

ZONAL RAILWAY TRAINING INSTITUTE



COACHING THEORY

Our Motto

Discipline and Devotion to Duty

Our Aim

To develop effective personnel with pride in their work
and faith in the management

DISCLAIMER

This booklet is only a guide to understand the principles of railway commercial rules in respect of coaching working.

This guide is not meant for substituting Tariff Books, Manuals and Circulars.

The trainees must refer to Tariffs, Manuals and Circulars Issued and updated from time-to-time for day-to-day working.

CUSTOMER

The customer is the most important person in our premises Customers are not depending on us

We are depending on them Customers are not an interruption to our work

They are the purpose of it

We are not doing them a favour by serving them

They are doing us a favour by giving an opportunity to do so Customers are not outsiders to our business

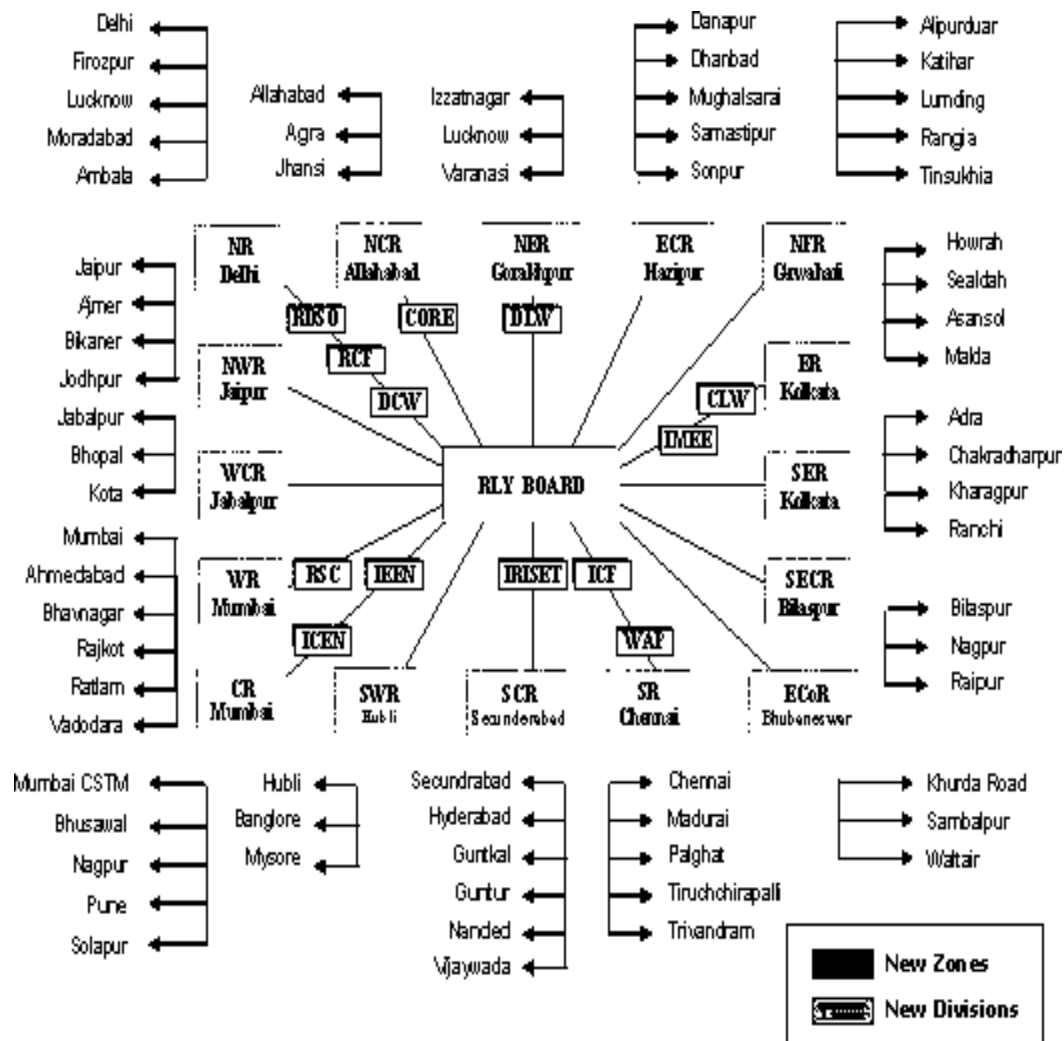
They are part of it

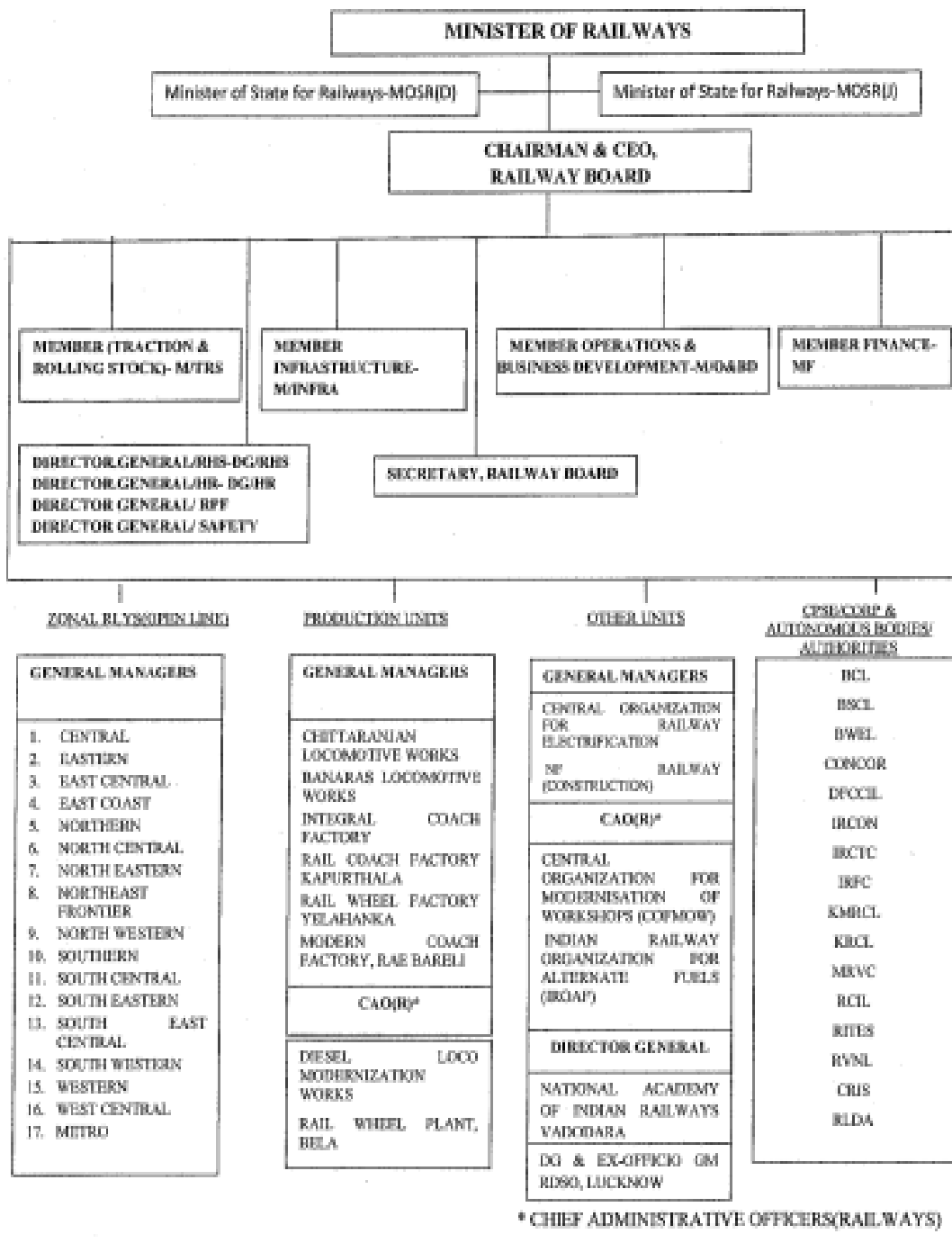
-- Mahatma Gandhi

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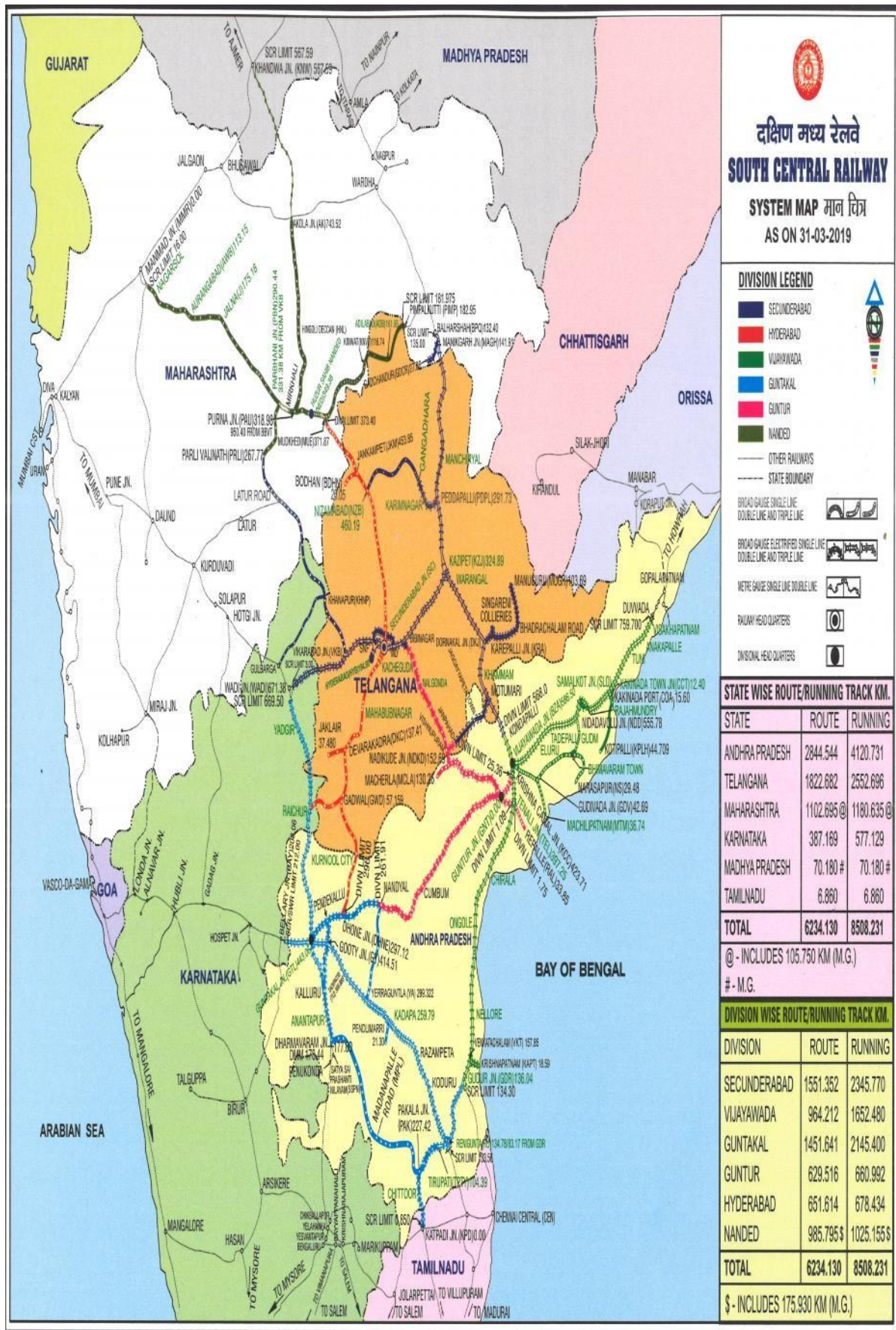
ZONAL RAILWAYS & DIVISIONS



ORGANIZATION STRUCTURE OF INDIAN RAILWAYS

List of Zonal Railways, HQ and Jurisdiction of Divisions

Name of the Zone	Head Quarters	Divisions
Central Railway	Mumbai	Bhusawal, Nagpur, Mumbai (CST), Solapur, Pune
Eastern Railway	Kolkata	Malda, Howrah, Sealdah, Asansol
East Central Railway	Hajipur	Danapur, Dhanbad, Sonepur, Moghulsarai, Samastipur
East Coast Railway	Bhubaneswar	Khurda Road, Waltair, Sambalpur
Northern Railway	New Delhi	Ambala, Ferozpur, Lucknow, Moradabad, Delhi
Northeast Frontier Railway	Guwahati	Katihar, Lumding, Tinsukhia, Alipurduar, Rangiya
North Eastern Railway	Gorakhpur	Lucknow, Varanasi, Izatnagar
North Central Railway	Allahabad	Allahabad, Jhansi, Agra
North Western Railway	Jaipur	Bikaner, Jodhpur, Jaipur, Ajmer
Southern Railway	Chennai	Chennai, Madurai, Palghat, Tiruchirapalli, Trivandrum, Salem
South Central Railway	Secunderabad	Secunderabad, Hyderabad, Guntakal, Vijayawada, Guntur, Nanded
South Eastern Railway	Kolkata	Kharagpur, Chakradhapur, Adra, Ranchi
South East Central Railway	Bilaspur	Nagpur, Bilaspur, Raipur
South Western Railway	Hubli	Bangalore, Mysore, Hubli
Western Railway	Mumbai	Bhavnagar, Mumbai Central, Ratlam, Rajkot, Vadodara, Ahmedabad
West Central Railway	Jabalpur	Jabalpur, Bhopal, Kota
Metro Rail Kolkata	Kolkata	Kolkata metropolitan area



BOOKS OF REFERENCE

Commercial Manuals:

These Commercial Manuals contain essential principles and mandatory instructions and policy directives issued by the Railway Board in connection with coaching, goods and miscellaneous subjects. The provisions in this manual do not supersede, alter or substitute the rules and instructions contained in the Act, Code, Tariffs and Conference Rules etc.

Commercial Manual is in two volumes.

Commercial Manual Volume I:

This book contains policy directives of coaching traffic.

Commercial Manual volume II:

This book contains policy directives of goods traffic and miscellaneous traffic.

Coaching Tariff Part I, Vol. I:

This book contains the general rules for carriage of passengers and their luggage.

Coaching Tariff Part I, Vol. II:

This book contains the general rules for issuing various concessions to passengers over Indian Railways.

Coaching Tariff Part I, Vol. III:

This book contains the general rules for conveyance of parcels and small animals.

Coaching Tariff Part II:

This book contains the fare tables for carriage of passengers by different trains.

Coaching Tariff Part III:

This book contains rate lists for charging of luggage and parcels by different trains.

Military Tariff:

This book contains rules for carriage of military personnel, their baggage and military parcels and goods.

Red Tariff:

This book contains the rules for acceptance, booking, carriage and delivery of explosives and other dangerous goods along with their packing conditions and precautions.

Conference Rules Part II:

It contains rules for interchange of rolling stock both for goods and coaching etc. and also contains pass rules in brief.

Indian Railways Code for Traffic (Commercial) Department:

It is a Government of India publication. This book contains essential principles and policy directives issued by Railway Board such as

(a) Organization and functions of commercial department (b) Rates and fares. (c) Claims for compensation and for refund on overcharges. (d) Railway users consultative council and committees. (e) Catering and vending (f) Ticket checking (g) Station out standings (h) Demurrage charges and wharfage charges. (i) Indents for wagons and supply (j) R.M.S (k) Postal traffic, sidings and miscellaneous subjects.

Alphabetical List of Railway Stations in India (A. List):

This book contains the names of railway stations, city booking offices, city booking agencies, out agencies and sidings arranged in alphabetical order. This also gives the alpha code, numeric code, gauge, railway, division, state, civil district, police headquarters, RPF headquarters and the traffic for which the stations are open.

Alphabetical list of station codes:

This book contains alpha codes of railway stations in India arranged in alphabetical order.

Local Distance Tables: (LDT)

Each railway publishes its local distance tables. The distances for local traffic should be calculated from this book. S.C.Railway local distance table is in two parts.

Part I: This part contains the distances from one station to all other stations up to adjacent junctions on either side within a section. (A section is a group of stations between two adjacent junction stations).

Part II: This part contains the distances from one junction station to all other junction stations on S.C.Railway arranged in an alphabetical order.

Junction Distance Tables: (JDT)

Each railway publishes its own junction distance tables. S.C.Railway JDT contains the distances from every station on S.C.Railway to all the interchange points with the adjoining railways.

Through Rates Circulars (TRC):

These are published every month by the CCM of the Zonal Railway intimating the changes in rates and other conditions as notified by Railway Board.

Summary of Other Railway Circulars (SORC):

These circulars are also issued monthly by respective zonal railways duly summarizing the instructions issued by other zonal railways regarding the changes in rates and conditions pertaining to their zonal railways.

Draft Notifications / Commercial Circulars:

These are issued by the CCM of the zonal railway as advance intimation to the changes to be effected. They are subsequently listed in the TRCs. Immediate action has to be taken on these circulars.

Station Code List:

All stations on the Indian Railways have been given numerical code numbers, for accountal and computer facility. These are separate books to find the code numbers of different stations and for decoding the numbers.

Railways Act, 1989:

This Act is enacted, repeating the earlier Indian Railways Act 1890, which has undergone several changes.

It contains **16 chapters having 200 sections** pertaining to:

- (a) Railway Claims Tribunal (RCT) and Railway Rates Tribunal (RRT)
- (b) Railway Accident Compensation Rules
- (c) Carriage of Passengers and Goods
- (d) Responsibility of railways as common carriers,
- (e) Accidents
- (f) Hours of Employment Regulation (HOER)
- (h) Various offences and penalties.

