request **atleast 24 hours** in advance of the scheduled departure of the train. Such changes can be made only once - if the request does not exceed 10% of the total number of group members.

Circular Journey Tickets. Reserving special carriages. Booking a train... Let's help you out.

What are Circular Journey Tickets ?

If you wish to go on a pilgrimage or sightseeing trip to many destinations, Indian Railways provide the facility of booking Circular Journey Tickets. These tickets offer you unique travel flexibility, as they are issued for all journeys (other than regular routes) which begin and end at the same station. Circular Journey Tickets can be purchased for all classes of travel. A maximum of **eight** break of journeys will be admissible on these tickets. Endorsements for break journeys are not needed.

Standard Circular Journey Tickets are also offered by Zonal Railways. These cover popular destinations for the convenience of tourists. The details of route, fare etc., for these tickets can be obtained from nominated stations in each Zonal Railway. You can purchase these tickets if any one of the standard routes suits your convenience. Otherwise you can inform the Zonal Railways about your itinerary and Circular Journey Tickets can be drawn up to suit your requirements. However above facility is not available in AC & First Classes.

What are the advantages of booking a Circular Journey Ticket?

Circular Journey Tickets give you the benefit of **telescopic rates**, which are considerably lower than regular point-to-point fare. These rates are calculated on Mail/Express Fares.

With these tickets, you not only save time but also the inconvenience of booking tickets for each leg of the journey.

What is the booking procedure for Circular journey Tickets?

Once your itinerary is finalised, you can approach the **Divisional Commercial Managers** of the Division or Station Managers of certain major stations to which the journey commencing station belongs.

The Divisional Commercial Manager or the station authorities will then calculate the cost of the tickets based on your itinerary. He will also inform the **Station Manager** concerned of the same, in the prescribed format. You can purchase Circular Journey Tickets by presenting this form at the Booking Office of the station from where you propose to start your journey. After purchasing the Circular Journey Ticket, you must approach the **Reservation Office** to reserve your accommodation for various laps of your journey. You will then be issued reserved tickets for the journey.

Reserving Special Carriages: Tell me about Tourist Cars and Reserved Carriages...

For large groups travelling together, Indian Railways provide exclusive coaches that can be attached to regular trains* according to your programme. Besides the convenience of travelling according to your own itinerary, you can also enjoy total privacy and comfort.

These Tourist Cars are available in Second Class, Sleeper Class, First Class and Air-conditioned First Class with facilities for cooking. The upper class coaches have amenities such as linen, bathroom, sitting cum dining room, attendants compartment, etc.

*Special coaches cannot be attached to certain trains due to operational restrictions.

How do I book a Tourist Car/Reserved Carriage?

You must apply to the **Chief Passenger Transportation Manager** at least **30 days** in advance and not more than 6 months prior to the commencement of the journey. On zonal Railways wherever online facility will be available you may apply online

Your application must include details such as destination, route to be followed, halts enroute and the specific train to which the Tourist Car/Railway Carriage is to be attached.

How much does it cost to book a Tourist Car/Reserved Carriage?

Remarks: Initially, you need to pay **Rs. 50,000/-** per coach as security deposit to the **Station Manager** of the originating station.

Charges will then be calculated on a point-to-point basis. Full adult Mail/Express fares will be charged for actual number of persons travelling or the marked carrying capacity of the coach, whichever is higher.

The charges must be paid in full, atleast **48 hours** in advance of the departure of the train to which these coaches are to be attached.

The charges will include fare, detention charge and empty haulage charge, superfast charge in case coaches are attached in superfast trains. Goods and Service Tax (GST) in case of First Class/AC class coaches.

How can I book a Special Train?

For the convenience of passengers travelling in large groups, Indian Railways allow for the booking of Special trains for a minimum distance of 500 kms and minimum composition of 18 coaches.

