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 Computerised Reservation Centres, across the country. With the network of 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.

*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 more than 120 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 subject to maximum 120 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 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 book 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 their 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 his use or unauthorisedly occupies a berth/seat reserved for the use of another passenger, refuses 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 Superintendents/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.

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

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) to 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 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.

viii. Credit Cards issued by Banks with laminated photograph.

ix. Unique Identification Card “Aadhaar” eg. downloaded Aadhaar (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 Passengers Reservation System (PRS) counters, for undertaking journey in Sleeper (SL) & Second Reserved Sitting (2S) classes, attested photo-copy of Ration Card with photographs and Nationalized Bank Pass-book with photograph are also accepted.

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

Note: While undertaking journey in a train, if a passenger shows the Aadhar/Driving Licence from the ‘Issued Documents section by logging into his/her DigiLocker account, the same is also considered as valid proof of identity. It is, however, clarified that the documents uploaded by the user himself/herself (i.e. the documents in ‘Uploaded Documents’ section) are not considered as a valid proof of Identity.

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 introduced in 1997. 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 the 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 up to the time of preparation of first reservation 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
viii. Credit Cards issued by Banks with laminated photograph.
ix. Unique Identification Card “Aadhaar” eg. downloaded Aadhaar (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.

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.
3. Tatkal tickets are issued subject to the applicable distance restrictions.
4. All authorised ticketing agents of Indian Railways/IRCTC have been restricted from booking Tatkal tickets between 1000 hours and 1015 hours for tickets in AC classes and between 1100 hours and 1115 hours for non-AC classes on the opening day of reservation.
5. It is possible to book a maximum of only four passengers per PNR for Tatkal tickets.
6. The web services agents of IRCTC have been permitted to book only one Tatkal ticket per train per day on the internet.
7. 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.
8. Out of the total berth potential of around 15.14 lakhs berths/seats per day on an average, around 3.05 lakh seats/berths are available for booking under Tatkal / Premium Tatkal every day i.e. approximately 20.16% of the total accommodation.

9. 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