

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.