Here are some guidelines to help you book a special train:

Submit an application, in the prescribed form to the **Chief Passenger Transportation Manager** through the **Station Manager** of the station from where the journey is to commence or on Zonal Railways wherever online facility will be available you may apply through online.

In your application given details such as destination, route to be followed and halts enroute.

The application must be submitted at least 30 days in advance and not more than six months prior to the commencement of the journey.

The application should be accompanied by a Security Deposit of Rs. 50,000/- per coach, paid at the station from where the journey is to commence.

The cost of booking a special train will vary with the distance to be covered. The charges will include fare, Goods and Service Tax (GST) charge, detention charge, empty haulage charge, service tax in case of First class/AC class coaches. The stipulated charges must be paid in full atleast 48 hours in advance of the departure of the train.

Refund: Station Manager of the journey originating station will refund the security deposit & over charges if any provided that the party has deposited the folder within 30 days of the completion of tour. If folder is submitted after the normal time limit to 30 days but within 6 months of the completion of tour, 50% refund of security deposit can be granted with the approval of CCM. While granting refund, the Station Manager will ensure personally that no undercharges is pending from the partu and the Coach/Saloon/Tourist Car has been returned to Railway in sound conditions. Refund will be granted after deducting all due charges, including charges for excess detention, under-charges, etc., if any. No Refund will be granted if the folder and/or the ticket is lost or both are not deposited in original.

Now let's tell you about booking your luggage-

Booking of Luggage:

How much luggage am I allowed to carry?

Each passenger is allowed a **Free Allowance** up to which he can carry luggage with him in the compartment, free of cost. The Free Allowance varies for different classes of travel. Children aged 5 and below 12 years are allowed half of the Free Allowance

subject to the maximum of 50kg. You are also permitted a **Marginal Allowance** as indicated in the table.

Class	Maximum Limit (Kgs)	Free Allowance (Maximum Limit)	Marginal Allowance for luggage
AC First Class	150	70 kgs.	15 kgs
AC 2-Tier Sleeper/ First Class	100	50 kgs.	10 kgs.
AC 3-Tier Sleeper/ AC Chair Car	40	40 kgs.	10 kgs.
Sleeper Class (Exp/Ordinary)	80	40 kgs.	10 kgs.
Second Class (Exp/Ordinary)	70	35 kgs.	10 kgs.

Luggage beyond the above quantity can be booked in advance and carried in the brake-van.

What if my luggage exceeds the Free Allowance?

If your luggage marginally exceeds the Free Allowance, you will be charged at normal rates. Above marginal allowance penalty will be charged, if detected. Make sure to book your excess baggage in the Luggage Office, pay the prescribed charges and get your tickets endorsed by cross-referencing the luggage ticket details, before commencing your journey. Please note that Free Allowance is not admissible for articles such as scooters, cycles, etc.

What if my luggage gets stolen en route?

In case of theft of luggage, robbery/dacoity in running trains, you can approach train conductors/coach attendants/ guards or GRP escort. They will give you the **FIR Form**, which may be duly filled-in and handed over to them. The complaint will then be forwarded to the **Police Station** for necessary action. You need not break your journey to lodge a complaint with the police. You can also approach the **RPF Assistance Posts** at major railway stations, for any assistance in lodging the complaint.

If my booked luggage is lost or damaged, how much compensation will I get?

Where value of the luggage booked has not been declared beforehand by the consignor and the prescribed percentage charges not paid, the monetary liability of the Railways has been limited to Rs. 100/- per kg. However, where the consignor has declared the value of the consignment and has also paid percentage charges, he will be entitled to get the claimed amount which will not exceed the value of the luggage so declared at the time of booking. The procedure of payment of percentage charge can be enquired from the Luggage Booking Office.

A world of Railway information at your finger tips!

