

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](http://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

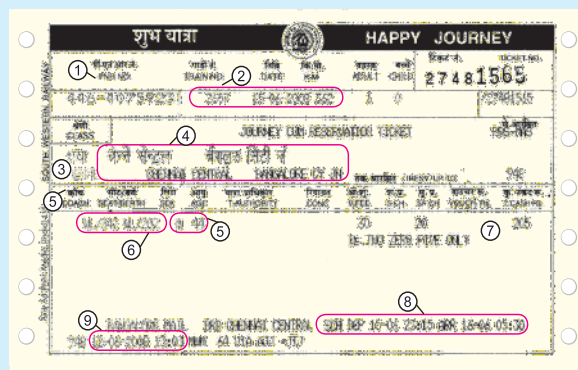
- With a view to optimise the utilisation of available accommodation in train, a scheme to upgrade full-fare paying passengers to the higher class without any extra charge against the available vacant accommodation is available in almost Mail/Express trains.
- The passengers are required to give the 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.

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## 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.