COMMERCIAL TERMINOLOGY***Business Hours:***

These are hours normally kept open for transactions parcels and luggage with the public. These timings should be displayed at a conspicuous place at the office / stations for the notice of the public. The normal business hours are

Parcels	:	09.00 to 17.00 hours
Luggage	:	24 hours

Station Master:

Includes station superintendent, parcel / booking supervisor or any other person who is in-charge of the goods / parcels / booking office.

Commercial Staff:

Includes the staff employed in joint duties of commercial and operating.

Day:

Starts at midnight and ends at midnight i.e. from 00.00 hours to 24.00 hours

Month:

A calendar month

Traffic:

Traffic is anything carried by rail from one station to another. Coaching traffic by passenger carrying trains and goods traffic by goods trains.

Local Traffic:

The traffic that originates and terminates from and to stations within the same railway.

Through Traffic:

Means traffic that originates on one railway zone and terminates on another railway zone. The traffic that originates and terminates on the same railway zone but passes through other railway zone before it terminates is also called as through traffic.

Cross Traffic:

Means the traffic that neither originates nor terminates on the particular zone but passes through the zone.

Forwarding or Booking Station:

Means the station from where the traffic originates.

Destination station:

Means the station to which the traffic is booked.

Forwarding note:

This is an application on a printed form to be filled in for carriage of the goods / parcels / luggage / animals as desired by the party.

Consignor:

Means the person who offers traffic to the railways.

Consignee:

Means the person to whom the consignments are booked and who is authorized to take delivery of the goods.

Paid Consignments:

Means the consignment on which freight charges are paid at the booking station.

Damage and Deficiency Message (DDM):

Whenever shortage, excess or exchange of packages are noticed at the time of unloading, a DDM should be issued to the last sealing station with copies to SI / RPF, CCO, Sr.DCM and also to forwarding station, if it is not the last sealing station, within 6 hours from the time of unloading.

Damage Deficiency Post Card (DDPC):

It is a printed post card to be used, duly filling in all the columns and affixing service postage stamps, in the case of damage due to wet, leakage or breakage.

Self-Consignment:

In the railway receipt / parcel way bill, if the word 'Self' is recorded in the column of the consignee, the consignment is called as self-consignment. Normally the consignments are booked as self when the consignor wants the value of the goods in advance.

Said to contain RR:

When it is not possible to supervise the loading or count packages physically, the number of packages / articles is simply copied from the forwarding note into the railway receipt and a remark is passed as 'Said to contain_number of packages', such railway receipt is called as 'Said to contain RR'.

Sender's weight accepted (SWA):

When weighing machine or weighing scale is out of order, the consignment is booked as per the weight declared by the consignor in the forwarding note, and a remark is passed in the railway receipt as 'Senders weight accepted. Destination station to weigh the consignment before granting delivery and collect undercharges if any'.

Bans:

Ban is an order by the State or Central Government, restricting the movement of any commodity from one State to another or within the State.

Restrictions:

Restrictions are imposed by Operating Department of Railways restricting the movement of goods traffic via a junction or transshipment shed or particular station.

COMMERCIAL DEPARTMENT

Functions of Commercial Department:

1. Sale of transportation provided by the railways.
2. Creating and developing traffic.
3. Securing and maintaining friendly relations with the traveling and trading public.
4. Cultivating good public relations.
5. Fixing of rates, fares and other charges.
6. Correct collection, accountal and remittance of traffic receipts.

Duties of Commercial Staff:

- All commercial staff should be well conversant with the relevant rules and regulations as given in various tariffs, codes, commercial manual and other manuals, books and circulars issued from time to time by railway administration for the performance of their respective duties.
- All commercial staff on duty must wear clean uniform, badge and armlet etc. and be smart in appearance.

Conduct of Commercial Staff:

(a) All commercial staff must

1. Be alert, prompt, helpful, courteous and obliging.
2. Furnish correct information or when not able to do so, be helpful and direct enquirers to the official who can give information.
3. Attend to the comforts of all passengers, especially women and children not accompanied by male persons.
4. Maintain a close watch on the movement of traffic and suggest ways and means to promote flow of traffic to the railways.
5. Pay special attention to the general cleanliness of the station platforms, offices, refreshment rooms, waiting rooms, waiting halls, bathrooms lavatories etc.
6. Furnish when asked, their name, designation and phone numbers without hesitation.

(b). All commercial staff

1. Must not solicit or accept gratuities.
2. Must not be in a state of intoxication while on duty.
3. Must not smoke in the railway premises or in the public places.

Declaration of Private Cash:

1. The commercial staff, whose duties actually involve cash transactions with the public, must declare in writing their private cash daily before they take up their duties in the Private Cash Declaration Register.
2. The specific categories of staff to whom these instructions apply will be notified by the railway administration concerned.
3. Private cash should not be kept in the railway cash chest, drawers, ticket tubes, cash safes etc. If any such amount of extra cash is found by supervisor staff or inspecting officials, it should be remitted (to the cash office) into Railway Account.
4. Staff of departmental catering units / pantry cars also should declare private cash since their duties involve cash transactions with the public.
5. The stationary staff should declare the private cash in station in the system and in the diary / appearance register / private cash declaration register maintained at station.
6. Staff on trains should declare private cash in rough journal and on the reverse of the last foil of the EFT used on previous day.
7. In case where the private cash exceeds the permitted limit, the staff should obtain certification from the Supervisors.
8. Private cash should be declared in figures and in words.
9. Supervisors should also declare private cash before taking up duty.
10. The monetary limit of private cash is
 - For Stationary Staff – Rs.750/-
 - For Mobile staff – Rs.2000/-
11. The above monetary ceiling limit and declaration of private cash is also applicable for stationary and mobile staff of non-commercial staff category like Guard, Assistant Guard, Coach Attendant, Station Master, Assistant Station Master (doing commercial work/duty with cash transactions) and Mark men.
12. If the Private Cash is more than the prescribed sealing, the denomination of the cash and its purpose should be mentioned in the Private Cash Register and such cash should duly be got verified by supervisor, failing which DAR action may be initiated.

CUSTOMER CARE

Customer: One who buys goods / services is a Customer.

Railway Customer: Railways is in the business of transportation. The main customers for railway are;

- (1) Passengers – travelling by trains
- (2) Freight customers – transporting their goods

Customer Care:

Customer Care means complete focus on customer and his needs. Customer care means total quality service with concern to customer. To take care of their needs and solve their problems. It also includes

1. Knowledge of whole range of services provided
2. Implementing them with a positive mind
3. Operating these services efficiently and punctually

If the customers are happy and satisfied, it helps in developing and expanding our Customer base and this leads to more revenue and more business.

Positive Qualities: The following are the positive qualities needed by railway staff for providing good customer care

- To keep a smiling face
- Wear neat uniform. Have name plate
- Keep your office and records clean
- To look into the eyes of the customer
- To maintain appropriate gesticulations
- To show empathy in customer's problems
- Listen to customers patiently and respond to their needs
- Use simple and positive words
- Don't complain against customers.
- Try to guess expatiations of customers and try to catch their needs.
- Avoid criticism your boss, administration, colleagues or customers.
- Avoid Over Comments
- Avoid Arguments
- Be Frank and friendly
- Be flexible and welcome changes.
- Use magic words like "good morning, please, thanks, sorry" etc.

CUSTOMER SATISFACTION

- Indian Railways, primarily, is a service oriented organisation, apart from being a commercial organization. In recent years there has been a tremendous improvement in railways. The secret behind progress is none other than its customers. The patronage speaks about commitment of the Railway Administration and devotion of the staff working in the organisation towards the customers.
- The importance attached to customer is evident and as opined by Mahatma Gandhi in his words *"A Customer is a most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption in our work. He is purpose of it. He is not an outsider on our premises. He is part of it. We are not doing a favour by serving him. He is doing a favour by giving us an opportunity to do so. A Customer is not a person to argue with. No one ever won an argument with a Customer"*.
- In view of the rapid improvement in all walks of life, the expectations of the customers have been very high and they wish to have a qualitative service. The concept of 'Customer Care' assumes greater importance. Keeping in view the multifarious expectations, Railway Administration is fulfilling the requirements in a phased manner and need base. It is pertinent that all front line staff especially, Ticket Checking staff at station and on trains, Booking Clerks, Reservation staff, , Station Managers shall inculcate good habits that help to build good rapport and friendly relationship pave way for better customer care.
- The following tips shall enhance the image of staff in particular and railways in general.
 - a) Neat and smart appearance
 - b) To be in prescribed uniform with name and designation badge, if any;
 - c) Not to Solicit or accept gratuities
 - d) Not to be in state of intoxication on duty
 - e) Not to Smoke or chew on station platforms while on duty or in uniform
 - f) Courteous, helpful in dealing with customers
 - g) A right attitude, and positive approach
 - h) Confident, reliable, and tactful

- The following aspects will help in our endeavor to pave way for better customer care.
 - a) Respect all passengers alike, irrespective of their status or class of travel
 - b) To attend to the needs of all passengers with smile
 - c) To attend to the comforts of passengers, especially women and children unaccompanied by male members
 - d) Anticipate requirements of the customers and make arrangements to fulfil
 - e) To have a positive approach to issues related to customers and make all out efforts to resolve the issues efficiently and tactfully
 - f) To render all possible help within the frame work of rules
 - g) To read the customers' mind and act judiciously
 - h) Give no scope for frustration, dissatisfaction for the customers and avoid arguments.

It is a never ending process and all staff shall rise to the desired level expectations of the passengers, and continue to strive hard for complaint free service.

CITIZEN'S CHARTER FOR PASSENGER SERVICES

Declaration of our commitment to the Passengers

Vision**To make the passenger services:**

- More efficient
- Effective
- Accountable
- Responsive
- Transparent and
- Ethical to its customers

Mission

- Sale and dependable train services
- Courteous and customer friendly services
- Adequate travel of passenger amenities in trains and at railway stations
- Responsive and effective grievance redressal machinery at various levels for time bound resolution for passenger grievances and complaints.
- Notify standards for various services, wherever possible.
- Clean and environment friendly atmosphere in trains and railway stations in cooperation with its customers.
- Requisite amenities to females, senior citizens and Divyangjan passengers for facilitating their convenience.

Proposed Charter for Services

Refund of passenger fare:

Category of tickets	Timelines
PRS counter tickets booked on cash and cancelled across reservation counter	Immediately on surrender of the original ticket across the counter.
PRS counter tickets booked on cash and cancelled through 139 or through IRCTC website.	Immediately on surrendering of the original ticket across the counter with in prescribed tie limit.
PRS counter tickets booked through digital transactions through POS and cancelled across reservation counter.	Within 7 working days amount is transferred and deposited in the account.
In case of Ticket Deposit Receipt (TDR) is filed along with original reservation counter in case of special circumstances	Within 90dyas
Fully wait listed e-tickets booked online and Passenger Name Record (PNR) is dropped after preparation of first chart	Within 5 working days
Fully confirmed e0-tickets booked and cancelled online	Within 5 working days
In case of auto cancellation of e- tickets due to cancellation of train services	Within 5 working days
In case of filing of Ticket Deposit Receipt (TDR) online for e-tickets	Within 90 working days

Lost, torn or mutilated reserved tickets booked across counter:

Type of Tickets	Whether refund applicable/time limit for issue of duplicate tickets
Lost/Misplaced tickets	No refund applicable
Torn or mutilated if genuineness and authenticity are verifiable	Refund of fare as per rule is applicable
(a) Issue of duplicate ticket in case of lost/misplaced ticket as well as torn or mutilated tickets(Before of preparation of first chart)	For RAC and confirmed reserved tickets subject to applicable charge for issue of duplicate tickets ₹50 per passenger for second and sleeper class and ₹100 per passenger for other classes
(b) After preparation of first chart	(i) For confirmed reserved tickets (lost or misplaced) after preparation of first chart. Duplicate tickets can be issued even after preparation of first chart at the charge of 50%of the total fare. No duplicate tickets after preparation of first chart for RAC status tickets (ii) For RAC and confirmed reserved tickets (Torn or mutilated). Duplicate tickets can be issued even after preparation of first chart at the charge of 25% of the total fare.

Booking of Luggage

Issue	Time limit
Booking of excess luggage	Only 24hours in advance excluding the date of scheduled departure of the train.

Deficiency in ticketing issues

Services	Issues	Level for redressal of complaint
Unreserved Ticketing	Unreserved Ticketing System (UTS) counters at Railway stations	Chief Booking Supervisor of the station
	Automatic Ticket Vending Machine(ATVM) inside Railway premises	Chief Booking Supervisor of the station
	Jansadharan Ticket Booking Sewak(JTBS) outside Railway premises	Chief Booking Supervisor of the station
	Yatri Ticket Suvidha Kendra(YTSK) outside Railway premises	Universal Complaint No.138
	UTSONMOBILE App	Helpline No. of each zonal railways given in the HELP section of the mobile app.
Reserved Ticketing	Passenger Reservation System(PRS) counter	Chief Reservation Supervisor
	YTSK outside railway premises	Universal Complaint No.138
	Post Office	Post Master or nearest PRS center
	Indian Railway Catering and Tourism Corporation Ltd (IRCTC) website	Customer care No. 0755-6610661, 0755-4090600, Email: care@irctc.co.in Cancellation:etickets@irctc.co.in
	IRCTC Rail Connect App	Customer care No. 0755-6610661, 0755-4090600, Email: care@irctc.co.in

Concessions

Concession in passenger fare	Details available
Concession in passenger fare is admissible to more than 50 categories of passengers	The detailed list of concessions in passenger fare and applicable conditions are available in the Railway Time Table at Railway stations and book stalls on payment of charges printed on the time table.

Deficiency in Services

Services	Issue	Levels	Timelines proposed
Catering	<ul style="list-style-type: none"> Deficiency/Complaints in Mobile Catering Units (Pantries) Deficiency/complaints in Static Catering Units (On stations) Deficiency/complaints in E-Catering 	<ul style="list-style-type: none"> CMD/IRCTC DRM of the concerned division CMD/IRCTC 	Prompt & immediate action depending upon the nature of complaint
Cleanliness	<ul style="list-style-type: none"> Filthy toilet at station Cleanliness issue at the stations Cleanliness in Train having OBHS(06.00-22.00 Hrs) 	<ul style="list-style-type: none"> Station Director/Station Manager Station Director/Station Manager Environment& Housekeeping on Board 	<ul style="list-style-type: none"> 30 Minutes One Hour 45 Minutes (during 06.00-22.00 Hrs)
Bed Rolls	Non-issue/Replacement of linen in trains for AC passengers	Linen Attendant	30 minutes
Theft of Luggage	Availability of FIR Form	TTEs/Guards of GRP	30 minutes
Security Helpline	An all Indian Security Helpline number '182' is available over Indian Railways	Security Control Rooms	Prompt & immediate action depending upon nature of complaint, availability of RPF/GRP staff in trains

Facilities Provided to Divyangjan, Sr.Citizens and Female Passengers

Category of Passengers	Facilities	Where available and whom to contact, if necessary
Divyangjan	Availability of ramps	Available at majority of stations
	May I help you booth for Divyangjan	Available at entry point of Stations of certain categories
	Parking lots for Divyangjan	Two parking lots reserved at main entry for Divyangjan
Female Passengers	Facilities for female passengers	Construction of waiting halls and washrooms reserved for females
General Passengers	General Passenger Amenities	Amenities like toilets, water, etc. are available at stations as per prescribed norms and Station Directors/ Station Master (telephone no.) are available for redressal of complaints

Public Grievance Redressal

Services	Issues	Level
<ul style="list-style-type: none"> Registration of grievance /complaint and forwarding to the concerned functionary Redressal grievance 	<p>a) Passenger services related grievance/ complaint.</p> <ul style="list-style-type: none"> To be reported to the on-board staff in the train; or Online registration and real time forwarding of the grievance/complaint through web portal www.railmadad.indianrailways.gov.in or through mobile App “Rail Madad” or through phone help lines i.e., Phone No. 139 or through social media platforms like Twitter and Face book; or Offline reporting of grievance/complaint in the Complaints & Suggestions Book’ available with Ticket Checking Staff and with Station Master/Manager <p>b) Grievances/Complaints of other nature</p> <ul style="list-style-type: none"> Such grievances/complaints may be registered online through CPGRAMS portal i.e., www.pgportal.gov.in; or By sending written communication to the appropriate authority 	<ul style="list-style-type: none"> At Divisional level –ADRM At Zonal level – AGM At Railway Board-EDPG

Information related to Train Services

Services	Issues	Level	Time Lines Proposed/Remarks
Train Information	Train enquiry and Information	Station	The position of running of trains are updated regularly and made available to public through Display Boards, Public Address System at important stations and also made available on telephone on personal enquiries
		Website	The information regarding trains is available at Indian Railways website- www.indianrail.gov.in
	Change in Boarding Point	Website	As per revised provision boarding point can be changed on Phone number 139 before preparation of 1 st Chart (Both online and PRS Counter)
Special Train	Special train enquiry and information	Station	The position of running of Special trains are updated regularly and made available to public through Display Boards, Public Address System at important stations and also made available on telephone on personal enquiries Computerized Interactive Voice Response system is also available at important stations
		Media	The information regarding running of Special Trains on special Occasions are given in advance through Media and through Display Boards & Public Address System
Train Running Information	Train running status	Station	The position of train running status is announced on the Public Address System at important stations and also made available on telephone on personal enquiries. Computerized Interactive Voice Response System is also available at important stations
		SMS alert	Presently, facility of SMS to passengers for delayed trains have been introduced in 1373 train and it is planned to gradually extend the same in all trains

CLASSIFICATION OF TICKETS

CONVENTIONAL TICKETS				
<i>Journey Tickets</i>			<i>Non Journey Ticket</i>	
Card Tickets		<i>Paper Tickets</i>	Card Tickets	<i>Paper Tickets</i>
1	Printed Card Tickets	<i>Blank Paper Ticket</i>	Supplementary Charge Ticket	<i>Cloak Room Ticket</i>
2	Check Soldier Ticket (CST)	<i>Special Ticket for Reserved Accommodation</i>	Retiring Room Ticket	--
3	Season Ticket	<i>Excess Fare Ticket</i>	Platform Ticket	--
4	Market Vendor Season Ticket	<i>Soldier Ticket</i>	--	--
5	--	<i>High Official Requisition</i>	--	--
6	--	<i>Circular Journey Ticket</i>	--	--
7	--	<i>Tourist Coupon Ticket</i>	--	--

NON CONVENTIONAL TICKETS	
COMPUTER TICKET	
1	PRS
2	E/M Ticket
3	U T S

JOURNEY TICKETS

Single journey printed card ticket:

Single journey means a journey from the starting station to the destination station in one direction. The standard size of a printed card ticket is 55mm x 30mm. Printed card ticket contain following details as per section 50 of Railways Act 1989.