Now you can get all types of information on the Indian Railways on the Internet as well by Logging on to <http://www.indianrailways.gov.in> the official site of Ministry of Railways for general information on the Indian Railways including train schedules. From here you can "Spot-your-train" online over a large part of the railway network Links to the different Zonal Railways websites are provided on <http://www.indianrailways.gov.in>

To get real time information about reservation availability, status of wait listed tickets, train schedule and stoppages, go to <http://www.indianrailways.gov.in>, the Passenger Information Website managed by CRIS (Center for Railway Information Systems). It also provides an easy and innovative train search option.

In most major cities, you can also book your reserved ticket directly on the web, by logging on to the website of Indian Railway Catering and Tourism Corporation (IRCTC) <http://www.irctc.co.in>.

Compensation for Train Accidents/Untoward Incidents

Indian Railways are liable to pay compensation to rail passengers against death or injury in train 'accident' as defined under Section 124 of the Railways Act, 1989. Similarly, Railways are also liable to pay compensation against death or injury of rail passengers and platform ticket holders on account of 'untoward incidents' as per 124-A of the Act. Untoward incidents have been defined in Section 123 of the Railway Act, 1989 and include death or injury on account of commission of a terrorist act, violent attack, robbery, dacoity, rioting, shootout, arson by any person in train carrying passengers or in the waiting hall, cloak room, reservation or booking office or on any platform or in any other place within the

precincts of railway station or accidental falling of any passenger from a train carrying passengers. For claiming compensation the claimants are required to file their claims in Railway Claims Tribunal.

Compensation for death is ` 8 lakhs. In case of injuries the minimum amount is ` 64,000/- and maximum is ` 8 lakhs depending upon the gravity of injury sustained.

The Railway administration gives ex-gratia relief soon after an Accident/Untoward Incident normally at the following rates:

Type of Accident	Amount of ex-gratia for death	Amount of ex-gratia for Grievous Injury	Amount of ex-gratia for Simple Injury
In case of Train Accident (as defined under Section 124 of the Act)	₹ 50,000/-	₹ 25,000/- lump sum for hospitalization upto 30 days. Thereafter ₹ 300/- per day to be released at the end of every 10 day period or discharge, whichever is earlier.	₹ 5,000/-
In case of Untoward Incident (as defined under Section 123 of the Act)	₹ 15,000/-	₹ 5,000/- upto 30 days of hospitalization. ₹ 1000/- per week or part thereof the period for indoor treatment upto further six months of hospitalization. ₹ 500/- per week or part thereof the period for indoor treatment upto further five months of hospitalization.	₹ 500/-

- The maximum period for which ex-gratia payment is payable to the grievously injured will be 12 months.
- Payments made as ex-gratia is not counted towards the amount decreed by Railway Claims Tribunal.

