

## 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	<a href="http://www.cr.indianrailways.gov.in">www.cr.indianrailways.gov.in</a>
2.	Eastern Railway	Kolkata	Malda, Howrah, Sealdah, Asansol	<a href="http://www.er.indianrailways.gov.in">www.er.indianrailways.gov.in</a>
3.	East Central Railway	Hajipur	Danapur, Dhanbad, Sonpur, Mughalsarai, Samastipur	<a href="http://www.ecr.indianrailways.gov.in">www.ecr.indianrailways.gov.in</a>
4.	East Coast Railway	Bhubaneswar	Khurda Road, Waltair, Sambalpur	<a href="http://www.eastcoastrail.indianrailways.gov.in">www.eastcoastrail.indianrailways.gov.in</a>
5.	Northern Railway	New Delhi	Ambala, Firozpur, Lucknow, Moradabad, Delhi	<a href="http://www.nr.indianrailways.gov.in">www.nr.indianrailways.gov.in</a>
6.	Northeast Frontier Railway	Guwahati	Katihar, Lumding, Tinsukia, Alipurduar, Rangiya	<a href="http://www.nfr.indianrailways.gov.in">www.nfr.indianrailways.gov.in</a>
7.	North Eastern Railway	Gorakhpur	Lucknow, Varanasi, Izzatnagar	<a href="http://www.ner.indianrailways.gov.in">www.ner.indianrailways.gov.in</a>
8.	North Central Railway	Allahabad	Allahabad, Jhansi, Agra	<a href="http://www.ncr.indianrailways.gov.in">www.ncr.indianrailways.gov.in</a>
9.	North Western Railway	Jaipur	Bikaner, Jodhpur, Jaipur, Ajmer	<a href="http://www.nwr.indianrailways.gov.in">www.nwr.indianrailways.gov.in</a>
10.	Southern Railway	Chennai	Chennai, Madurai, Palakkad, Tiruchchirappalli, Thiruvananthapuram, Salem	<a href="http://www.sr.indianrailways.gov.in">www.sr.indianrailways.gov.in</a>
11.	South Central Railway	Secunderabad	Secunderabad, Hyderabad, Guntakal, Vijayawada, Guntur, Nanded.	<a href="http://www.scr.indianrailways.gov.in">www.scr.indianrailways.gov.in</a>
12.	South Eastern Railway	Kolkata	Kharagpur, Chakradharpur Adra, Ranchi	<a href="http://www.ser.indianrailways.gov.in">www.ser.indianrailways.gov.in</a>
13.	South East Central Railway	Bilaspur	Nagpur, Bilaspur, Raipur	<a href="http://www.secr.indianrailways.gov.in">www.secr.indianrailways.gov.in</a>
14.	South Western Railway	Hubli	KSR Bengaluru, Mysuru, Hubballi	<a href="http://www.swr.indianrailways.gov.in">www.swr.indianrailways.gov.in</a>
15.	Western Railway	Mumbai	Bhavnagar, Mumbai Central, Ratlam, Rajkot, Vadodara, Ahmedabad	<a href="http://www.wr.indianrailways.gov.in">www.wr.indianrailways.gov.in</a>
16.	West Central Railway	Jabalpur	Jabalpur, Bhopal, Kota	<a href="http://www.wcr.indianrailways.gov.in">www.wcr.indianrailways.gov.in</a>
17.	The Metro Railway*	Kolkata	---	<a href="http://www.mtp.indianrailways.gov.in">www.mtp.indianrailways.gov.in</a>

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