1. Serial number of the ticket.
2. Names of from and to stations. (In English and Hindi for all tickets and in regional language also in case of II class)
3. Distance in kilometers.
4. Amount of fare.
5. Class and type of train. (Mail / Express / Ordinary / Combined)
6. Route and via stations.
7. Month and year of printing.
8. In case of child ticket – ‘CHILD’ in red.
9. In case of foreign ticket – red waved band across the ticket.
10. In case of concession ticket, nature of concession. (Sr. Citizen, PTO etc.)
11. The face of the ticket will have the name of the issuing railway hatched in red to form a background.
12. On the backside of the ticket – code of the issuing railway.
13. Date of issue is punched before the ticket is issued.

Note:

If printed card tickets are not available in the stock, printed card ticket for the farthest station available is issued and for the remaining portion *excess fare ticket* is issued duly granting the telescopic benefit.

Combined Tickets:

1. Combined ticket is issued when the same class of accommodation or same type of train is not available throughout the journey.
2. The basic fare for the combined ticket is calculated by taking the sum of the basic fares of different classes / trains or basic fare for the highest class / train of travel for the entire distance whichever is less.
3. Reservation charge and supplementary charge of higher class / train will be collected for the entire journey
4. The quantity of luggage allowed free on combined ticket is that of the highest class of travel, for the entire journey.

Child Ticket:

1. Children under 5 years of age on the date of journey can travel free by rail.
2. Children of 5 years and under 12 years of age are charged half of the adult fare subject to minimum fare.
3. Children aged 12 years and above are treated as adults and charged full fare.
4. Half tickets will not be issued to children when the fare for a full ticket is minimum fare. In such case adult fare ticket is issued and adult free allowance is granted.
5. Half the adult free allowance is granted on half tickets issued to children.
6. The word 'CHILD' is printed in red color on the ticket.
7. In case of children of age 5 years and under 12 years of age for whom full berth/seat (in Reserved Class) is sought at the time of reservation, full adult fare for such child shall be charged. However, if berth/seat is not sought for the children of age 5 years and under 12 years of age at the time of reservation, then half of adult fare shall continue to be charged subject to minimum distance for charge.
8. Minimum fare is not applicable on child tickets without berth.

Consolidated instructions on Child fare (CC 12 of 2020)

Age of Child	Class of travel	Applicable fare
Child below 5 years of age	Both reserved and unreserved	Children under five years of age shall be carried free & purchase of any ticket is not required. However, if berth/seat shall be sought on voluntary basis below 5 years then ticket shall be issued as under: 1. Full adult fare shall be charged. 2. Divyangjan(child) as per Railway rule shall be eligible for concession on adult fare
Children of age 5 years to below 12 years	Reserved Accommodation(except Sitting) if berth is sought	"In case of children of age 5 years to under 12 years of age for whom full berth (in Reserved class) is sought at the time of reservation, full adult fare for such children shall be charged" (CC 71 of 2015 dated 02.12.2015)
	If berth is not sought (NOSB)	" If no berth is opted for the children of age 5 years to under 12 years of age at the time of reservation in such

		cases only half of the applicable adult fare shall be charged and in this case minimum distance of charge shall not be applicable.” (CC 30 of 2017 dated 24.04.2017)
	Reserved sitting accommodation	“In reserved sitting accommodation, full adult fare shall be applicable. Child NOSB (no seat option) booking shall not be permitted in CC,EC,2S,EA etc classes” (CC 60 of 2018 dated 23.10.2018).
Children of age 5 years to below 12 years	Unreserved accommodation	In unreserved classes, for children of age 5 years to below 12 years of age, half of adult fare shall be applicable subject to minimum distance for charge (CC 71 of 2015 dated 02.12.2015).
Children 12 years & above	All classes	“ Passengers of 12 years and above shall be charged full fare” (Rule 211 of IRCA Coaching Tariff no.26 PartI Vol(I).

Other Conditions:

1. In case of NOSB tickets, tickets for unreserved class etc., for child where half of the adult fare is applicable the same shall be applicable on the basic fare. Other Charges like superfast charges, catering charges, GST etc., if applicable shall be levied in full. (Para no. 101(3)(e) of IRCA coaching Tariff no. 26 Part I(Vol.II).

2. Single child or group of children without adult attendant, shall be allowed only in case of berths are opted with full fare. However, tickets for children will be issued with no berth option by linking the PNR of Parents/guardians/attendants subject to certain conditions issued vide CC No. 60 of 2018.

Season Ticket:

1. Season ticket is a journey ticket.
2. It is issued for journey on suburban and non-suburban sections.
3. It is issued for travel in *first class* and *second class* only.
4. It is issued up to a maximum distance of 150 kilometers. Season tickets for more than 150 kms are issued only on those sections where they were being issued prior to 1951 (except on those sections where they have been withdrawn due to lack of demand). Now, powers are delegated to General Managers of Zonal Railways to decide exemption in the distance limit beyond 150 kms, subject to maximum distance limit up to **160kms** for issue of season tickets. The competent authority has decided to permit the issue of monthly season for the following twelve pairs of stations: (SCR commercial circular no. 47 of 2019 & 21 of 2020).

S. No.	From	To	Distance in km	Via
1	Samalkot	Visakhapatnam	151	DVD
2	Raichur	Kurgunta	153	WADI
3	Yadgir	Vikarabad	151	WADI
4	Srikalahasthi	Perambur	159	RU
5	Guntakal	Penukonda	155	RU
6	Chittoor	Rajampeta	156	RAK, RU
7	Kazipet	Lingampalli	155	SC
8	Jangaon	Manchiryal	155	KZJ
9	Madhira	Warangal	153	DKJ
10	Hyderabad	Warangal	152	SC, KZJ
11	Malkajgiri	Nizambad	157	KMC
12	Kacheguda	Wanaparti	159	MBNR
13	Bidar	Begumpet	159	VKB

5. These tickets are issued for *monthly, quarterly, half yearly and yearly* periods.
6. Season ticket is issued on any day of the month.
7. A photo identity card is issued to season ticket holders at a cost of Re.1/-
8. It is valid up to **5 years** or till it gets defaced whichever is earlier.
9. Identity card contains serial number and space for name, age, sex and signature of the ticket holder. A photograph should be firmly pasted in the place provided.
10. The identity card is stamped / signed in such a way that half of the stamp / signature is on the photograph and other half is on the identity card.
11. In addition to the identity card issued by the railways, a photo card issued by any government agency such as ration card, passport, driving license etc. also accepted as identity card for season ticket.
12. The serial number of the identity card should be recorded on the season ticket.
13. The season ticket and identity card both constitute the authority for travel.
14. Season tickets can be renewed 10 days in advance from the date of expiry. In such cases, it will be made valid only after the date of expiry and not from the date of renewal.
15. After renewal, the old season ticket and new season ticket should be handed over to the party.
18. Season ticket is valid for travel by ordinary trains only. It is also valid by Mail / Express and certain super fast / intercity express trains when it is specifically permitted.
19. Season ticket holders are not permitted to travel by reserved coaches and reserved trains.
20. First class season ticket holders are permitted to travel by first class coaches only during day time in non – suburban trains.
21. Season ticket holders are permitted to travel in higher class on payment of difference of fare.
22. Season ticket holders are permitted to travel by booked route only. However, long distance season ticket holders are permitted to travel by short distance.
20. Quarterly season tickets (QST) are charged at 2.7 times of monthly season ticket fare, Half yearly season ticket (HST) and Yearly season ticket (YST) shall be chargeable at 5.4 times and 10.8 times of monthly season ticket (MST) respectively. This ratio is applicable for First Class and Second Class season tickets.
21. However HST & YST are not issued to Izzat Season tickets, Free monthly season tickets and Season tickets issued to students on concessions. (CC No. 2 of 2013)
22. Children are charged at half of the adult fare subject to minimum fare.
23. Students, issued with monthly season tickets are charged at half of the normal adult season ticket fare. Students issued with quarterly season tickets are charged at 2.7 times of the student monthly season ticket fares.

24. For SC / ST students, monthly season tickets are issued on payment of 50% of normal student monthly season ticket fare and quarterly season tickets are issued on payment of 2.7 times of the SC / ST concessional fare of monthly season ticket.
25. Age limit for general students – 25 years, SC / ST students – 27 years and research scholars – 35 years.
26. Blind, deaf and dumb, mentally retarded and otherwise abled persons with escorts are allowed 50% concession for both.
27. Season ticket fare is rounded off to next higher multiple of Rs.5/-.
28. Minimum charge is not applicable when season tickets are issued on concession.
29. Season ticket holders can travel in unreserved coaches of certain super fast trains wherever permitted, on purchase of supplementary charge ticket.
30. Monthly, Quarterly, Half yearly & Yearly supplementary charge tickets are issued on payment of Rs.225, Rs.675, Rs.1350/- & Rs.2700/- respectively
31. Season ticket holders need not pay supplementary charge by such super fast trains whose total distance from originating station to destination station is less than 325 kms.
32. Extension of journey on season tickets is permitted.
33. Free allowance and marginal allowance on season tickets is as follows.

Class	Free allowance	Marginal allowance
I	15	5
II	10	5

34. Excess luggage beyond the free allowance can be booked and charges are collected at as per the rate applicable.
35. Break journey rules are not applicable.
36. Only one season ticket is issued per passenger and when a passenger is detected using two consecutive season tickets, the additional season ticket is treated as invalid and confiscated.
37. Season ticket is not valid unless it bears the signature or LTI of the ticket holder.
38. Season tickets are not transferable and duplicate ticket will not be issued.
39. Refund on season ticket is not allowed when traveled in lower class.
40. Refund on unused or partially used season tickets is not granted.

Market Vendor Season Ticket (MVST):

1. These tickets are issued from stations of market produce areas to nearby towns and cities for selling their market produce.
2. It is issued from and to stations as permitted by DCM.
3. Issued to adults only and children below 12 years are not issued with this ticket.
4. This ticket is issued for travel in second class only.
5. It is issued up to a maximum distance of 150 kms both for monthly and quarterly periods.
6. MVSTs are charged at 1.5 times of the normal monthly season ticket fares.
7. Photo-identity card is issued.
8. Free allowance of luggage is 60 kgs for outward journey and for return journey only empties are permitted.
9. Luggage in excess of the free allowance can be booked at the rate applicable.
10. Un-booked luggage in excess of the free allowance will be charged at 6 times the scale "L" subject to a minimum of Rs.50/-
11. Market vendor season ticket holders are not permitted to sell their goods in trains, railway platforms and in railway premises.
12. They should travel by vendor coaches if provided.

Izzat Monthly Season Tickets:

1. Issued to persons working in unorganized sector whose monthly income is up to Rs. 1500/-.
2. Only Monthly Season Tickets are issued.
3. Cost of the ticket is Rs. 25/- inclusive of all surcharges.
4. Issued up to a distance of 150 Kms.
5. These tickets are valid in II class by all trains including superfast trains without payment of supplementary charge.
6. These Izzat MSTs will be issued on production of income certificate of the applicant from any one of the following:-
 - (i) District Magistrate.
 - (ii) Sitting MP of Lok Sabha for persons of their own constituency.
 - (iii) BPL Card holders
 - (iv) Union Minister for any persons from anywhere in the country.
 - (v) Sitting MP of Rajya Sabha for persons of the district in which the MP normally reside.
 - (vi) The DRMs in exceptional circumstances.
7. With effect from 15.10.2013 for availing IZZAT MST the passenger should first obtain income certificate from local government officials i.e. SDM / SDO / BDO / Tehsildar and thereafter obtain income certificates from Hon'ble Members of parliament of Lok Sabha.
8. After obtaining income certificate from the government officials as mentioned above, recommendations from Hon'ble member of Parliament of Rajya Sabha and / Union Ministers should be submitted to the DRMs.

9. On production of above mentioned income certificates and a copy of Photo Identity Card cum residential proof, IZZAT MST should be issued.
10. In case of IZZAT MST issued on production of income certificate from District magistrate or on BPL card or any other certificate issued by Central Government under a recognized poverty alleviation programme including ration cards issued to persons under 'Antyodaya Anna Yojana', IZZAT MST will be issued directly on production of residence proof as prescribed as mentioned below. (Separate income certificate from SDM/SDO/BDO/tehsildar shall not be required in these cases).
11. In case of residential proof the following may be accepted: " photo Identity Card cum residential proof like Voter Identity Card, Passport, Driving License, Ration Card, Aadhaar Card, Bank Pass book from Nationalized Bank with photograph or any other Photo identity Card cum Residential proof issued with Photograph by any Government on India or a Government Agency in India".
12. These would have to be issued on the Letter Head of the issuing authority
13. The income certificate is valid for two years.
14. The Monthly season tickets will be issued by the SM on collection of Xerox copy of the income certificate after verifying the original certificate.

Free Season Tickets to Students:

1. These season tickets are issued to boys studying up to 12th standard.
2. Issued to girl students studying up to degree including professional / vocational courses.
3. The tickets are valid for one month.
4. It is issued for travel up to a distance of 150 kilometers only.
5. Permitted to travel in II class by suburban and ordinary trains only.
6. Students should submit a bonafide study certificate for issue of these tickets.
7. All other conditions of season tickets will apply

Journey Paper Tickets

Blank Paper Ticket (BPT):

1. BPT is in the form of a booklet consisting of 50 sets of tickets.
2. BPT is machine numbered and each ticket consists of 3 foils namely Accounts, Passenger and Record.
3. BPT is prepared with the help of double-sided carbon paper.
4. BPT is issued for local and foreign railways separately.
5. BPT is generally issued for concessional tickets.
6. On the obverse side of passenger foil, the name of the issuing railway is hatched in red colour.
7. All the entries such as destination, class, and route, description of train, concession and fare should be filled by the booking clerk.
8. Passenger foil is issued to the passenger, accounts foil is submitted to accounts office at the end of the month and the record foil is kept as station record.
9. The name of the issuing station should be printed or stamped.
10. The amount realized on BPT should be shown separately in DTC book.
11. Before using a new BPT book, all foils should be checked and certified on backside of the last record foil.
12. These are money value books and should be kept in safe custody.

Excess fare ticket (EFT):

1. EFT is in the form of a booklet consisting of 50 sets of tickets.
2. EFT is machine numbered and each ticket consists of 3 foils namely accounts, passenger and record.
3. These tickets are prepared using double-sided carbon.
4. EFTs are used separately for local and foreign railways.
5. All the details of the journey such as class of travel, from station, to station, number of persons etc should be filled in by the staff.
6. In booking office EFT is issued when printed card tickets are not available.
7. Ticket checking staff uses EFT for charging ticket less travelers, unbooked luggage, collection of reservation fee, difference of fare etc.
8. Foreign EFT has a red wave band across.
9. At the end of the month accounts foils will be sent to accounts office.
10. The amount realized on EFT should be shown separately in DTC book.
11. Before using a new EFT book, all foils should be checked and certified on backside of the last record foil.
12. These are money value books and should be kept in safe custody.