LIST OF ZONAL RAILWAYS AND JURISDICTION OF DIVISIONS

S.No.	Name of the Zone	Head Quarters	Divisions	Websites
1.	Central Railway	Mumbai	Bhusawal, Nagpur, Mumbai (CST), Solapur, Pune	www.cr.indianrailways.gov.in
2.	Eastern Railway	Kolkata	Malda, Howrah, Sealdah, Asansol	www.er.indianrailways.gov.in
3.	East Central Railway	Hajipur	Danapur, Dhanbad, Sonpur, Mughalsarai, Samastipur	www.ecr.indianrailways.gov.in
4.	East Coast Railway	Bhubaneswar	Khurda Road, Waltair, Sambalpur	www.eastcoastrail.indianrailways.gov.in
5.	Northern Railway	New Delhi	Ambala, Firozpur, Lucknow, Moradabad, Delhi	www.nr.indianrailways.gov.in
6.	Northeast Frontier Railway	Guwahati	Katihar, Lumding, Tinsukia, Alipurduar, Rangiya	www.nfr.indianrailways.gov.in
7.	North Eastern Railway	Gorakhpur	Lucknow, Varanasi, Izzatnagar	www.ner.indianrailways.gov.in
8.	North Central Railway	Allahabad	Allahabad, Jhansi, Agra	www.ncr.indianrailways.gov.in
9.	North Western Railway	Jaipur	Bikaner, Jodhpur, Jaipur, Ajmer	www.nwr.indianrailways.gov.in
10.	Southern Railway	Chennai	Chennai, Madurai, Palakkad, Tiruchchirappalli, Thiruvananthapuram, Salem	www.sr.indianrailways.gov.in
11.	South Central Railway	Secunderabad	Secunderabad, Hyderabad, Guntakal, Vijayawada, Guntur, Nanded.	www.scr.indianrailways.gov.in
12.	South Eastern Railway	Kolkata	Kharagpur, Chakradharpur Adra, Ranchi	www.ser.indianrailways.gov.in
13.	South East Central Railway	Bilaspur	Nagpur, Bilaspur, Raipur	www.secr.indianrailways.gov.in
14.	South Western Railway	Hubli	KSR Bengaluru, Mysuru, Hubballi	www.swr.indianrailways.gov.in
15.	Western Railway	Mumbai	Bhavnagar, Mumbai Central, Ratlam, Rajkot, Vadodara, Ahmedabad	www.wr.indianrailways.gov.in
16.	West Central Railway	Jabalpur	Jabalpur, Bhopal, Kota	www.wcr.indianrailways.gov.in
17.	The Metro Railway*	Kolkata	---	www.mtp.indianrailways.gov.in

* Metro Railway (Kolkata) has been declared as a Zonal Railway w.e.f. 29/12/2010



Advance Reservation Through Internet (www.irctc.co.in)



INDIAN RAILWAY CATERING & TOURISM CORPORATION LTD., (IRCTC LTD) a PSU of Ministry of Railways have developed a system for advance booking of Rail tickets through Internet. The Web site for online booking is www.irctc.co.in. The site is Veri Sign secured. Booking procedures are simple and user friendly.



- If for any reason, the final output of the booking is not displayed in the screen, customer should check in the menu "History of tickets booked" in the home page before attempting again.

Online Advance Rail Reservation through www.irctc.co.in

The process of booking an E-Ticket is easy and convenient. Registration on the website is free. For any assistance/ query about e-tickets, please send an e- mail to care@irctc.co.in or talk to the customer care executive at helpline number 011-39340000.

Travel on SMS

E-Ticketing by IRCTC is helpful in protecting environment by saving paper. E-ticket holders are now permitted to travel without printout of ticket and can travel with SMS sent by IRCTC alongwith valid Photo ID proof in original.

E-ticketing is also helpful in saving environment by controlling pollution as people do not have to travel to Rail Reservation Offices to buy tickets. E-Tickets can be booked from the comfort of homes and offices. This not only saves air pollution but also noise pollution.

Procedure of Booking E-Ticket

- Customer should register in the www.irctc.co.in website to book tickets. Registration is free.
- Before registration, customer should go through the "Terms and Conditions" which are available in the website.
- Customer is allowed to register only one user ID with correct details of e-mail, mobile no., etc.
- Full fare tickets including Tatkal, Child tickets, tickets for physically challenged persons, accredited press correspondents and senior citizens at concessional rates can be booked through the website. E-tickets can be booked for journey between any two stations on the route of the train including originating station and destination.
- When ticket is successfully booked an SMS will be sent to the customer detailing the PNR, ticket status, fare charged etc.
- A maximum of 6 tickets can be booked by an Individual user in a month.

In order to incentivise the passengers for linking their Aadhaar ID and mobile number for booking of tickets, the ceiling limit has been raised to 12 tickets for the individual users, where accounts are verified through Aadhaar ID and one of the passengers in the ticket booked is verifiable through Aadhaar.

