

ADVANCE RESERVATION

You can book your ticket for any train on the Indian Railways computerized passenger reservation network from any originating station or train passing through station to any destination. Reservation can be made subject to restriction and availability of quotas. Reservation of journey can be made through Passenger Reservation System (PRS), PRS-cum-UTS (Unreserved Ticketing System), Internet and GPRS enabled Mobile and Postal PRS.

Advance Reservation Period :

You can reserve your tickets 60 days in advance, excluding the date of journey. At intermediate stations where the train arrives the following day, reservation can be done 61 days in advance. In case of some intercity day Express trains, the advance reservation period is less. Any one of the passengers booked on the ticket issued from Computerized PRS, 'T', 'E' and 'M' Tickets undertaking journey in AC First Class, Executive Class, AC 2-Tier, AC 3-Tier & AC Chair Car have to carry anyone of the ten prescribed proofs of identity in original during the journey (Ten prescribed proofs of identity given under the heading "Making an E-Reservation"). For undertaking journey in lower classes like SL, 2S & CC, carrying the original proof of identity is compulsory. However this has been relaxed to passengers wherein attested photo copy of ration card with photograph and Nationalized Bank pass book with photographs shall also be accepted as a prescribed proof of identity only in case of reserved tickets booked through computerized Passenger Reservation System (PRS) counters i.e., for undertaking journey in SL class and second reserved sitting classes (2S). The above provision is not applicable for all classes of e-tickets and Tatkal tickets and all classes of e-tickets and tickets issued through PRS counters for travelling in AC Classes and First Class.

Status of your ticket :

The reservation status will be indicated on 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 'CNF' (i.e. confirmed) will be printed. Passengers choice for lower berth or coupe is noted in the system at the time of booking but allotment is done according to the age, protocol requirements & priority of booking, at the time of preparation of final charts.

If your ticket is in the RAC (Reservation Against Cancellation) or in the Waiting List (WL), the same will be mentioned on the ticket. You can board the reserved compartment with an RAC ticket. You will be provided with sitting accommodation initially and allotted a berth in case of vacancies.

If you are holding a waitlisted ticket, check the status of your ticket before boarding the reserved compartment of the train. If the waitlisted ticket has not been confirmed, please do not board the reserved coaches. In case you do, you will be fined / detained. Current status of ticket can be obtained from Integrated Train Enquiry System (139) or from the Indian Railways website www.indianrail.gov.in. This site also provides real - time enquiries relating to availability of seats and berths in a train between a pair of stations, train timings, train fares etc.

Online Booking :

You can also book your tickets by logging on to the website of the Indian Railway Catering and Tourism Corporation (IRCTC) www.irctc.co.in. Booking procedures are simple and user friendly.

Credit Card Booking :

For your convenience, Indian Railways have nominated counters where you can reserve your tickets through credit cards. This facility is presently available only at important computerised reservation Centres. An additional service charge of Rs 30/- per ticket is levied when you reserve your ticket on a credit card.

Refund on Tickets Purchased on Credit Card :

Tickets purchased on Credit Cards can be cancelled and Credit Slip obtained only at such Railway Stations where Credit Card counters exist. Where such facility is not available, Passenger can obtain Ticket Deposit Receipt (TDR) and apply for refund to the Chief Commercial Manager (Refunds) of the Zone, to which the TDR issuing Station belongs.

Automatic Upgradation of Passengers:

The automatic upgradation scheme provides for free upgradation of full fare paying passengers to the next higher class against vacant accommodation, with a view to optimizing the utilization of available accommodation in trains.

- The Upgradation scheme is available in nominated trains having 1AC/2AC/3AC/SL accommodation and not offered in trains with only sitting accommodation.

- Upgradation is done only for confirmed passengers of General and Tatkal quota.
- The upgradation scheme is applicable only for full fare paying passengers and is not applicable to concessional ticket (including Senior citizens travelling on concession).
- Upgradation is not done in Block Booking transactions.
- The upgradation will be done automatically at the time of release of final charts, unless the passenger has indicated his/her unwillingness in the reservation requisition form at the time of booking the ticket.
- Passengers need not have to pay any difference of fare for travelling in higher class under this scheme.
- Upgradation of passengers is fully controlled by the System and there is no manual intervention, i.e., either all passengers in one PNR will be upgraded or none will be upgraded. However, after upgradation the system does not guarantee compact accommodation or berth choices made by the passengers in the original class, at the time of booking tickets.
- The passengers' choice (YES/NO) for upgradation is obtained at the time of booking the tickets itself. If the passenger does not exercise the option, it would be construed that the passenger has opted for upgradation.
- When no confirmed passengers have opted for upgradation then all the RAC/Waitlisted passengers will be considered for upgradation irrespective of their option.
- Upgradation of passengers may be done in one / two class above.
- Original PNR of upgraded passengers will remain unchanged and information from PRS/IVRS etc. will be provided when enquiry is made with the original PNR.
- There would obviously be changes in the coach number and berth numbers of passengers who had earlier been allotted confirmed accommodation, if they are upgraded. In view of this, passengers are advised to check their final Coach No./ Berth No. after charting before occupying the berths.
- If the passenger, who has been upgraded cancels his ticket, cancellation charges of the original class only will be payable.