Circular Journey Ticket (CJT):

1. It is paper journey ticket.
2. It is in the form of a booklet and machine numbered.
3. Circular journeys are of two types
 - i) Standard circular journey (fixed by railways)
 - ii) Non - standard circular journey (proposed by the party)
4. Standard circular journey tickets are issued at depot stations and non - standard circular journey tickets are issued at nominated stations.
5. Total distance is calculated on point-to-point basis and the total distance is divided by two and fare for two single journeys is collected as total fare.
6. If a passenger travels in higher class or by higher category of train, he will be required to pay the difference of fares for such distance on point to point basis.
7. Circular journey tickets are issued in all Classes including AC FC & FC (w.e.f 01.09.2018) for adults, children and senior citizens. All CJT holders are treated as unregistered passengers as far as GST is concerned. This methodology shall be adopted only in case of PRS generated CJT.
- 8. CJT shall now also be permitted in First AC of Rajadhani and Duranto and EC class of Shatabdi trains by paying difference of fare for distance travelled on point to point basis. CJT shall not be admissible in other flexi fare applicable classes of such trains and other trains in which variable fare is applicable. (CC No.41 of 2019).**
9. Senior Citizen Concession is applicable when they travel for more than 1000 kms.
10. Reservation charges are collected separately for each leg of journey.
11. Supplementary charge shall be collected only once for the entire journey.
12. Maximum 8 break journeys are allowed on C.J.T.
13. Validity period will be calculated as follows
 - For every 200 kms or part – 1 day break journey period
 - For every 400 kms or part – 1 day journey period
14. At the time of break journey, CJT holders need not obtain endorsement.
15. The names of the stations where the passengers want to halt are given in the CJT.
16. Journey should be completed within the validity period.
17. Break journey rules are not applicable.
18. If tickets are issued to passengers by other than normal and reasonably direct routes which is longer than 15% off the shortest route, then on such distances telescopic benefit will not be applicable and normal fare will be applicable on point to point between that two break journeys. (CC 32 of 2013)

High Official Requisition (HOR):

1. High officials are those enlisted in Annexure – “F” of Coaching Tariff, Part-I, Vol. I such as President, Prime Minister, Cabinet Ministers, Governors, Chief Justice etc.
2. H O R is presented at booking office in 2 portions.
 - i) Requisition portion (inner part)
 - ii) Acknowledgement portion (outer part)
3. Booking clerk should fill both the portions with accommodation provided and ticket numbers of authorized persons travelling in the same compartment.
4. Both the portions should be signed by the station master indicating the fare and other charges under his signature and station stamp.
5. The outer portion should be handed over to the high official which constitutes the travelling authority.
6. The inner portion should be sent to cash office as voucher.
7. H O R is accounted separately in DTC book.
8. When high official is detected with unexchanged H O R, a free EFT will be issued.
9. TTE should hand over the collected HORs at destination.
10. CRS shall supply a statement of HORs exchanged to the CTI every day. CTI to verify and certify whether High Officials travelled or not and submit the same to accounts office periodically.

Identity Card cum Railway Pass (ICCRP):

1. ICCRP is issued to members of Lok Sabha & Rajya Sabha.
2. Plastic laminated cards are issued in lieu of Identity Cards issued earlier to the Members of Parliament, Rajya Sabha and their Spouses. (CC 18 of 2013)
3. MPs are entitled to travel in I AC / EC with spouse and a companion in 2 AC.
4. They are permitted to travel anywhere to anywhere by any train including Rajdhani / Shatabdi trains.
5. A Member having no spouse has been allowed to take one person with him in place of spouse in I AC / Executive Class in rail journey along with the companion already allowed in 2AC.
6. A Member who is blind or incapacitated physically shall be allowed to take an attendant with him in same class in which he travels in lieu of the companion earlier allowed in 2AC. This will be in addition to the spouse already allowed to accompany the MP in the I AC / Executive Class.
7. The spouse of MP is entitled to travel by railway in I AC / EC in any train from the usual place of residence of the Member to Delhi and back any number of times.
8. Break journey rules are not applicable for ICCRP.
9. MPs travelling on ICCRP can request for reservation on telephone. However, a written confirmation should be sent within 24 hours.

10. Journey slip shall be filled in and hand over to traveling ticket examiner or ticket examiner at destination.
11. Journey slips are supplied in the form of books, in 3 foils and machine numbered.
12. A statement of forms received is prepared by the station master and sent to accounts office.
13. All the charges are debited to parliamentary secretariat.

Rail Travel Coupons (RTC):

1. These coupons are in form of a machine numbered book with different denominations.
2. These coupons are issued to MLAs & MLCs.
3. These coupons are to be exchanged for tickets at booking counter.
4. These coupon books are valid for 3 years from the date of issue.
5. Traveling with un-exchanged coupons is treated as traveling without ticket.
6. These coupon books are to be given to station master and he will detach the coupons personally from the book equivalent to the ticket amount. Loose coupons are not accepted.
7. On the back of the RTC coupons, the ticket number should be mentioned.
8. On the journey ticket, letters 'RTC' should be mentioned.
9. These coupons can be used for any charges like fare, reservation charges, supplementary charges etc.
10. They can travel by any train, from anywhere to anywhere without any distance restriction.
11. These coupons should be sent to accounts office as cash vouchers.

Police Warrants and Jail Requisition:

1. Police warrants are issued to on duty police officials.
2. Jail requisitions are issued to prisoners and their escorts.
3. These warrants are machine numbered and in 2 portions (inner& outer)
4. These warrants are to be exchanged at stations for tickets.
5. The ticket numbers should be written on warrant under signature of station master with stamp.
6. All the charges are debited to police department.
7. Traveling with un-exchanged warrant is treated as traveling without ticket.
8. Outer portion of warrant with ticket will be handed over to police official.
9. Inner portion of warrant is treated as voucher and sent to cash office.
10. Refund on unused tickets is not granted but TDR is issued.

MILITARY WARRANTS

Check Soldier Ticket (CST):

1. It is a journey ticket issued to individual military personnel.
2. This ticket is issued in exchange of *military warrant No. IAF 1752*.
3. Separate series of tickets for 'single' and 'return' journey are issued as per requirement.
4. When check soldier ticket is not available, excess fare ticket will be issued and endorsed as 'issued in lieu of check soldier ticket'.
5. IAF 1752 consists of two portions, upper portion & lower portion.
6. Upper portion is submitted to accounts office as a voucher.
7. Lower portion is handed over along with the CST to the party.
8. Both the ticket and the lower portion of warrant constitute the travelling authority.
9. The amount due is entered in the warrant and debited to defence department.
10. Free allowance of luggage is 40 kgs for all classes.
11. Charges for authorized luggage in excess of free allowance are debited to defence department.
12. Charges for luggage in excess of authorized luggage should be collected in cash and a luggage ticket is issued.
13. The charges are accounted separately in *daily train cashbook* (DTC) under the head 'government passengers'.
14. Government passengers and luggage returns should be submitted to traffic accounts office at the end of the month.

Soldier Ticket:

1. It is a paper journey ticket.
2. It is in the form of a booklet; machine numbered and contains 100 tickets.
3. Soldier ticket is issued in exchange of military warrants
 - IAF 1707 for small parties / invalids / families.
 - IAF 1707 A for military special trains / wagons / vehicles.
4. Each ticket is in three parts namely record, guard and passenger.
5. The station master should fill the warrant with ticket number, fare & luggage charges due under his signature and station stamp.
6. All the particulars on the warrant should be entered on the soldier ticket.
7. Passenger portion is handed over to the party and when luggage is booked in brake van, guard's portion is handed over to the guard of the train.
8. All charges like fare, reservation charge, supplementary charge, development charge at full tariff rate will be debited to defence department.
9. The entire warrant is treated as cash voucher and sent to the accounts office.
10. These passengers are accounted separately in DTC as government passengers.
11. Free allowance of luggage is 40 Kgs in all classes.

Free Allowance of Luggage

Both on Check Soldier Tickets and Soldier Tickets free allowance of 40 kgs is allowed in all classes.

Un- booked or partially booked luggage:

Luggage carried in excess of free allowance without booking is called 'un-booked luggage' and luggage carried in excess of actually booked is called 'partially booked luggage'.

Free Allowance:

This is the quantity of luggage a passenger can carry with him in the passenger compartment without paying any charges. Free allowance is granted as per the class of travel.

Marginal Allowance:

- This is the quantity of luggage that is used to determine the extent of penalty to be imposed in case of unbooked or partially booked luggage.
- Marginal allowance is not granted but taken into consideration.

Military personnel detected enroute or at destination station with un- booked or partially booked luggage.

1. Luggage exceeding free allowance + marginal allowance is charged at scale 'L' for the entire weight without granting any free allowance, subject to a minimum of Rs.50/-.
2. Excess weight beyond free allowance but within marginal allowance will be charged at 1.5 times scale 'L' subject to a minimum of Rs.30/-.

Monetary liability of luggage:

Monetary liability as per section 103 of Railways Act '1989 is limited to Rs. 100/- per kg or cost of the luggage whichever is less. Unless the value of the contents is declared and percentage charges on excess value are paid, railways do not take higher responsibility.

NON JOURNEY TICKETS***Supplementary Charge Ticket:***

1. This ticket is issued when a passenger holding M/E ticket wants to travel by super fast train.
2. It is treated as part of the fare for the purpose of calculation of cancellation charges.
3. Season ticket holders are permitted to travel in super fast trains on purchase of supplementary charge Monthly, Quarterly, Half yearly & Yearly tickets on payment of Rs.225, Rs.675, Rs.1350/- & Rs.2700/- respectively
4. The supplementary charge for different classes is as follows.
(CC20 of 2013)

Class	Charge (Per Passenger)
AC First & Executive	Rs.75
AC2T/ First Class/AC3T/AC3 Economy/ ACCC	Rs.45
SL	Rs.30
II Class	Rs. 15

5. Supplementary surcharge is collected only once for entire journey in case of CJT holders.
6. Supplementary surcharge is not collected in case of the following
 - Railways pass holders, PTO, ICCRP, IPT etc.

Retiring Room Ticket:

1. It is a non-journey printed card ticket.
2. These tickets are issued on collection of prescribed charges at notified stations where retiring rooms are provided.
3. These rooms are allotted on first come first serve basis.
4. These rooms are allotted on 12/24 hours basis.
5. A manual register should be maintained and full details of occupation / vacation are entered clearly.
6. In case of extension for next 24 hours, only one extension is permitted.
7. If vacated in less than 24 hours, no refund will be granted for the unused time.
8. These charges are accounted in the daily train's cashbook under the distinct head retiring room charges.
9. On vacating the room, the ticket will be collected by the ticket examiner and entered in ticket examiner's report.

Note: Now Retiring Rooms can be booked online from the website www.irctc.co.in

Platform Ticket:

1. It is a non- journey card ticket.
2. Platform tickets are issued for admitting persons on railway platforms.
3. The Station Master can admit a few persons on to the platform without platform ticket.
4. The cost of platform ticket is Rs. 10/-.
5. The powers are delegated to DRM to increase the Plat Form ticket beyond Rs.10/- to regulate the rush at platforms during specific requirements like mela, rally etc.
6. The platform ticket is valid for 2 hours from the time of issue.
7. No refund is permitted on unused platform ticket.
8. Guard certificate can be granted when a passenger is holding a valid platform ticket.
9. Platform ticket holders should not enter into the coaches.
10. Platform tickets should be collected before the person leaves the station.
11. Platform tickets are accounted in DTC book.
12. Railway staff on duty, Military persons in uniform, Government Railway Police (GRP) and Railway Mail Service RMS) staff are admitted on platforms without platform tickets.

Cloakroom Ticket Locker (Given to outsourcing)

1. It is a non-journey paper ticket.
2. Cloakroom facilities are available at some important stations.
3. Cloakroom facilities are provided for genuine rail passengers only.
4. Passenger should produce photo identity card such as Passport, Driving License, Voters Card, Pan Card, Ration Card or Bank Pass Book with photo while depositing the luggage in the cloak room.
5. Cloak room ticket is in the form of a book and is machine numbered.
6. Cloak room ticket is in 3 parts, namely **(i)** Record **(ii)** Passenger **(iii)** Label.
7. The station master fills all the columns and label portion is pasted on the articles and passenger portion is handed over to the passenger as receipt.
8. Cloak room charges are as follows (CC 09 of 2013)

Period	Cloak Room	Locker
For first 24 hours or part thereof	Rs.15/- per package	Rs.20/-
For each subsequent 24 hours or part thereof	Rs.20/- per package	Rs.30/-

9. At the time of delivery, the passenger must mention the time and date with his signature on cloakroom ticket.
10. If the cloakroom ticket is lost, delivery can be granted on application, if Station Master is satisfied or on Indemnity Bond.
11. Maximum period for keeping the articles in cloakroom is 7 days.

12. If articles are not claimed within 7 days, they will be disposed off through public auction.

Note: CC No.83 of 2017-DRMs shall have full powers for upward revision of the Cloak Room and locker tariff at stations based on their local conditions.

Bed Roll :

1. Bed rolls are supplied free of charge to the passengers of AC I class, AC 2-Tier and AC 3-Tier classes of all trains (except GaribRath), including Rajdhani Express and Duronto Express trains.
2. Bed rolls will also be supplied to the passengers travelling in I class, provided request is made to the Stations Manager of the originating station, at least two hours before the scheduled departure of the train, subject to availability of stock and on payment of Rs.25/- per bed roll, per journey.
3. **Bedrolls** —comprising a blanket, pillow and two bed sheets are supplied in **Garibrath** @ Rs 25 to all passengers.
4. Bed roll consists of following:
Bed sheets -- 2; Face Towel -- 1; Blanket -- 1; Pillow with cover -- 1.
5. Passenger has to return the bedrolls to the Coach Attendant well in advance before the arrival of the train at the destination station.

E-Bedroll / Online booking Bedroll kits through IRCTC website.

1. All bonafide passengers having valid PNR can book for a takeaway bedroll kit on payment basis.
2. The services can be availed on **www.irctctourism.com**.
3. Takeaway bedroll kits will be available in two variants:-
(a) Variant 1 - Cotton bed sheets (02 nos.) and a pillow (01 no.)
(Packed in a bag) = Rs.140/-
(b) Variant 2- Blanket (01 no.) (Packed in a bag) = Rs.110/-
4. The services would be PNR based and the bedroll will be available either through online booking on IRCTC website (pre-paid option only) or across the counter sale (cash) at IRCTC outlets on the stations.
5. The bedroll booked online would be provided to the passenger on their seat/berth.
6. This facility is available at CSMT, Mumbai central, Bengaluru, New Delhi, Hazrat Nizamuddin, Chennai Central station and Thiruvananthapuram stations.
7. This facility is available to both Sleeper and AC class passengers.

DIGITAL INDIA INITIATIVES

- To promote E ticketing, Implemented competitive ticket booking facility E-Ticketing portal in Hindi launched
- Provided POS machines at important stations for reservation.
- A more passenger friendly app with enhanced ease namely 'IRCTC- Rail Connect' with additional features launched.
- UTS-ON-MOBILE app has been improved with additional payment option of Pay TM & Mobikwik.
- Yatri Ticket/Sewa Kendra (YTSK) Scheme launched to allow private agents to operate ticketing terminals for selling reserved as well as unreserved tickets
- Acceptance of international debit and credit cards for payment of E-ticket through IRCTC website
- 24x7 public grievance redressal system through Twitter, Face book and provided medical, cleanliness, catering, security and other emergency assistance to travelling passengers.
- '139' to provide for all other query/complaints during travel
- A mobile based application viz. RAIL MADAD launched.
- E-ticketing facility launched for disabled persons and for accredited journalists on concession pass.
- Change of Boarding Point through online
- 'VIKALP', Alternative Train Accommodation System (ATAS).
- Hand Held Terminals for Ticket Checking Staff
- Provision of 5% discount on the total value of **basic fare** of PRS (reserved) counter ticket on booking of reserved counter through UPI (Unified Payment Interface) including BHIM application up to **12.06.2022 (CC No.05 of 2021)**

IMPORTANT MOBILE AND WEB APPLICATIONS OF INDIAN RAILWAYS

1. RAIL SAARTHI

- SAARTHI— Synergized Advanced Application for Rail Travel Help and Information
- It is a combination of Apps used for various purposes
- Booking, enquiry, complaint and feedback apps are grouped
- Passenger can download apps as per his needs

2. UNRESERVED TICKETING SYSTEM (UTS)(PCCM Circular 174 of 2018)

- This App can be used to purchase unreserved train tickets
- Paperless and Paper tickets can be issued with this app.
- Printout can be taken at Booking counter or ATVM for paper tickets
- Journey, Platform or season tickets can be taken
- Display of paperless ticket can be done in offline using Show ticket option

- The ticket generated through this app is not transferrable
- Cancellation cannot be done for Paperless tickets
- Ticket can be checked by TTE with TTE App using QR code or mobile number
- Using this app, ticket can be booked only within 5 km from station and 15 m away from track
- Platform tickets can be booked only within 2 km and 15 m away from track
- R wallet option for adding money and payment for tickets is available
- R wallet can be recharged using App or at the Booking counter
- Unused R wallet money will be refunded on request

3. IRCTC RAIL CONNECT

- This App is used to book reservation tickets
- Registration through App or IRCTC website
- Users registered in IRCTC website can use the same ID and password for App also.
- Booking can be done faster
- The App comes as a Combination with other apps like flight booking, retiring room, catering etc.
- Ticket generated can be saved as ERS (Electronic Reservation Slip) in mobile
- All other features of IRCTC ticketing website are available for App.

4. NATIONAL TRAIN ENQUIRY SYSTEM (NTES)

- This App gives all information about running of trains
- Real status of train, schedules, Diversion, cancellations etc. can be known
- Information is updated from COA
- Available in English and Hindi

5. RAIL SUGAM

- It is a mobile app for freight customers
- All the information related with freight required for customers is available
- Available for Android and IOS phones
- Registration or User ID not required

6. PARCEL MANAGEMENT SYSTEM

- This is an App for parcel customers
- All information like Parcel rates, Parcel status etc. can be obtained

7. RAIL MADAD

- MADAD – Mobile Application for Desired Assistance During Travel
- This application is developed as part of grievances portal
- Complaints can be lodged through Web, SMS, or MADAD App
- Complaints related to station and trains can be given with details
- Complainant will receive one reference number
- Status of complaint can be checked with reference number
- Complaints are opened by Division Commercial Controllers and forwarded to concerned departments
- Remarks are entered in the application
- Action taken will be informed to passenger through SMS

8. INTEGRATED HELPLINE NUMBER “139”

- Indian Railway has integrated railway helplines into single number 139 for the passengers for quick grievance redressal and enquiry during their journey.
- The Helpline 139 will be available in twelve languages.
- It will be based on IVRS (Interactive Voice Response System).
- There is no need of a smart phone to call on 139, thus, providing easy access to all mobile users.
- Freight customers can call to ‘139’ for Parcel and Goods related enquiries.