During the journey even if one passenger booked on an e-ticket presents any of the ten Identity Cards mentioned below in original, the same is accepted as proof of identity:

1. **Voter Identity Card issued by Election Commission of India,**
2. **Passport,**
3. **PAN Card, issued by Income Tax Department of India,**
4. **Driving License issued by RTO,**
5. **Photo Identity Card issued by Central/State Governments,**
6. **Student Identity Card with photograph issued by recognized school/college for their students,**
7. **Nationalized Bank passbook with photograph,**

8. **Credit Card issued by Bank with laminated photograph as a proof of identity and**
9. **Unique Identification Card 'Aadhaar' issued by Govt. of India, downloaded Aadhaar (e-Aadhaar & m-Aadhaar)**
10. **Photo identity cards having serial number issued by Public Sector Undertakings of State/Central Government, District Administrations, Municipal bodies and Panchayat Administrations.**

It will be the responsibility of the passenger carrying any one proof of identifications mentioned above that the other passengers booked on the e-tickets are bonafide passengers and are not travelling on someone else's name. If none of the passengers is carrying any proof of Identity as mentioned above, all the passengers will be treated as travelling without ticket and shall be charged accordingly. If the passengers fail to carry the Electronic Reservation Slip (ERS)/SMS sent by IRCTC containing journey details, a penalty of Rs.50/- will be imposed by the Ticket Checking Staff.

Timings for Internet Reservation

Tickets on Internet can be booked from 00:20 hrs to 23:45 hrs on all days.

Service Charge for E-ticket:

Service charge of Rs.20/- for Second/Sleeper Class and Rs.40/- in case of all other higher classes (1AC, 2AC, 3AC, CC, 3E, FC) per e-ticket is applicable, irrespective of the number of passengers (maximum six) booked on an e-ticket. Service Tax is extra. The same has been withdrawn w.e.f. 23.11.2016 to incentivise digital transactions.

Payment for booking E-tickets:

- Payment can be made by using all Master/Visa /Amex cards.
- All international credit/debit cards issued outside India are accepted for booking e-tickets through IRCTC website. However, this payment option is available where ticket is booked atleast 2 days in advance of journey date.
- Account holders of major banks viz. State Bank of India, PNB, Indian Bank, ICICI, HDFC, etc. can also use Net Banking/ Debit Cards facility for making payments for tickets booked through internet.
- Customers can also use various Cash Cards for making payments.
- Payment can also be made through IMPS (Immediate Payment Service) provided by National Payments Corporation of India.

In (\$) E-ticketing scheme, passengers get their reservation booked through internet while sitting at home and occupy their reserved seat on the basis of Electronic Reservation slip (ERS) taken out from their own computer or SMS sent by IRCTC/Railways along with the original Identity Card.

E-Tickets can now be booked using mobile phone also through IRCTC mobile website www.irctc.co.in/mobile.

Precautions while buying E-tickets from authorised agents

- Demand a receipt from the e-ticketing agent for the payment made for booking ticket.

- Ensure that the Agent has valid Authorisation Certificate issued by respective Principal Agent. List of authorised agents is also available on Home Page of www.irctc.co.in under 'Agents' section. In order to facilitate availability of website to individual users, e-ticket agents are debarred from booking tickets during the 1st 30 minutes of opening of booking i.e. from 08.00 to 08.30 hrs for general bookings and from 10.00 to 10.30 hrs and 11.00 to 11.30 hrs for Tatkal Bookings in AC & Non AC classes respectively
- Check carefully all the details viz. Stations, Date, Fare, Service Charges, Age, Class etc. printed on the E-Ticket,
- Please insist that your **Mobile number** is printed on E-ticket. You will receive SMS on your mobile phone regarding details of your bookings including the fare and the service charge.
- Cross-check the actual cost of your E-Ticket with the SMS received from IRCTC.
- If the agent demands more than the prescribed service charge, you can also lodge a complaint at agentcomplaint@irctc.co.in.

Service Charge:

- On [IRCTC website](http://www.irctc.co.in): Rs.20/- for Sleeper Class, 2S class tickets and Rs. 40/- per ticket for other higher classes.(Service Tax extra).

- There is no Agent Service charge for cancellation of ticket.