ELECTRONIC TICKETING :

E - Ticketing / E - Reservation :

E-ticketing is a service provided by Indian Railways through IRCTC, which dispenses the need for system ticket to be carried for a rail journey. The user can take a print out of the Electronic Reservation Slip (ERS) and perform the journey with original personal photo identification without requiring to carry the regular railway ticket. Passengers can now book tickets on their GPRS enabled Mobile (M. Ticket). On booking a ticket, a SMS containing ticket details will be sent to the user. This SMS will be called "Mobile Reservation Message (MRM)". Such passengers need not carry a print out of the ERS and instead need to only display the SMS (MRM) along with the proof of Identity in original. Similarly, a screen shot of the Electronic Reservation Slip (ERS) displayed through Laptop {Virtual Reservation Message (VRM)} will also be considered as an 'e' ticket along with the proof of Identity in original. Such passengers need not carry a printout of the Electronic Reservation Slip (ERS).

Making an E - Reservation:

To avail this service, the registered users on the website of IRCTC can log on to <http://www.irctc.co.in> and book his ticket on the internet just like any normal booking, by selecting 'e-ticket' in the '**Plan My Travel**' in the left panel under the '**Services**' menu. Internet booking is made available from 00:30 hours to 23:30 hours. Tatkal booking is also available from 10:00 hours for individual users. On confirmation of the booking, the user can take a print of the Electronic Reservation Slip (ERS) and can perform the journey. **However during the journey, if anyone of the passengers booked on the 'e-ticket' present any one of the ten identity cards mentioned below in original,** the same will be accepted as proof of identity.

- (a) Voter Identity Card
- (b) Passport
- (c) PAN Card
- (d) Driving License
- (e) Photo Identity Card issued by Central / State Government which are having serial number (viz. Pension Pay Orders (PPO), Ration Card of the passenger whose photograph is available on the Ration Card is travelling, Senior Citizen Cards, Below Poverty Line (BPL) Cards, ESI Cards (with photograph) issued for taking treatment in ESI Dispensaries, CGHS Cards (with photograph) issued to individual family members of Central Government Employees).
- (f) Student identity card with photograph issued by recognized School/College for their students.
- (g) Nationalised Bank Pass Book with their photograph.
- (h) Credit cards issued by Banks with laminated photograph.
- (i) Unique Identification Card "Aadhar"

- (j) Photo identity cards having serial number issued by Public Sector Undertakings of State/Central Govt., District Administrations, Municipal Bodies and Panchayat Administrations.

If the Electronic Reservation Slip (ERS) is not accompanied with the relevant **original** photo ID, it will be considered as ticketless travel and treated accordingly.

- ✓ This service is available for all trains and a maximum of 6 passengers can be booked for normal e-tickets and a maximum of 4 passengers can be booked for tatkal e-tickets on the Electronic Reservation Slip (ERS).
- ✓ For e-ticket, service charge at Rs 10/- per ticket (not per passenger) for Sleeper class / Second class (excluding service tax) and Rs 20/- per ticket (not per passenger) for higher classes (excluding service tax) will be levied, subject to revision from time to time. Service tax will be levied extra which is non-refundable.
- ✓ There is no need to specify the proof of identification at the time of booking of 'e-ticket' (**Not applicable for tatkal e-ticket**).
- ✓ Payments for e-tickets can be made by ICICI payment gateway (using Master / Visa Credit cards) or direct debit (Internet Banking, with 30 banks) or with the Cash Card (ITZ Cash) option.

Journey with an E-Ticket (Electronic Reservation Slip):

It will be the responsibility of the Passenger, carrying any one proof of identification, mentioned above, that the other Passengers booked on the 'e-ticket' are bonafide Passengers and are not travelling on someone else's name.

Attested photo copy of Ration Card with Photograph and Nationalised Bank Pass Book shall also be accepted as a prescribed proof of identity only in case of Reserved tickets booked through Computerised Passenger Reservation System (PRS) Counters for undertaking journey in Sleeper Class (SL) and Second Class Reserved Sitting (2S) Classes. The photo copy of the Ration Card with Photograph and Nationalised Bank Pass Book with Photograph should be attested by a Gazetted Officer or the Chief Reservation Supervisor/Station Manager/Station Master. The provision is not applicable for all classes of 'e' tickets and Tatkal tickets and tickets issued through PRS counter for travelling in Air Conditioned Classes and First Class.