9. TWITTER

- This App is used to send Complaints
- Complaints are sent to Twitter handles of Ministry of Railways, zonal railways, GMs and DRMs
- Division Commercial controllers will check DRM Twitter handle (account) and Forwarded to concerned departments
- Reply is given to passenger

10. RAIL DRISHTI DASHBOARD

- This was Launched by MR on 25/02/19
- It brings information from various sources on a single platform
- It gives access to key statistics and parameters to every citizen
- It can be accessed using a desktop/laptop or a mobile device

11. RAILWAY EMPLOYEE SELF SERVICE(RESS)

- This App is a part of AIMS (Accounting Information and Management System) portal
- It is developed for staff to view their Salary, Bio Data, PF etc
- Mobile number and Adhaar number of the employee are to be updated in IPAS
- Employee has to register himself in App
- Pay slips, Income tax, PF etc. details can be checked
- Pay slips can be downloaded

UNRESERVED TICKETING SYSTEM (UTS)

Particulars on UTS ticket:

1. *From and to stations*
2. *Route*
3. *Class of accommodation*
4. *Machine generated UTS number (10 characters)*
5. *Date of journey*
6. *Distance and fare*
7. *Date and time of issue and terminal / counter number*
8. *Cash / Voucher*
9. *Ticket type*
10. *11 character(3 alphabets and 8 digits) stock number*
11. *4- digit machine printed ticket number*
12. *4/5 – digit random number*
13. *Travel authority and concessional code, if any*
14. *Alpha code of progressive totals of transactions made.*

Specifications for pre-printed paper computerized passenger-ticketing system:

1. Pre Printed paper roll as per sample for printing tickets with sprocket holes on both sides 100mm depth and 64mm width i.e. 4" *2.5" made of 115 GSM good quality white paper with Indian Railway water mark, with Indian Railway background and advertisement on the reverse of the ticket. The ART work of the advertisement will be supplied by the Railways.
2. Each ticket roll should contain 500 tickets serially numbered. The serial number of the ticket consists of 11 characters. In each roll the commencing number of the series shall be started with 001 or 501 and closing number shall be ended with 500 or 000.
3. Every ticket shall have an Alpha numeric before eleven digit pre printed number allotted for each division, i.e. SC, HYB, BZA, GTL, GNT, NED.
4. The ticket should have perforated lines in between each ticket. There should not be any other perforated lines on the ticket.

Maintenance of the registers in UTS booking office:

- *Charge handing over and taking over register of the operators:* This should also be utilized as the daily train's cashbook for pasting of the shift and day end summaries generated from the UTS.
- *Equipment failure register*
- *Log in Log out and Private cash register*
- *Non – issue register*
- *Cancellation register*
- *Special cancellation register*
- *Assurance Register*

Duties of the operator:

1. During the changeover of the shift, the operator will pass an undertaking regarding the correct taking over of the UTS terminals, Key boards and printers in the Operator charge taking/handing over register.
2. The operator will check that the opening ticket number that physically available in the machine/printer is tallying with the number that is prompted by the UTS.
3. The operator will enter the imprest and personal cash available with him in the UTS.
4. The operator will check that all characters are legible and correct. The MPT number is printed on the ticket before the same is issued to the passenger.
5. The Operator should manually deface with a cross all Non-issued tickets, Special cancelled and the cancelled tickets.
6. It is the sole responsibility of the operator for the distances entered while issuing the BPTs
7. The operator should ensure that no BPT is issued to a destination which is already available in the database.
8. The operator should permit all cancellations across the counter after cross verification of the details available in the system.
9. At the end of the shift the operator should ensure that the amount displayed on the UTS screen and printed on the DTC generated through the terminal should be same. In case of discrepancies the shift in- charge should be informed and the hard copies should be generated from the system, in the presence of the supervisor.
10. In case of any system failure and DTC not being generated from the system, the cash of the shift should be deposited by the operator as per the ALPHA CODE available on the last ticket stationery available on the printer. Necessary remarks should be passed on the FAILURE REGISTER and the problem should be reported to Console and Commercial Control.

Duties of Supervisor & Operator at the beginning of the shift:

1. Only authorized users as mentioned in the user register are permitted to work on the machines.
2. The quality of the material used in the ticket printer should be checked so as to ensure that the figures and words are clear and legible.
3. The shift supervisor and operator should ensure that the Machine Printed Ticket (MPT) number printed on the stationery available on the machine is tallying with the PRE-PRINTED (PPT) number available on the stationery. If there is any mismatch during operation of shift, the following procedure as should be followed.
 - a. If the ticket is accounted for in the system but not printed on the ticket stationery, the supervisor should be called, the ticket should be non issued and shift terminated in presence of the supervisor. Cashsummary, transaction summary of the shift and continuity statement should be tallied with each other.

- b. When the Pre-Printed number in the stationery is discontinuous, the shift should be terminated in the presence of the supervisor who will take necessary measures by issuing all concerned message and the roll must be removed from the UTS and preserved for the further enquiry. The reasons for mismatch should be recorded in the failure register, ticket stock register and DTC.

Duties of the supervisors at the end of the shift

1. At the end of the day, he should tally the daily cash remittances and vouchers with DTCs and the shift wise summaries of cash and vouchers generated by the booking operators and ensure its correct remittance to Cash office/Bank daily. He will also take suitable action in case of any discrepancy.
2. He should ensure that the details of the cash and vouchers as shown on the terminal, tallies with the summary generated from the UTS.
3. Should ensure that each operator hands over the Cash, RTC, Concessions, and Vouchers, non-issued, special cancellation, normal cancellation and unused tickets correctly after tallying the same with the DTC / Shift summary.
4. Should ensure that all non-issued, cancelled, special cancelled and unused tickets are also sent to the Traffic Accounts Office along with the relevant statements.
5. The fully or partially cancelled tickets should be accompanied with the original journey tickets.
6. In case the DTC is not generated from the system, the net cash of the day should be arrived at after incorporating the cash collected for the shift for which the hard copy has been generated.
7. In case of link failure and non - generation of hard copy, cash should be collected as per the ALPHA CODE available on the next ticket stationery available in the system. This fact should also be recorded in the Failure register. In the system the cash is coded through alphabets i.e., 'A' to 'I' which denotes the value in terms of Rupees from 0 to 9, i.e., A=0, B=1, C=2, D=3 respectively. For example if "DBCD.AA" is printed on the next blank ticket, the shift operator should have the cash of Rs. 3123.00 with him up to that ticket.
If the ALPHA CODE is not visible the operator/Supervisor should contact CONSOLE/SC for the summary Of DTC figures.
8. Should ensure that daily BPT statement of all shifts showing "From" "To", "Distance", "amount", "number of passengers", "number of the counter is sent to Traffic Accounts Office on the next day. (Authority Rly.Bd No. 95/TG-I/10/30/SPTM dated 30/08/95 ED (PA) to all CCM/Indian Railway).

Issue of UTS Tickets.

1. Tickets will be issued for journeys commencing on the day of issue.
2. Tickets will also be issued up to 3 days in advance for journeys involving more than 200 Kms. of distance.
3. Zonal Railways have powers to announce a group of stations of a metro/city/Town as cluster stations. Tickets can be issued from any of these clusters station for journey commencing from any of the other stations within the cluster to any destination.

List of UTS reports to be generated from the system:

SNo.	Reports	Daily	Periodic	Monthly
01.	Season Tickets	Y	Y	Y
02	Advance season tickets	Y	Y	Y
03	Non-issued season tickets	Y	Y	Y
04	Summary of cancelled tickets	Y	N	Y
05	Summary of SPL cancelled tickets	Y	Y	Y
06	TTE money receipts	Y	Y	Y
07	Miscellaneous receipt tickets	Y	Y	Y
08	Concession tickets	Y	Y	Y
09	RTC concessions	Y	Y	Y
10	Station pair	Y	Y	Y
11	Supervisor intervention	Y	Y	Y
12	M9 Classification	Y	Y	Y
13	SPL cancel season ticket	Y	Y	Y
14	Military vouchers	Y	Y	Y
15	CST vouchers	Y	Y	Y
16	Cancelled tickets	Y	N	Y
17	Special cancelled tickets	Y	N	Y
18	Non-issued tickets	Y	N	Y
19	TC money receipts	Y	Y	Y
20	Adhoc concessions	Y	N	N
21	Police vouchers	Y	Y	Y
22	BPT	Y	Y	N
23	Development charge	Y	Y	Y
24	Sum of trains (Cash info) Ticket information	Y	Y	Y
25	Concession passenger (Season)	Y		
26	M- 17 continuity	Y	Y	Y

UTS - ticket indenting procedure:

The following procedure order for indenting of ticket rolls should be followed for stations where UTS ticketing machines are installed.

- 1 . Indent for supply of UTS ticket rolls will be on annual basis.
- 2 . Based on roll continuity statement generated by the system/consumption pattern of the previous year and augmenting this by a growth factor of say 10%, the booking supervisor will prepare ticket rolls requirement taking into account the lead time etc. The quantity to be indented would be arrived as under:

1.5 * quantity assessed (-) (Stock on hand + stock yet to be received).

This should be got vetted by a TIA. The estimates should be forwarded to Sr.DCM's office by 10th January every year.

- 3 . On receipt of the estimates from the station, the data will be incorporated in the ticket estimate register to be maintained by Sr . D CM / D C M . Sr.DCM/DCM should ensure that these estimates have been received from all the stations under their jurisdiction before assessing their requirements.
- 4 . Once the required quantity has been assessed the Sr.DCM/DCM will prepare and submit the indent Division Wise in FIVE copies in form Si 032 duly indicating the ticket no's to be printed for each location. The Block of numbers for ticket stock proposed to be allotted to SCR with Commencing Range UPA00000001 to End Range U0Z99999999 (in terms of Railway Board's letter No.2011/TG-1/10/UTS/CPT dt. 20.08.2015) may be followed. This will be done latest by 31st January.
- 5 . The indents will be sent in five copies to Sr.DFM/DFM by 10th February. Sr.DFM/DFM will certify the availability of funds and return 4 copies of the indents to FA&CAO/T'S office (Ticket Indent Section) before 20th February. In FA&CAO/T's office all the indents will be posted in the master register separately maintained for each station as per the Codal provision.
- 6 . On receipt of the certified copies of the indents from FA&CAO/T'S office, Sr.DCM/DCM will send the indents duly approved by DRM's to CMM/SC before 10th March. Specifications and conditions for the ticket rolls are given in Para no. 4 below.
- 7 . Supply will commence from 1 July. Sr.DCM/DCM will issue strike orders in lots of one lakh or multiples thereof, ensuring two months lead time while giving strike order.

- 8 . Sr.DCM/DCM shall advise the funds required at the time of preparation of budget estimates each year in November.
- 9 . Alpha numeric code of the Division should be advised by PCCM which should be prefixed to the PREPRINTED number of each ticket. PCCM should maintain the continuity of the ticket series division wise.
- 10 . PCMM/ SC should supply the ticket rolls as indented.
- 11 . The tickets received at the divisional level will be kept in the safe custody of Sr. DCM
- 12 . The details of the ticket rolls supplied to divisions should be intimated to FA85CAO/T through a ticket stock supply advice note by PCMM/SC/Dy.CMM/SC.

UTS ON MOBILE (PCCM CC 174 OF 2018)**I. SALIENT FEATURES OF THE UNRESERVED PAPERLESS MOBILE TICKETING SCHEME.**

1. **Registration:** The passenger will first get registered by providing his/her mobile number, name, gender, date of birth, ID-card, city, default booking train type, class, ticket type, number of passengers & frequently travelling routes through the portal <https://utsonmobile.indianrail.gov.in> or by downloading the “utsonmobile” app from Play Store, IOS Store & Windows Store for the Android, IOS and Window Operating Systems respectively.
2. **Payment:** Upon successful registration, R-Wallet will be opened on zero-balance basis for the passenger. The R- Wallet will be linked with the mobile number. The minimum recharge amount in R-wallet will be ₹. 100/- and thereafter recharge can be in multiple of Rs. 100/- Up to a maximum of Rs. 10,000/- including bonus amount. Presently a bonus of 3% is granted on every recharge made. (valid up to 24.08.2022)
3. **Booking of Journey & Season and Plat Form Tickets:**
 - a) **Journey Tickets:** The passenger can book paperless ticket through mobile application and the ticket will be stored in the mobile application itself. The passenger can travel without taking a hard copy of the ticket. The journey should commence within prescribed time limit.
 - b) **Season Tickets:** The passenger can book and also renew Second/First Class Season Tickets. The passengers are allowed to change the duration, class, ID card and address. The Season ticket will be stored in the local mobile database in encrypted form with validity period.
 - c) **Platform Ticket:** Paperless plat form ticket can also be booked using this app and is valid for two hours from the time of booking.
 - d) Booking of concession tickets and advance tickets is not permitted.
 - e) The paper less ticket neither be edited nor forwarded. It cannot be captured using screen shot option of the mobile phone.
 - f) Cancellation of paper less ticket is not allowed.
4. **Ticketing Zone:** This is a geographical fenced area within which the tickets can be booked. Presently tickets can be booked if the passenger is located in the area within a radius of five kilometers (5kms.) from source station in case of journey tickets and two kilometers (2 kms) in case of platform tickets. Platform or journey tickets cannot be booked if the passenger is within a radius of fifteen meters from the source station.

II. PROCEDURE TO BE ADOPTED BY THE TICKET CHECKING STAFF TO CHECK THE GENUINENESS/ VALIDITY OF THE PAPERLESS UTS TICKET.

1. Currently the TTE App is available for Android phones only.
2. The Ticket checking staff have to install the “TTE App” which is a separate ticket checking application to check the paperless ticket purchased using the “utsonmobile” application.
3. Whenever TTE/TC want to check the Paperless Ticket, he/she may ask the passenger to select “show ticket option”. This option will function in off line mode also and will display the list of valid tickets booked through Mobile App. The passenger will select the appropriate ticket and show it to the TTE/TC.
4. The ticket will have the following information: The originating and the destination stations, class, number of passenger(s), journey date, time of issue, registered mobile no. of the passenger, ticket type and other journey particulars.
5. The background colour of the ticket will change on daily basis. The TTE will verify the colour of the ticket with the colour displayed in TTE app for the specific day. The colour code for the day can be ascertained from the check colour feature of the TTE app which will display the colour code for the latest three days.
6. The text “IR UNRESERVED TICKETING” will be scrolling on the top of the ticket. This indicates that the ticket is not a snapshot of some other mobile ticket.
7. The paperless mobile ticket contains an encrypted QR code which cannot be edited. The TTE can check the ticket by scanning the QR code in the offline mode also.
8. The ticket particulars can be checked from the “CHECK FROM SERVER” option provided in the TTE app. By feeding the registered mobile no. and UTS no. the ticket particulars will be displayed for cross check.
9. The TTE can call the passenger’s mobile by selecting “CALL CHECK” feature of the TTE application and can give a missed call to the mobile no. linked to the ticket.
10. In case of season tickets the colour of source station (S), destination station (D), via and duration (monthly/quarterly/half yearly/yearly) will be in one colour and distinct from the colour code of the ticket for the day.
11. The random no. of the day is based on the destination of the ticket and is displayed just above the booking time.
12. The booking time of the ticket will be displayed as the last line of ticket information.

III. Instances that are to be treated as Ticketless Travel:

- 1) In case, the passenger is not able to show the ticket due to any technical fault or the battery of the mobile is drained out, the passenger will be considered as travelling without ticket.
- 2) During the course of ticket checking, the TTE will give a missed call to the mobile number from which the ticket has been booked using the "Call Check" option. If the passenger does not get a call, then that ticket is considered as not issued from that mobile and treated as ticketless travel.
- 3) The ticket can be bind to the passenger ID card. While checking, the TTE will ask for the passenger ID card and match with the ID card mentioned in the ticket. In case of mismatch of the ID card, it will be treated as ticketless travel.

UTS REFUNDS (Ref : PCCM CC 296 OF 2018)**1. NORMAL CANCELLATION/PARTIAL CANCELLATION:**

Whenever a passenger presents a ticket for normal cancellation/partial cancellation, the details in the ticket should be verified and normal cancellation/partial cancellation should be done, duly following the prevailing Refund Rules. The refund should be given to the passenger after deducting the Clerkage. The entire transaction should be done in the UTS system. The journey ticket should be collected from the passenger. The journey ticket and the cancelled ticket should be pinned together. Two lines should be drawn across the face of the journey ticket and the word "NORMAL CANCELLATION/PARTIAL CANCELLATION" (as the case may be) should be written in between these two lines. In case of partial cancellation, the next ticket after the cancelled ticket should be issued to the passenger. At the end of the shift/day, all the normal/partial cancellations should be entered in the Normal/partial cancellation Register. The acknowledgement of the Cashier/Supervisor to whom the cancelled tickets are handed over, should be taken in the Register.

2. SPECIAL CANCELLATION:

The circumstances in which special cancellation should be done is given in the UTS Main Menu Option No.3. Special cancellation should be done by using the Supervisory ID. The word "SPECIAL CANCELLATION" should be written across the face of the journey ticket. Full refund of fare can be given to the passenger. At the end of the shift/day, all the special cancellations should be entered in the special cancellation register and the reason for special cancellation should be written in the register.