Cancellation and Refund of E-Tickets

An E-Ticket cannot be cancelled at any Reservation counter of the Railways. It can only be cancelled or TDR may be filed online as the case may be as per Refund Rule.

A. Cancellation Before Charting

By logging in his User ID and password on the [irctc.co.in](http://www.irctc.co.in). TDR Filing/ Cancellation is not possible through any other User ID and password. Upon cancellation of ticket/TDR filing IRCTC will process the refund electronically and credit the amount in same account which was used at the time of booking of tickets.

B. Cancellation After Charting

1. For confirmed Tickets

Confirmed tickets can only be cancelled/TDR may be filed online upto 4 hours before the scheduled departure of the train for refund of fare as per Rule.

2. Fully Wait Listed Tickets:

- Fully waitlisted tickets are those tickets in which on one PNR, all the passengers are on waitlist. Such PNRs are dropped from the reservation charts at the time of preparation of Final Train Charts and refund is credited to customer account automatically.
- Such passengers are not required to send online request for cancellation. IRCTC will cancel such tickets after due verification and process refunds electronically.
- On a PNR which has all the passengers on waiting list at the time of charting, the name of such waitlisted passengers will not appear in the charts and such passengers, if found travelling, 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 waiting list will appear in chart.

3. Part confirm/RAC/Waiting List

- If on one PNR there is more than one passenger and at least one passenger is having confirmed/RAC status and rests are on waiting list, 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 and refund can be obtained thereafter by sending online TDR request. Such request will be processed by Zonal Railways Claims Offices.

- If all such passengers do not want to travel before chart preparation, online cancellation TDR may be filed as the case may be. Zonal Railways Claims Offices will process TDRs by verification from Train Reservation Charts and decide admissibility of refund amount. IRCTC will arrange the refund to customer's account on receipt from Railways as per extant refund rules.

4. RAC tickets can be cancelled/TDR filed online upto half an hour before the scheduled departure of the train.

5. Automatic refund of fare is granted in case of cancellation of trains. Cancellation/TDR filing is not required.

SMS and IVRS service on "139-Rail Sampark",

The services on this number i.e. 139-Rail Sampark include enquiries pertaining to PNR Status, Current Train running position, Accommodation availability and Fare Enquiry.

Apart from voice enquiry on IVRS, the above mentioned services are also available through SMS. Passenger can get the desired information by sending SMS to 139 in the following format.

The details of SMSs services available and the format are as under:

1. For ticket status Enquiry:

SMS 10 Digit PNR Number

For example: 4341568666

2. For Train Arrival/Departure Enquiry:

SMS "AD <Train number> <STD code of Station>"

For example: AD 12012 011

3. For Accommodation availability:

SMS "SEAT <Train number> <DOJ**ddmmyy> <Station from:

STD code> <station to: STD code> <class> <Quota>***

For example: SEAT 12561 010712 0542 0571 SL G

4. Fare enquiry

SMS "FARE <Train number> < DOJ**ddmmyy> <Station from:

STD code> <station to: STD code> <class> <Quota>***

For example: FARE 12561 010712 0542 0571 SL G

5. Time table:

SMS "TIME <train number>

For example: TIME 12561

6. Spot/ Locate train:

SMS "SPOT <train number> or LOCATE <train number>

For example: SPOT 12561 or LOCATE 12561

7. Train Name/Number:

SMS "TN <train number> or SMS "TN <train name>

For example: TN 12724 or TN AP EXPRESS

To get the above syntax, SMS HELP or RAIL to 139

Note: Quota is optional field. For example, please enter G for general, CK for tatkal

For CLASS field, please enter 1A for First AC, 2A for Second AC, 3A for third AC, SL for Sleeper, CC for AC Chair Car, 2S for Second Sitting

The service is also available on USSD for Reliance, Uninor, Docomo and Vodafone Telephone Service Providers. Just dial *139# to avail the USSD facility for enquiry of PNR, Arrival/Departure etc.