If none of the Passenger is carrying any one of the proof of identity as mentioned above, the Passengers will be treated as **travelling without ticket and shall be charged accordingly**.

If the passenger is not able to carry the Electronic Reservation Slip (ERS) but is carrying the proper identity card, an **Excess Fare Ticket will be issued by the TTE/ Conductor against payment of Rs 50/- per ticket, provided his name is available in the chart**. If the name is not available in the chart, he is not authorized to board the train and the case will be treated as ticketless travel.

This Electronic Reservation Slip would also be treated as a valid authority for entering the railway premises as a normal ticket when accompanied by the relevant photo identity card.

The facility of change of name and boarding point will also be permissible on e-tickets as per extant procedure applicable for normal PRS ticket through Railway Reservation Offices and these facilities will not be available on-line.

The facility of booking waitlisted tickets has been extended to Rajdhani, Shatabdi and all Mail/Express trains.

On a PNR which has all the passengers on waiting list at the time of Charting, the names of such waitlisted passengers will not appear in the Charts and such passengers, if found travelling, will be treated as unauthorised and charged accordingly.

Electronic Reservation Slip (ERS) cannot be presented at the counters for any refund as refund in e-ticketing will be on-line only.

Cancellation and refund before Charting :

The passenger will be able to cancel the Electronic Reservation Slip (ERS) before charting by logging in his user ID and password on the IRCTC website and by providing the same PNR number / Transaction number.

Cancellation and refund after Charting :

The passengers will have to make online request to IRCTC through 'File TDR' link in the left panel under the "My Transactions" menu. Cancellation of all kinds of e-ticket is to be done through IRCTC's website only within the

prescribed time limit. Application for refund should not be sent to any Railway Zonal Office directly.

Dropped waitlisted passengers need not apply for refund as cancellation will be done automatically and refund will be credited back to Customer /Agent account electronically.

The refund for e-ticket will be granted by the Zonal Railway of the train destination Station.

For the refunds on account of AC failure / Travelled in lower Class for want of accommodation, etc., original Certificate issued by the TTE / Conductor should be sent to IRCTC to process the refund.

Detailed features of the scheme can also be seen on the website of IRCTC i.e. www.irctc.co.in

BREAK OF JOURNEY :

You can avail Break journey facility if you hold a single journey ticket for distances more than 500 Km. You can break your journey at any station enroute after travelling 500 Km from the starting station. For instance, if you have a ticket from Chennai to New Delhi, you can break your journey at any station enroute; once you have travelled the first 500 km from Chennai may be at Nagpur or at Bhopal.

Break Journey on Reserved Tickets :

Break of journey shall not be permitted short of the station upto which reservation has been done. If a passenger seeking reservation on a through ticket requests for break journey enroute, the names of the stations where the break journey is requested must be clearly indicated on the requisition form. Reservation in this case will be done upto break journey station only.

Number of Break Journeys Permissible :

For Tickets upto 1000 Km - One Break of Journey

For Tickets of 1000 Km and above - Two Break of Journeys

Maximum number of days allowed at break of Journey station :

During the break of your journey, you can stay for a maximum of two days at the intended station excluding the day of arrival and day of departure.

Remember to get your ticket endorsed by the Station Manager / Ticket collector at the station where you intend to break your journey, both while breaking the journey and before recommencing.

Note : Any halt at intermediate stations for less than 24 hours to board a connecting train will not be treated as break of journey. However endorsement on the ticket should be obtained in all cases while breaking journey and also before recommencement of the journey, from the staff on duty.

This facility is not available to passengers travelling by Rajdhani or Shatabdi Express trains.

Advancement or Postponement of Journey on a Reserved, RAC or Waitlisted ticket :

1. Postponement of Journey :

- a) Postponement of journey on confirmed or RAC or Waitlisted tickets shall be allowed in the same class and for the same destination or any higher class by the same train or by any other train for any subsequent days, subject to condition that :-
 - i. The ticket is surrendered during the working hours of Reservation Office and at least 48 hours before the scheduled departure of the train in which originally booked;
 - ii. The confirmed or RAC or Waitlisted accommodation is available in the train in which fresh reservation is required;
 - iii. In case of Confirmed ticket, fresh reservation fee for the class for which reservation is required, is paid, and
 - iv. In case of RAC or Waitlisted ticket, clerkage charge is paid.
 - v. In case of difference in fares for originally booked journey and revised journey, the difference of fare shall be refunded or recovered, as the case may be, subject to the provisions of sub rules (i) and (ii).
 - vi. The postponement of journey under the sub rule (i) or sub rule (ii) shall be allowed only once.
 - vii. The postponement of journey on normal train ticket other than Tatkal ticket shall not be applicable against Tatkal Quota even on payment of Tatkal charges.