3. NON-ISSUED TICKETS:

There will be some circumstances where the operator identifies a mistake in the ticket before it is issued to the passenger. Similarly, there will be errors in printing on the ticket due to printer problems. In such cases, the operator can Non-Issue the wrong ticket by generating a Non-issued ticket on the very next ticket. Which means, the wrongly printed ticket and the Non-issued ticket will have ticket numbers in sequence.

It has come to the notice of the administration that some staff are committing frauds by misusing the provision of Non-issued tickets. Hence, it is hereby laid down that the ticket which is being non-issued must have at least the Alpha Code and the date (which are printed automatically when the previous ticket is issued). A blank ticket, without even the Alpha Code/date should not be Non-issued. If such a ticket is non-issued, the CBSR/CI/TIA/Traffic Accounts Office should raise an admitted debit equal to the amount of the ticket non-issued. For the sake of clarity the following illustration is given below:

Ticket No.66987868 is issued to destination "A". For some reason, the alpha code/date has not been printed on ticket No.66987869. In such case, ticket No.66987869 cannot be non-issued. First 66987868 should be properly examined and in case the alpha code/date that should be printed on 66987869 got printed on 66987868, then 66987868 should be non-issued first, by treating it as a defective ticket. Non-issuing the blank ticket No.66987869 will be treated as an irregular transaction and a debit equal to the fare of this ticket will be raised and recovered from the operator. In addition, DAR action as deemed fit shall also be taken.

4) In certain cases where there was a problem of misalignment of tickets or where ticket numbering was not in order (resulting in mis-match), etc., the responsible staff can appeal in writing within a period of three days to the In charge of Booking Office/CBSR or Section CCI duly explaining the facts and circumstances in detail.

For this purpose, a team consisting of in charge of Booking Office/CBSR and Section CCI will conduct an enquiry, and if there are genuine reasons for the non-printing of alpha code, they will recommend for withdrawal of debit and send a proposal to Sr.DCM's office with a copy to FA&CAO/T. If there are no genuine grounds based on facts and evidence, then the debit will be enforced and recovered.

5) CBSR and CI should check the cancelled and non-issued tickets as well as the entries in the registers at random at frequent intervals to ensure that the cancellation/non-issue of the tickets has been done for genuine reasons.

6) The cancelled/non-issued ticket along with original ticket and the statements should be submitted to Traffic Accounts office along with Daily Cash Remittance. Instances where the cancelled and its original journey tickets are not handed over will be viewed seriously and debit will be raised for the value of the ticket found missing.

7) Approval for mismatch due to defective ticket stationary is a supervisory function and operators are not permitted to do mismatch adjustments.

8) A Non-issue Register shall be maintained by all operators' window wise and shift wise indicating reason for making a ticket into a Non-issued ticket.

STEPS TO PREVENT FRAUDS IN ISSUING TICKETS THROUGH UNRESERVEDTICKETING SYSTEM (UTS) OF INDIAN RAILWAYS. (Ref: PCCM CC 100 of 2018)

- i. The custody/operation of the keys of the ribbon/ticket roll cover provided for, in the modified UTS printers is not unauthorizedly delegated to the booking operators by the supervisor.
- ii. Divisions must clearly define the procedure regarding the custody of the key for printer ribbons and ticket roll, prohibition on disbursement of mismatch and faded tickets to passengers and lay down distinct and clear responsibility of the operators/supervisors/administrators of the UTS locations.
- iii. Supervisor/In charge of Booking Office should check the NI register daily. Repeated cases of Non-Issue (NI) of high value tickets by a particular booking clerk should be noted by the supervisor/ staff entrusted with the checking of the NI statement at the location and brought to the notice of the administration.
- iv. Immediate /Periodic drives should be conducted by CCI's/CBSR's/TIA's to check DTC of the last three months and if any cases of 05 or more instances of NI tickets the staff operated in the shift and any other serious irregularities noticed during the drives may be reported to the administration.
- v. Instances of the supervisory interventions to be recorded in the daily report of the station counters. Inspecting supervisors/officers should regularly check the statement, and repeated cases of mismatch of tickets should not be condoned.

- vi. At small stations or during night shifts where single /limited number staff issuing tickets , the supervisor or the administrator, unique IDs of the same individual need to be generated and the staff should be fully responsible for the operations.
 - vii. Any mismatch noticed by the ticketing checking staff ticket (mismatch of last four digits of the 8-digits pre-printed stationery number and 4-digit computer printed number) must be viewed with high suspicion and the cases be fully investigated by the office.
 - viii. Adequate ticket checking staff should be deployed for manning exit gates to ensure that the tickets are collected and sent to Traffic Accounts for scrutiny.
- 2) In addition to the above, the following steps should also be taken to further streamline the issuing of unreserved tickets through UTS:
- i Whenever any fraud in issuing of tickets through UTS is detected, a committee comprising officers of Accounts and Commercial Department not lower than Senior Scale may be constituted for enquiry and also to suggest the system improvement/procedural changes to prevent recurrence of such frauds which is to be brought to the notice of the PCCM for forwarding to Ministry of Railways for taking final decision on this account.
 - ii Refund on cancellation of hand written tickets should be allowed only in exceptional cases with the approval of CBS. A record of such approval will be kept for inspection of TIAs and Sectional Commercial Inspectors. This record will also be countersigned by ACMs on periodical basis.
 - iii Provisions contained in Para 308 of Manual for Inspection of Station Accounts relating to checks on UTS tickets should be followed scrupulously.
 - iv The vacancies in the unified Commercial Clerk cadre should be filled up on priority.
 - v CCTV cameras also need to be installed in booking offices to keep a check on the errant and to enhance the level of accountability with monitoring and alert generation from a central location as per RDSO specifications.
 - vi Adequate publicity should be carried out to create awareness among passengers not to buy 'mismatched' tickets and report to Supervisor or to the Divisional office.

- 3) Further to monitor the non-issue transactions, the following reports were made available in the UTS for the day/ month:
- a) Details of locations at which more than 5 tickets are non-issued in a day and month-wise.
 - b) Details of the non-issue tickets with value above rupees one thousand.
 - c) Zone-wise, Division-wise, location-wise, operator-wise non-issue tickets and amount details for a period.

These reports can be accessed in the UTS ACCOUNTING REPORTS.

- Sl. No. 6 of the Main Menu - Non-Issue Reports.
- Sub-Menu- 1. Daily reports. 2. Monthly Reports.

The following reports are available in the Daily and Monthly Reports.

- Non-Issue Tickets more than 5.
- Operator-Wise Non-Issue tickets.
- Count of Non -Issue tickets of value more than ₹ 1000/-.

- 4) Sr. DCMs must monitor and analyze the MIS report on a daily basis. Any unusual increase in non-issue or cancellation of tickets should immediately be scrutinized to prevent any probable fraud and immediate action should be taken against the concerned Booking Clerk, BSR/CBSR, Sectional Commercial Inspector, TIA etc.,
- 5) Further, Board has decided and stated that in case of failure to detect any fraud in future, Sr. DCMs will be personally held responsible and deterrent action will be taken.

(Note:- Duties of Sectional Commercial Inspectors, Chief Booking Supervisors & Chief Reservation Supervisors with regard to PRS &UTS systems at Stations – Refer Commercial Circular No. 190 of 2012)

JAN SADHARAN TICKET BOOKING SEVAK (JTBS)

JTBS are nominated by Railway Administration for issuing tickets through UTS.

Main Features:

1. The age of applicant should be minimum 18 years.
2. Character certificate should be issued by District Magistrate / Additional District Magistrate.
3. The work place should be approachable. He should have his own landline phone.
4. Applicant should be a local person.
5. JTBS shall be allowed to deposit the maximum amount equivalent to 15 days daily average transactions of the JTBS during the previous financial year subject to the condition that the said amount does not fall below the prescribed lower limit of Rs.10,000/-. In case of newly appointed JTBS, the limit can be decided by Zonal Railways concerned with the approval of Associate Finance - CC No. 36 of 2019)
6. Only one application will be accepted from one person.
7. He will issue only cash tickets.
8. He can renew season ticket @ Rs 5/- per passenger.
9. JTBS will charge Rs.2 per passenger as commission.
10. He will not issue tickets from station premises.
11. He will have to furnish daily, periodical and monthly reports to the serving station.
12. Initial period of contract will be 3 years, which can be extended for another 3 years, after that annual renewal is also permissible on satisfactory performance of JTBS.
13. Each side can terminate contract by giving a notice of one month.
14. One additional counter is permitted, if the average sale of tickets is more than 800 per day for a month.
14. Appointment:-
 - i. Selection committee will consist of 3 officers.
 - ii. Any application may be rejected without citing any reasons.
 - iii. Application shall be given on prescribed form to nominated officer.
 - iv. Application may be sent by registered post or by hand
 - v. Following documents must be enclosed with application-
 - a. Educational certificate
 - b. Address proof
 - c. Proof of telephone
 - d. Residential certificate
 - e. Supporting document in regard of ownership of premises
 - f. Sketch showing approach to premises
 - g. Certificate to claim reservation quota
 - h. Character certificate from police department.

ATVM: Automatic Ticket Vending Machines

1. This is a smart card based system which is connected to UTS.
2. Suburban and Non-suburban unreserved ticket shall be issued by ATVM.
3. Return journey tickets can also be issued for Suburban stations.
4. Renewal of season tickets can also be done by ATVM.
5. Security deposit for ATVM smart card is Rs.50/- . ATVM smart card can be topped up with minimum of Rs20/-, after that it can be recharged in the multiple of Rs.50/- up to the maximum limits of Rs.1000/- For facilitators maximum limit is Rs.5000/-
6. The passenger is given 3% additional value on recharge as bonus. The smart cards can be recharged without queue on designated counters.
7. No discount or bonus will be given on issue/ renewal of season tickets.
8. Validity of smart card is 1 year from the date of issue or from the date of last recharge whichever is later.
9. The passenger may also be permitted to use R-wallet to book tickets.
10. If ATVM ticket is presented for cancellation within the prescribed time limits following deductions may be made:-
 - i. Clerkage Charges
 - ii. 3% of the fare in the lieu of the bonus amount given at the time of topping up of smart card if the ticket is booked beyond 150KMs.
11. Appointment of ATVM Facilitators:-
 - i. Retired employee of any department should be appointed as ATVM facilitators.
 - ii. Assistance to facilitator: Spouses and adult children of retired railway employees may also be allowed to work as facilitator
 - iii. ATVM facilitators will be given a smart card in order to facilitate issuing unreserved tickets; through ATVM. They will be allowed to retain 3% bonus presently being given to the smart card holder.

Co-TVM: - Cash, Coin and Smart Card Operated (Versatile) Ticket Vending Machine

1. The COTVMs are versatile ATVM machines. In addition to smart cards COTVMs can issue tickets on currency notes and coins. Smart cards recharge is also available on COTVM machines
2. Following tickets will be issued through Co-TVM :-
 - i. Second class single journey and return journey child/ adult tickets. Per ticket maximum 4 passengers.
 - ii. First class single journey and return journey concessional tickets will not be issued.
 - iii. First class Ticket. Per ticket maximum one passenger.
 - iv. Platform Ticket (Maximum 1 passenger)
 - v. Season Ticket (Maximum 1 passenger)
3. Concessional tickets will not be issued.
4. Co-TVM is connected with UTS server.
5. Co-TVM is operated by passenger.
6. Ticket will be issued by Indian currency notes and coin or Smart card.

7. Smart card will be issued and recharged from nominated booking counters.
8. Co-TVM will accept only 5/-, 10/- coins and 5/- to 100/- Indian currency notes of Gandhi series.
9. Amount equal to ticket fare will be accepted only.
10. Monitoring and supervision of Co-TVM will be done by CBS.
11. Every day at 00:00 Hrs. DTC will be printed and cash will be taken out by commercial supervisor in presence of RPF.
12. If any discrepancy is noticed, it should be reported to Sr.DCM.
13. Security deposit for CO-TVM smart card is Rs.50/- . Smart card can be topped up with minimum of Rs20/-, after that it can be recharged in the multiple of Rs.50/- up to the maximum limit of Rs.5000/-
14. Passengers will be benefited with 5% bonus amount.

STBA-Station Ticket Booking Agent (RB CC No.4 of 2022)

Objectives:

1. This scheme is for engaging Station Ticket Booking Agents(STBAs) on commission basis at 'NSG-5' and 'NSG-6' category stations for issue of unreserved tickets through Computerized Unreserved Ticketing System(UTS) of Indian Railways. As a pilot project, this scheme is also being proliferated at NSG-4 & SG-3 category stations.
2. Selection of STBA:
 - i. Eligibility:
 - a) The applicant must be a resident of the district or division, in which the station is located where STBA is to be appointed.
 - b) The applicant must be 18 years of age and must be 10th pass. Sr.DCM can relax the education criteria.
 - c) Selected candidates shall provide police verification certificate.
 - ii. Application from eligible persons will be called through newspaper. Application should be submitted along with earnest money of Rs.2000/- , Rs. 5000/-, Rs. 5000/- & Rs.10,000 for NSG6, NSG5, SG3 & NSG4 stations respectively.
 - iii. The selection of STBA shall be done through tender committee of 3 assistant scale officers (commerce, finance and operating department officials)
 - iv. The candidate who opts for least commission (in slab-3) on monthly sales turn over shall be engaged as STBA. If more than one applicant quotes the same rate, the selection will be based on the draw of lots.
 - v. A refundable security deposit of Rs.10,000/- for NSG6, Rs. 25,000/- for NSG5 & SG3 stations and Rs.50,000 for NSG4 stations.
3. Commission payable to STBA:

Station	Monthly sales	Monthly Commission %age payable on sales turnover
Slab 1	1-20,000	25%(Subject to minimum of Rs.2,500)
Slab 2	20,001-1,00,000	15%
Slab 3	>1,00,000	(4% in case of NSG6/NSG5/SG3 category stations and 2% in case of NSG4 category station) or rate opted whichever is lower.

4. The cost of software, hardware, maintenance, stationery, electricity and hiring of channels etc. will be borne by a Railway. The space will be provided free of cost by the railways.
5. STBA shall not sublet/ assign or transfer the rights or obligations to any other. In case of death licence shall be transferred to his/her legal heir(s) for the remaining term of contract.
6. STBA has to deposit cash shift wise to the SM.
7. Only Cash tickets will be issued by STBA. Season tickets, Platform ticket, renewal of season ticket can also be done by STBA.
8. The facility of NI- Non-Issue, Cancellation and concessional tickets will be available to STBA only when authorised / endorsed by the SM/ASM.
9. SM / ASM shall be responsible for safe custody of a ticket rolls.

Y.T.S.K. – Yatri Ticket Suvidha Kendra

1. UTS-cum-PRS centre established through PPP (Public Private Partnership) will be called YTSK.
2. Eligibility:
 - i. All authorized train ticket agents, who have at least 2 years of experience.
 - ii. Applicant must have furnished office outside the railway premises.
 - iii. There is no criminal case on the applicant.
 - iv. In the past, the applicant's license has not been terminated by the Rlys.
 - v. Copy of Pan card and last 3 years IT- returns should be submitted.
3. Applications will be scrutinized by the committee of three JAG officers (Junior Administrative Grade) (1-commerce, 1-finance, 1-other)
4. Other Conditions:
 - i. The cost of software, hardware, maintenance, non-ticketing stationery and operation staff etc. will be borne by the party.
 - ii. The licensee will have to hire two data / communication channels.
 - iii. System access charges of Rs.1.6 lakhs per terminal will be paid by the licensee to the Railways.
 - iv. Ticket Roll will be given free of charge. Penalty charges will be levied as per normal rules after losing ticket / tickets.
5. On the opening day of reservation YTSK licensee can issue General, Tatkal and Premium Tatkal tickets from 08:15 hours. For tatkal tickets on the opening day of reservation the booking hours will start from 10:15 hours and 11:15 hours for AC and Non-AC classes respectively. However, for the trains which have already become open for booking on the previous day should be allowed to be booked.
The timing of operations of terminals in the premises of licensees for general reservation shall be from 08.00 hours to 22.00 hours on week days and from 08.00 hours to 20.00 hours on Sundays for booking of general PRS and UTS tickets.
6. Registration fee: After allotment, Rs.2 lac (non-refundable)
7. Security Deposit : 1 lakh.per port, but maximum Rs. 5 lakh.

8. Advance Deposit: Min Rs 5 lakh per counter, but tickets can issue upto the value of 4.5lakh rupees. Up to a maximum of Rs 1 crore can be deposited.
9. License Fee: Rs.5000 per counter per year
10. Duration: 3 years and there after on satisfactory performance can be extended for 1 year.

11. Service Charges (Commission):

Class of ticket	Service Charges (Commission) per passenger
Second Sitting & Sleeper class	Rs.30/-
Other classes	Rs.40
UTS ticket	Rs.2/-

12. 50% of the above charges will be taken as service charges for cancellation.

RULES FOR COMMENCEMENT OF JOURNEY

1. Passengers should undertake journey by the train for which the ticket is issued.
2. Tickets issued at small stations an hour before the expected departure of the train is valid only for that particular train.
3. At important stations where tickets are issued throughout the day, the passengers can undertake the journey by any train running to that destination on that day.
4. Suburban tickets are issued with time of issue and the passengers should commence their journey within 2 hours from the time of issue.
5. On reserved tickets, passenger should travel by the train in which reservation is made.
6. Indrail pass holders can travel by any train. However, the date of commencement of journey should be filled and journey should be completed within the validity period.
7. Holders of circular journey tickets should commence the journey as per the date mentioned in the ticket and journey should be completed within the validity period.

BREAK JOURNEY

Definition:

Halt at an enroute station for the purpose of visiting places of interest, attending work, taking rest etc. with an intention to continue further the journey on the same tickets is called as *break journey*.