2. Advancement of journey :

- (a) Preponement of journey on confirmed or RAC or Waitlisted tickets shall be allowed in the same class and for the same destination or any higher class by the same train or by any other train for any earlier days, subject to condition that :-

- (i) The ticket is surrendered during the working hours of Reservation Office and at least 48 hours before the scheduled departure of the train in which originally booked;
- (ii) The confirmed or RAC or Waitlisted accommodation is available in the train in which fresh reservation is required;
- (iii) In case of Confirmed ticket, fresh reservation fee for the class for which reservation is required, is paid, and
- (iv) In case of RAC or Waitlisted ticket, clerkage charge is paid.
- (v) In case of difference in fares for originally booked journey and revised journey, the difference of fare shall be refunded or recovered, as the case may be, subject to the provisions of sub rules (i) and (ii).
- (vi) The preponement of journey under the sub rule (i) or sub rule (ii) shall be allowed only once.
- (vii) The preponement of journey on normal train ticket other than Tatkal ticket shall not be applicable against Tatkal Quota even on payment of Tatkal charges.

Refund on cancellation of Modified ticket :

If the ticket, on which journey has been altered under the above sub-rules, is cancelled, cancellation charges shall be payable as follows:-

- (i) Cancellation charge as would have been due if the ticket for original reservation had been cancelled at the time of Postponement / Advancement of journey, and
- (ii) Cancellation charges due in respect of ticket for altered reservation as if this altered reservation is a fresh reservation.
- (iii) In cases where 25% or 50% cancellation charges were realised at the time of modification of journey, the cancellation charges mentioned in (i) shall not be levied again and the cancellation charges mentioned in (ii) only shall be levied.

Change in Boarding Station:

Change in Boarding Station is permitted on a written request to the Station Manager of the original boarding station or 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.**

Change of boarding station once made will be final i.e. in case a passenger has changed the boarding point, he/she will lose all right 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. Railway also reserves the right to allot this accommodation to any other passenger upto the changed boarding point.

Foreign Tourists / Indrail Pass :

Foreign tourists, who wish to experience India by train, can enjoy the special facilities earmarked for them. Several important trains have a special quota for foreign tourists which can be booked 360 days in advance. This facility can be availed on payment in US Dollars or Pound Sterling or Euro currencies or Indian Rupees. Tourists without foreign currency will be allotted the special quota on production of the Exchange Certificates issued by any Nationalised Bank. At the time of reservation, the Passport number and the country of origin should be mentioned in the reservation form. Major Reservation centres have special cells to help foreign tourists in planning their itinerary, reserve their tickets and render any assistance required.

The Indrail pass has been created especially for foreign tourists and Indian nationals residing abroad. This ticket is available for a specified time period from one 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 day of validity. 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. Out-of-turn reservation confirmations are also accorded for Indrail Pass holders.

Indrail passes are available for sale at nominated Railway stations and also through General Sales Agent in Bangkok, Dhaka, Durban, Frankfurt, Helsinki, Kuala Lumpur, London, Muscat, Myanmar, New York, Paris, Port Louis, Sharjah, Sydney, Colombo, Tokyo and Toronto.

OTHER CHARGES APPLICABLE ON PASSENGER FARES

Class	Minimum distance for charge	Basic Fare at Minimum Distance	Reservation fee	Supplementary Charge for Superfast Trains
	(Kms)	(₹)	(₹)	(₹)
1	2	3	4	5
Mail/Express Services				
Second Class	50	29	15	15
Sleeper Class	200	120	20	30
AC Chair Car	150	205	40	45
AC Economy	300	458	40	45
AC 3- Tier	300	428	40	45
First Class	100	230	50	45
AC 2-Tier (Peak period)	300	613	50	45
AC 2-Tier (Lean period)	300	593	50	45
AC First Class (Peak Period)	300	1047	60	75
AC First Class (Lean Period)	300	986	60	75
Executive Class	---	---	60	75
Ordinary Services				
Second Class (Suburban)	10	4	15	-
Second Class (Non-Suburban)	10	3	15	-
Sleeper Class	200	76	20	-
First Class	10	45	50	-
Second Class Monthly Season Ticket (Valid for one month)	10	100	-	-
First Class Monthly Season Ticket (Valid for one month)	10	325	-	-
Second Class Quarterly Season Ticket (Valid for three months)	10	270	-	-
First Class Quarterly Season Ticket (Valid for three months)	10	880	-	-

Platform Ticket - ₹ 5/- per Passenger at all Railway Stations.