Conditions:

1. The single journey ticket must be for more than 500 kms.
2. One break journey is allowed on tickets more than 500 kms and up to 1000 kms.
3. Two break journeys are allowed on tickets more than 1000 kms.
4. First break journey is allowed only after travelling 500 kms.
5. There is no distance restriction for availing second break journey.
6. However, the two break journeys are not allowed at one place.
7. In case of reserved ticket, passenger should reserve upto break journey station at the time of making reservations.
8. When the reservation is made up to destination, break journey is not permitted enroute.

Break journey period:

1. Break journey period is two days excluding the day of arrival and day of departure.
2. Waiting for connecting train at an enroute station for less than 24 hours is not treated as break journey.

Endorsements:

1. At the time of break journey, endorsement from station master / ticket examiner should be obtained.
2. The endorsement consists of station code, date, and initials of SM / TE.
3. If the passenger commences his journey without endorsement, he will be treated as traveling without ticket.
4. Circular journey ticket holders need not obtain break journey endorsement at the time of break journey.

Break journey rules are not applicable in the following cases:

- | | |
|--------------------------|----------------------------|
| • Railway passes | • Season tickets |
| • Freedom fighter passes | • Circular journey tickets |
| • ICCRP | • Tourist coupon tickets |
| • Indrail pass | |

Break journey is not permitted in the following cases:

- On tickets issued for Rajdhani / Shatabdi trains
- Concession tickets issued for specific purpose
- Tickets reserved up to destination
- On suburban stations
- Tickets issued against police warrants
- Emergency duty passes
- Medical passes

GUARD CERTIFICATE

As per Section 55 of RA 1989, no person shall enter into the railway premises without pass or ticket or permission granted by competent railway servant.

Guard can be issued i.e. 'permission to travel' is called as Guard Certificate.

Guard certificate is in form no. Com.164 b

- Issued by guards / conductors of the passenger trains.
- Each certificate will have 3 foils - passenger, accounts, and record.

When issued

- Unable to person is unable to purchase a journey ticket but holds a valid platform ticket.
- When a passenger wants to continue the journey beyond the booked destination.
- When a passenger holding lower class ticket wants to travel in higher class..
- When a passenger wants to travel in M/E train holding an ordinary ticket.
- Military personnel unable to exchange their warrants(IAFT 1752, 1707)/ concessions (1720, 1728 and 1736)
- Passenger is compelled to travel in lower class holding a higher class ticket.
- When air conditioned equipment fails.

Conditions for issue

- Passenger should inform before start of journey.
- Passenger should agree to pay all the charges due.

Disposal of guard certificate

- TTE to consult guard / conductor to know whether any GC is issued
- Responsibility of the guard to ensure that dues are collected
- TTE to collect the passenger foil and EFT is issued to the passenger.
- When GC is issued, only fare is collected from the passenger.
- GC particulars written on the EFT and EFT particulars on 3 foils of GC
- TTE to send the passenger foils along with the EFT returns at the end of the month to TAO
- Guard to send all the accounts foils to TAO at the end of the month.
- In case of refund, passenger should submit passenger foil along with original ticket at destination.
- Refund should be claimed within 20 hours from the arrival of train at destination.

GC not issued

- On un-exchanged PTOs, concessions and police warrants.
- On unbooked luggage
- At suburban stations and notified branch lines.

VALIDITY OF TICKETS

1. Passengers should undertake journey by the train for which the ticket is issued.
2. Tickets issued at small stations an hour before the expected departure of the train is valid only for that particular train.
3. Suburban tickets are issued with time of issue and the passengers should commence their journey within 2 hours from the time of issue.
4. On reserved tickets, passenger should travel by the train in which reservation is made.
5. Indrail pass holders can travel by any train. However, the date of commencement of journey should be filled and journey should be completed within the validity period.
6. Holders of circular journey tickets should commence the journey as per the date mentioned in the ticket and journey should be completed within the validity period.
7. For distances Up to 199 Kms, the journey shall be started from the originating station within three hours of time of issue of tickets or Up to the departure of first train for the destination whichever is later.
8. For distances of 200 Kms and above, there will be no change in the existing provisions and also the advance booking of 3 days will continue to be allowed.
9. For the distances Up to 199 Kms, the tickets across UTS will be issued at the originating stations only.
10. As regards validity of return journey tickets, the facility for return journey tickets Up to 199 kms should be withdrawn.
11. In case of Excess fare tickets also, the validity of EFT for the distance Up to 199 Kms will be the time of issue of such tickets or Up to the departure of first train for the destination whichever is later.

Action to be taken when passenger are not able to pay the charges;

If any passenger liable to pay the excess charge and the fare mentioned or the excess charge and any difference of fare fails or refuses to pay the same on a demand a case shall be booked under Sections 137 or 138 as the case maybe.

Arrest of passengers under section 138 of the Railways Act.

If any railway servant detects a passenger travelling without a ticket or with an improper ticket without intent to defraud, he must first demand from the passenger the amount due under section 138 of the Railways Act. If the passenger pays the amount demanded, no further action should be taken against him. Should he not pay it, the railway staff should demand the name and address which should be recorded and an application made to the Magistrate, within whose jurisdiction the passenger is found travelling irregularly, to realize from him the amount of excess charge and fare. The Magistrate will then recover it through his Court as if it were a fine imposed

by him. The question of arresting the passenger in such circumstances or of producing him before the Magistrate should not arise. But when the passenger refuses to give his name and address, or there is good reason to believe that the name and address given are incorrect or that he will abscond, he may be arrested and produced before the Magistrate within a period of twenty four hours of such arrest excluding the time necessary for the journey from the place of arrest to the court of the Magistrate unless he is released earlier on giving bail with a charge-sheet indicating

- (i) that the passenger was detected travelling in the train without a pass or ticket or with insufficient pass or ticket or was travelling beyond the authorized distance;
- (ii) that a demand was made on him to pay the excess charge or the fare due; and
- (iii) that he failed or refused to pay the charges demanded.

The onus to prove that the name and address given by the passenger are incorrect devolves on the railway staff.

Arrest of persons guilty of an offence under section 137 or persons who refuse or fail to pay the charges due under section 138.

(a) An offence under section 137 is cognizable and passengers who travel without ticket in contravention of section 55 with intent to defraud or cheat the railway should be dealt with under this section. It also applies to passengers found re-using a ticket or pass or half of a return ticket which has already been used. The offender may be arrested without warrant or other written authority, by a railway servant or police officer, or by any other person, whom such servant or officer may call to his aid under section 179 of the Railways Act. A person so arrested shall, be taken before a Magistrate having authority to try him or commit him for trial within a period of twenty four hours of such arrest excluding the time necessary for the journey from the place of arrest to the court of the Magistrate.

As the liability to prove that the passenger had intention to defraud the railway devolves on the railway administration, the ticket checking staff should handle such cases very carefully and launch the prosecution under section 137 only when they are sure that they have sufficient proof in their possession to prove the charge against the passenger. The charges against a passenger should, therefore, be carefully recorded in the charge-sheet. After the correct charges have been framed and the form carefully prepared and completed the copy for 'Police' must be made over to the Government Railway Police along with the passenger for further action. It will then be the duty of the police to produce the arrested person before the Magistrate with the least possible delay.

(c) An offence under section 138 is non-cognizable and the offender cannot be arrested unless there is reason to believe that he will abscond or his name and address are unknown, and he refuses on demand, to give his name and address, or there is reason to believe that the name or address given by him is incorrect (section 180 clause (1) of the Railways Act). It is, therefore, incumbent on the railway servant detecting a case under section 138 to demand the amount due. If the passenger refuses to pay up the railway dues and also refuses on demand to give his name and address, or there is reason to believe that the name and address given by him are incorrect, the passenger may be arrested without warrant or other written authority for production before a Magistrate.

Sections 137 and 138 of the Railways Act equally apply to railway servants detected traveling without tickets or passes or with improper tickets or passes.

The power of arrest should be exercised with the greatest caution and never be exercised by railway servants themselves at stations where railway police are posted. At such places the railway police should invariably be called upon to make the necessary arrest. It must be clearly understood that the railway police are not to be called upon or allowed to collect excess fare from passengers. Their services are to be requisitioned only when payment is refused, and there is reason to believe that the passenger will abscond, or if his name and address are not known and he refuses to give them, or if there is good reason to believe that the name and address given are incorrect.

Female passengers who are unable /refuse to pay dues

When a female passenger is found travelling without a ticket, unaccompanied by any friends or relatives, and has not the means to pay the excess fare due, she shall not be so removed except either at the station from where she or he commences her or his journey or at a junction or terminal station or station at the headquarters of a civil district and such removal shall be made only during the day. Further, at a station, if she cannot provide a reliable address, the Station Master must see that every possible protection is afforded to her while on railway premises. She should be treated considerately pending receipt of instructions from the DCM or the police. At station where there is an Ayah, the passenger should be placed under her protection.

Passengers who refuse to pay dues in train

Passengers detected Traveling without tickets by Traveling Ticket Examiners and who decline to pay the charges due to the railway, should be handed over to the station staff (TE/SM/Booking Clerk) for recovery of the amount due with a Handing Over The station staff should advise the Divisional and Traffic Accounts Offices the result of the action taken and whether the passenger declined to pay or was unable to pay, and whether prosecution was launched to recover the railway dues.

Passengers to be made over at Headquarter Station of Railway Police.

As far as possible, passengers who decline or fail to pay up railway dues should be made over at the headquarter station of the railway police or at a Railway Police Outpost where Magistrates are available to try such cases. If necessary, the defaulting passengers may be carried beyond the destination station Up to the station where the Government Railway Police are posted for being handed over for the recovery of railway dues.

CONCESSIONS

General rules:

1. Coaching Tariff Part-I, Vol-II contains the details of various concessions allowed to passengers by railways.
2. All concessions are allowed on basic fare of M/E trains.
3. No concession is allowed in respect of other charges like charge, reservation charge and supplementary charge.
4. Concessions are allowed normally by direct and shortest route.
5. No person is allowed more than one concession at a time.
6. The charging of minimum fare is not applicable to the tickets issued on concessions.
7. Concessions are exchanged only at the booking and reservation counters.
8. Persons traveling without exchanging the concession order / form are treated as traveling without ticket and dealt accordingly.
9. In some concessions where escorts are allowed, the escorts are also given the same element of concession.(Except cancer concession)
10. Concession is not allowed when cost of the journey is borne by the Government. However, students attending tournaments conducted by recognized schools and universities are exempted.
11. The distance restriction applicable for a train will also apply to concessional tickets.
12. When return journey concession is granted, the outward and return journey must be performed by the same route.
13. When return journey concession is granted, partial cancellation is not permitted.
14. The Concession holder must travel by the booked route only. If he/she wants to travel by any other route, he/she must purchase a fresh ticket for the part not covered by the concessional ticket.

15. Break journey is not permitted when concessions are issued for specific purpose.
16. When concession is allowed for more than one person the fare should be calculated separately for each person.
17. In certain cases, concession is allowed for a minimum number of persons or on payment of fare for minimum number of persons.
18. At the time of exchanging concession, the validity period of the certificate or order should be checked.
19. Original / copy of the certificate or order should be submitted at booking office, while traveling, copy / original certificate should be carried.
20. The concession order issued by authorized railway official during special occasions is valid for 4 months from the date of issue.
21. In case of group concessions, the entire group should travel by the same train but not necessarily in the same coach.
22. Concession ticket holders are not considered under up gradation scheme.
23. Refund is not granted on partially used concessional tickets.

STUDENTS CONCESSION

Part – I:

Persons eligible:

- Students of schools / colleges recognized by education department of State and Central Governments.

Authority:

- Concession is permitted on production of certificate from the head master or head of the institution.
- It is a machine numbered book.
- It is supplied by DRMs at a cost price.
- Each concession certificate consists of three foils: Record (for school), concession order (retained at station) & student foil.
- It is written in ink filling in the entire particulars like *from* and *to* stations, name of the student, age, sex, vacation period, date of issue etc.
- It is signed by the head master with designation stamp and office seal.

- It is presented at station in two foils: concession order and student foil.

Endorsement on student concession:

- The institution shall affix on the concession order with rubber stamp as under: “Vacation from.....To.....Date of completion of examination.....”

Circumstances:

- Under which admissible are from & to institute / home / examination center / training & vice versa

Verification of concession certificate:

- The stations are supplied with specimen signature of authorized officials of the institution, who will be signing the concession certificate to enable the station to exercise a check on the genuineness of the certificate.
- The concession certificate for the return journey will be verified by the originating station master who will make an endorsement about the genuineness of the certificate affixing his signature and the stamp.
- If it is not so endorsed, the station master of the station from which the return journey is to commence will refuse to issue a concession ticket.

Validity of concession:

- Certificate can be obtained from the institution well in advance of ARP.
- The certificate can be exchanged on the day of opening of reservation as per ARP subject to the condition that the reservation is sought for the journey starting not more than one day before the commencement of vacation and not more than one day after the vacation period is over.
- The concession will also be admissible to the student prior to the commencement of the vacation when the examination is over and the head of the Institution makes an endorsement.
- Outward Concessions are to be exchanged within 14 days from the date of issue.

Concession:

- On payment of fares at 50% of M/E basic fare in II / Sleeper classes only.
- Students below 12 years are eligible for 50% of II class / sleeper class Mail / Exp child fare.

- **(a).** SC / ST students are charged at 50% of the normal concessional fare admissible for general students. **(b).** an attested copy of SC / ST certificate issued by the State Government is submitted. **(c).** Concession is allowed even if certified on the student concession certificate by head of the institution.

Escorts:

- One escort for every 4 girls of any age and boy students under the age of 12 allowed at concessional fare.
- Clubbing of concessional certificate of different schools is permissible provided the starting and the destination are the same.

Concession is not admissible:

- In special coaches / trains carriage.
- Students attending an examination for the purpose of obtaining employment.
- Students who are under full time employment.

Luggage:

- Free allowance is granted as per class of travel.

Break journey:

- Is not permitted

Refunds:

- Refunds are allowed on outward journey.
- No refunds on return journey.
- No refunds on partially used tickets.

Part – II:***Season tickets:***

- Issued in I and II classes
- *Purpose:* To and from educational institution / home or vice versa.
- Other conditions as applicable in PART- 1.

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Part – III:***On educational tour:***

- A separate concession certificate will be issued by head of the institution
- Concession is eligible for students in parties of not less than 10 excluding escort.
- For P. G. course, where the number of students is less than 10, concession should be allowed subject to the group size being not less than 3 provided the Head of the Institution certifies that the particular P. G. class is less than 10 students.
- Separate concession certificate shall be submitted for each leg of journey.
- Break of journey is not permitted.

Escorts:

- One escort for every four girl students of any age and boy students under the age of 12 allowed at concessional fare.
- One escort for every 10 male students of 12 years and over.
- Clubbing of concessional certificates of different schools is permissible provided the starting and destination are the same.
- Teachers / professors / office staff of the same institution only allowed as escorts.

Luggage:

Free allowance is as per class of travel.

Part – IV :***Round tour tickets (circular tour tickets) conditions:***

- Concession will be allowed for a party of not less than 10 students.
- Station master will allow concession on submission of concession order issued by DRM along with relevant student concession certificate.
- Maximum period of availability is 45 days.
- Other conditions are as applicable as mentioned in Part- I.

Part -V:***Students travelling to participate in recognized sports tournaments:***

- The concession is allowed by the station master on production of a separate certificate (for sports) from the head of the Institution.
- The concession certificate will be supplied by DRM at cost price.
- The concession will be admissible subject to a minimum distance of 300 km.
- On payment of fares at 50% of basic fare.

On Medical Grounds:

Sl No.	Type of Concession	%	Class	Attendant	Concession Certificate Issued by	Validity	Original or Xerox	Purpose	Remarks
6	Kidney Patient	50	I AC,2 AC	Optional	Recognised Hospital	3 months	Original	Specific	For admission / Discharge to/from hospital (Kidney Transplantation)
		75	Other classes						
7	Cancer (Patient)	100	3AC / SL	Optional	Recognized Hospital	1 year	Original	Specific	For admission / Discharge to/from hospital
		50	I AC, 2 AC						
		75	ACC / I / II						
	For Attendant	50	I AC,2 AC						
		75	Other classes						
8	Thalassemia Major	50	I AC,2 AC	Optional	Recognized Hospital	3 months	Original	Specific	For admission / Discharge to/from hospital
		75	Other classes						
9	TB / Lupas valgaris	75	I Cl, SL, II	Optional	Govt. Doctor/ TB Hospital	3 months	Original	Specific	For admission / Discharge to/from hospital
10	Non-Infectious leprosy	75	I Cl, SL, II	Not permitted	Recognized Hospital	3 months	Original	Specific	For admission / Discharge to/from hospital
11	Hemophilia	75	I Cl, SL, II	Not permitted	Recognized Hospital	3 months	Original	Specific	For admission / Discharge to/from hospital
12	Immuno Compromised	50	II Class Only	Not permitted	Recognized Hospital	3 months	Original	Specific	Treatment at ART Centers

General Concessions:

Sl No.	Type of Concession	%	Class	Con. Certificate Issued by	Validity	Original or Xerox	Purpose	Remarks
13	Sr. Citizen Male& transgender	40	All	-	-	-	Anywhere to Anywhere	(1) Male 60 yrs & above (2) Female 58 yrs & above (3) Age proof to be shown on demand in the train
	Sr. Citizen Female	50						
14	War Widows	75	SL, II	Identity card issued by Sainik Board	Life Long	Xerox	Anywhere to Anywhere	Xerox copy of ID card to be produced at the time of booking
15	PM Shram Award	75	SL, II	Identity card issued by Ministry of Labour	Life Long	Xerox	Anywhere to Anywhere	Xerox copy of ID card to be produced at the time of booking
16	Sports Persons	75	SL, II	Secretary of Sports federation	Once	Original	Specific	On concession order issued by DRM State/National level participation
		50	I CL					
17	Sports Persons	75	I,SL,II,	Secretary of Sports federation	Once	Original	Specific	On concession order issued by DRM International/National Championship
18	Professional Entertainment Group	75	SL, II	Sangeet Natak Academy	Once	Original	Specific	On concession order issued by DRM State/Central Govt. approved programs for more than 300 kms
		50	I CL					
19	Professional Circus Parties	75	SL, II	Ministry of Sports / Human Resource Dept.	Once	Original	Specific	On concession order issued by DRM Minimum distance for charge 160 kms
		50	I CL					
20	Teachers, Recipient of National Award	50	SL, II	DEO	Life Long	Xerox	Anywhere to Anywhere	-

General Concessions:

Sl No.	Type of Concession	%	Class	Con. Certificate Issued by	Validity	Original or Xerox	Purpose	Remarks
21	Parent accompanying Child honoured with bravery award	50	SL, II for either of the parent	Indian Council for Child Welfare	-	Xerox	Anywhere to Anywhere	Child is issued with complimentary pass by DRM. Age limit 18 years
22	Members of St .Johns Ambulance Brigade	25	SL, II	Secretary / Asst. Commissioner	Once	Original	Specific	For relief work or Training beyond 300 kms
23	Teachers	25	SL, II	HM / Principal / DEO	Once	Original	Specific	Educational tour beyond 300 kms
24	Kissans / Industrial Worker	25	SL, II	Dist. Magistrate	Once	Original	Specific	In groups of 20 or more on concession order by DRM
25	Unemployed youth	50 100	SL II	Copy of call letter and application	Once	Xerox	Specific	To appear for interviews of State / Central / PSU
26	Allopathic Doctor	10	All	Registration of certificate issued by Indian Medical Council and undertaking	Life long	Xerox	Anywhere to Anywhere	Undertaking is given by doctor to render medical assistance to the needy passengers during journey

General Concessions:

SI No.	Type of Concession	%	Class	Con. Certificate Issued by	Validity	Original or Xerox	Purpose	Remarks
27	Milk Vendors	50	II	Dist. Magistrate	3 months	Original	Specific	To attend training at national level institute, In groups of 20 or more.
28	Girls of Rural Areas	75	II	Head Master	1` month	original	Specific	To attend National Level Entrance Exams for Medical / Engineering etc.
29	Students of Rural Areas	75	II	Head Master	3 months	Original	Specific	On Study tours once a year, In groups of 20 and above
30	President Police Medal Indian Police Medal	50(M) 60(F)	All Classes	Certificate issued by Govt.	Life long	Xerox	Anywhere to Anywhere	Persons 60 years and above Original to be carried while travelling
31	Technicians of Regional Film Industry	50	2 AC, I Cl, 3 AC, ACCC	Certificate issued by Producer	Once	Original		Registered members in the technical employees association. Association to forward to DRM. Enclose original photo id of association. DRM to issue concessional order. To be exchanged at booking counter. Original to be carried while travelling.
		75	SI, II					

Student Concessions:

Sl No.	Type of Concession	%	Class	Con. Certificate Issued by	Original or Xerox	Remarks
32	Bonafide Students, General	50	Sl, II	Head of institution	Original	(1).Specific (2).Vacation (3).To appear in examinations of Recognized Institutions (4).Free MST Boys-X Class, Girls-XII (5).50% of fare for normal students upto 25 yrs in season tickets (6).For SC/ST students(upto 27 yrs) - 50% of normal student fare in season tickets.
33	Educational Tours(Min.10)	50	Sl, II	Head of institution	Original	1 escort for every 4 girls of any age and 4 boys below 12 yrs, 1 escort for 10 boys of age 12 and above, 1 escort for 5 PH students. SC/ST students - 50% of normal student fare
34	Cadets of Marine Engineering	50	Sl, II	Captain / Course Director	Original	Between home and place of Training
35	Foreign Students upto 25 yrs (Research Scholars - 35 yrs)	50	Sl, II	Head of institution	Original	On concession order from DRM for Camps / Seminars
36	Students (Appearing for exams as private candidates)	50	Sl, II	Head of institution	Original	On concession order from DRM for University examinations
37	Articled Clerks	50	Sl, II	Chartered Accountant	Original	On concession order from DRM Between place of study and Exam/Training Centre
38	Research Scholars – 35 yrs	50	Sl, II	Director of Institution	Original	On concession order from DRM for research Work
39	Students / Non student Youth in groups of 5 or more	25	Sl, II	Concerned Organisation	Original	On concession order from DRM for Work camps / Voluntary Service
40	Students / Artists of National School of Drama	75	Sl, II	National school of Drama	Original	On concession order from DRM for programs sponsored by State/Central Govt.
		50	I Cl / 2/3/ACC			
41	Trainee Nurse / Midwife	25	Sl, II	Head of institution	Original	On concession order from DRM between place of study and home town on leave

MILITARY WARRANTS / CERTIFICATES / CONCESSIONS

Warrants:

S. No	Form No.	Ticket Issued	Charges	Issued to Whom	GC	Detected Unexchanged
1	IAFT 1752	CST	Full Tariff Rate	Individuals	Y	Fare + EC upto point of detection + Free EFT onwards
2	IAFT 1707	ST	Full Tariff Rate	Individuals, Families, Small Parties and Invalids	Y	Fare + EC upto point of detection + Free EFT onwards
3	IAFT 1707 A	ST	Wagon/ KM Rate	Military special trains, Wagons or Vehicles	N	Does not arise

Note: Fares are debitable to defence dept. including development / reservation / supplementary surcharge. FA as per class. Warrants are sent to accounts office as cash voucher. Permitted to travel by Rajdhani Exp. (G C – Guard Certificate) Y = YES N = NO

Certificates:

1	IAFY 1953	BPT / EFT	Full Tariff Rate	Army / Air Force Reservists and TA staff when called for general mobilization	N	Fare + EC upto point of detection + Single fare onwards
2	IAFY 1954	BPT / EFT	Full Tariff Rate	Army / Air Force Reservists and TA staff when called for Training	N	Fare + EC upto point of detection + Single fare onwards
3	INF 3	BPT / EFT	Full Tariff Rate	Fleet reservists of Navy when called for general mobilization	N	Fare + EC upto point of detection + Single fare onwards
4	INF 461	BPT / EFT	Full Tariff Rate	Fleet reservists of Navy when called for Training	N	Fare + EC upto point of detection + Single fare onwards

Note: Fares are debitable to defence dept. including development / reservation / supplementary surcharge. FA as per class. Certificates are sent to accounts office as cash voucher. Permitted to travel by Rajdhani Exp

Concessions:

S. No	Form No.	Ticket Issued	Charges	Issued to Whom	G C	Detected Unexchanged
1	IAFT 1709	BPT / EFT	60% Cash 40% Voucher	Officers and their family members. Max - 6	N	Fare + EC upto point of detection + Single fare onwards
2	IAFT 1719	BPT / EFT	50% Cash 50% Voucher	Cadets of NDA, AFC and NTE	N	Fare + EC upto point of detection + Single fare onwards
3	IAFT 1720 A	BPT / EFT	50% Cash 50% Voucher	JCO / NCO with their families. Max - 6	Y	Half fare upto destination + fare upto point of detection as penalty
4	IAFT 1728	BPT / EFT	50% Cash 50% Voucher	Regimental reunion	Y	Full fare upto detection + fare upto point of detection as penalty and return ticket issued
5	IAFT 1732	BPT / EFT	50% Cash 50% Voucher	Nurses and Matrons of Military Hospital	N	Fare + EC upto point of detection + Single fare onwards
6	IAFT 1736	BPT / EFT	50% Cash 50% Voucher	Sports persons with coach and spectators	Y	Single journey - as per IAFT 1720 A Return journey - as per IAFT 1728

Note: Fares are debitable to defence dept. including development / reservation / supplementary surcharge. FA as per class.

Concessions are sent to accounts office as cash voucher. Permitted to travel by Rajdhani Exp.

(G C – Guard Certificate) Y = YES N = NO

Concession for Senior Citizens:

1. This concession is issued to male persons aged 60 years & above and female persons aged 58 years & above.
2. This concession is allowed in all classes and by all trains except Garibrath / Yuva Trains / Special
3. The element of concession is
 - 40% for male persons and transgenders
 - 50% for female persons
4. Proof of age is not required at the time of purchasing the ticket.
5. However, while traveling they must carry proof of age such as ration card, voter's identity card, driving license, PAN card etc.
6. If passenger is not carrying the above age proof, TTE will collect difference of fare only without penalty.
7. For circular journey tickets, Senior Citizen Concession is applicable only when they travel for more than 1000 kms.
CC No. 59 of 2017 (RB) Senior citizens can now opt to give up concession upto 50% or 100% of element of concessional amount, this scheme has been introduced to reserved tickets including tickets issued through PRS and internet tickets. Reservation forms will be modified accordingly.
8. In case of Transgender (T) Senior Citizens of the age of 60 years and above, 40% concession in passenger fare is granted as an interim measure till finalization of uniform policy by Ministry of Law & Justice. This will be implemented with effect from 01.01.2019. (CC 289 of 2018)
9. An option is given in the reservation form for Senior Citizens for opting to give up 50% or 100% of element of concessional amount for reserved tickets issued through PRS and e-tickets. (CC No.59 of 2017)

Concession for Otherwise Abled Persons: (Persons with disabilities- Divyangjan- CC No.04 of 2018)

1. This concession is allowed to persons who cannot travel without the help of an escort.
2. Medical certificate from Government Doctor is necessary.
3. Escort is Optional and is given the same element of concession.
4. One escort is allowed for two otherwise abled persons as per following conditions
 - On written request from the escort
 - Reserved , RAC and waiting list only are issued
 - One combined ticket for all the three will be issued.
5. Element of concession is as follows
 - 25% in 3 AC / Chair Car of Rajdhani & Shatabdi Trains\
 - Other Mail / Express Trains
 - 50% concession in 1 AC & 2 AC
 - 75% concession in all other classes

6. The Xerox copy of certificate to be submitted at the time of purchasing the ticket.
7. While traveling original certificate should be carried, otherwise the passengers will be treated as traveling without ticket.
8. In case of temporary disability, doctor's certificate is valid for 5 years irrespective of patient's age.
9. In case of permanent disability, doctor's certificate is valid as per patient's age as follows

• Up to 25 years	-	5 years
• 26 – 35 years	-	10 years
• Above 35 years	-	life long
10. When otherwise abled person is below 5 years of age, escort is allowed on concession.
11. Season tickets are issued to Otherwise Abled persons and escort (optional) is also given 50% concession.

* Unique Identity Cards are being issued by Division to Otherwise disabled persons, Mentally Retarded persons, Deaf & Dumb and Blind Persons. Basing on the ID cards, tickets can be issued at the Booking Office and tickets can also be booked online in case of reserved tickets.

Concession for Blind Persons: (Persons with visual impairment with total absence of sight- CC No.04 of 2018)

1. This concession is issued to the persons who are completely blind.
2. Medical certificate from government doctor or from institute for blind is necessary.
3. Escort is optional and is given the same element of concession.
4. Element of concessions is as follows
 - 25% in 3 AC / Chair Car of Rajdhani & Shatabdi Trains_ Other Mail / Express Trains
 - 50% concession in I AC & 2 AC
 - 75% concession in other classes.
5. A Xerox copy of certificate to be submitted at the time of purchasing ticket.
6. While traveling original certificate should be carried otherwise the passengers will be treated as traveling without ticket.
7. Doctor's certificate is valid for 5 years.
8. FC & II class season tickets are issued at 50% concession for self and escort.

Concession for Cancer Patients:

1. This concession is issued to the cancer patients in the following cases
 - Admission to hospitals
 - Periodical checkup
 - Discharge from hospitals.

2. Medical certificate from government doctor or from cancer institute is necessary.
3. The certificate is valid for one year from the date of issue.
4. Escort is optional and is given the same element of concession.
5. Element of concession is as follows

Passenger	Class	% of Concession
Patient	3 AC / SL	100*
	1 AC / 2 AC	50
	I Cl / ACCC / II	75
Attendant	1 AC / 2 AC	50
	All other classes	75

6. Original medical certificate and Xerox copy are to be submitted at booking counter. Station master will enter the details of tickets issued on both foils with his signature and station stamp.
7. Original certificate will be kept at booking office and copy of the certificate is issued along with journey ticket to cancer patient.
8. When patient is below 5 years of age, escort will be allowed on concession.

* Reservation / Supplementary charges as applicable will be collected.

Concession for Deaf & Dumb Persons: (Persons with Hearing and Speech impairment totally)-CC No.04 of 2018

1. This concession is issued to persons suffering with both deaf and dumb disabilities.
2. Medical certificate from government doctor is necessary.
3. Doctor's certificate is valid for 5 years.
4. Element of concession is 50% in FC, SL and II classes.
5. Escort is optional, and is given the same element of concession.
6. When patient is below 5 years of age escort will be allowed with concession.
7. The Xerox copy of certificate to be submitted at the time of purchasing the ticket.
8. While traveling original certificate should be carried otherwise the passengers will be treated as traveling without ticket.
9. FC & II class season tickets are issued at 50% concession for self and escort.

Concession to Accredited Press Correspondents:

The Accredited Press Correspondents are given concessions on the basis of Photo Identity Card.

1. Photo Identity Card:

- Photo identification card will be issued by Railways to accredited press correspondents.
- The Photo identification card will be issued on production of the certificate issued by the Press Information Bureau or other competent State and Local authorities.
- For the purpose of issuing Photo Identity card to Press Correspondents, the Accreditation certificate issued to them by Press Information Bureau or other competent State / Local authorities will be valid for *ONE* month from the date of issue of the certificate.
- The Photo identity cards will be issued only in favour of a single correspondent, by name, from the station serving the Capital / Headquarters.
- The Press Correspondents will approach the concerned station along with Certificate and one additional self attested photo (to be affixed on photo identity card).
- The Photo Identity card will be issued to the accredited Press Correspondent by name affixing the self-attested photo with all the particulars as mentioned therein.
- The validity of photo identity card issued by Railways to Accredited Press Correspondents shall be co-terminous with the validity certificate issued by Press Information Bureau / Other competent State and Local authorities. (CC No.32 of 2018)
- For booking ticket beyond validity of Press Accreditation Card: As a special case, press correspondents may be allowed to book reserved ticket for Advance Reservation Period (ARP of 120 days beyond the validity of their current accreditation card subject to possession of a valid accreditation card or proof of applying for renewal / acknowledgement issued by competent authority. (RB CC No.63 of 2019)
- For performing journey beyond expiry: Due to delay in renewal of ID card, two months extension beyond validity of ID cards may be given to the Railway Unique ID card only for the purpose of performing journey only. (RB CC No.63 of 2019)
- Photo identity cards are not transferable and must be used only on journeys connected with bonafide Press Work.
- In the event of transfer, dismissal or death of a Correspondent the concerned administration should immediately inform the office or station which originally issued the Identity card.
- On receipt of such information Zonal Railways will initiate action to block the concerned alpha numeric serial number in the UTS / PRS soft ware.

2. Element of Concession:

- The element of concession is 50% in all classes and by all trains except Garibrath, Duronto & Yuva Trains.
- The same concession is given to family members of the Correspondent (Spouse / Companion and dependent children upto 18 years) while travelling with him / her twice in every year (April to March).
- This concession is issued to the spouse when travelling from the station serving the headquarters to any place and back.
- This concession is not admissible for the spouse when travelling alone.
- For availing the concession for spouse, the press correspondent should give an undertaking to the SM at the time of purchasing ticket.
- The concessional tickets will be issued by the SM through PRS / UTS on collection of the copy of the I. Card.
- At the time of issue of ticket, the original Identity card should be verified.
- The press Correspondent shall carry the Photo identity card with him during the journey for verification.
- In case photo identity card is not produced, the difference of the full fare payable and the concessional fare paid shall be collected.
- This concession is not valid in case of season tickets, circular journey tickets and tickets for Local / Suburban / Ordinary trains.
- No concession is granted inside the train for any purpose.
- Refund on cancellation of tickets shall be granted at the station across the counter in accordance with the existing refund rules.
- TDR is issued only in cases where refund at the station is not admissible.

3. General:

- The Zonal Railways will print Identity card with unique alpha numeric serial numbers.
- The Alpha part would denote the Zonal Railway code and the number will represent the running number of the Identity Card.
- The particulars of the identity card issued by the Railways will be incorporated in the concerned software / system.
- All details of Identity card would have to be filled by the concerned supervisor in the system at the first instance whenever the Press correspondent presents the Identity card for issue of tickets.
- Thereafter, this database shall be maintained by the Zonal Railways in coordination with the CRIS.
- A Flag will be put on the system (UTS/PRS) whenever the spouse avails the concession.
- Compaction should be ensured whenever accredited Press correspondent is travelling with spouse / family.
- The concessional ticket will be issued to accredited press correspondent with his / her spouse on collection of the undertaking by the press correspondents along with a copy of Photo Identity card.

RESERVATIONS

General rules:

1. Reservation is one of the passenger amenities provided by railways.
2. Reservations are provided by trains and at stations / places notified by railway administration.
3. Reservations are provided on the principle "*first come first serve*" basis.
4. Reservation is provided for a particular date, train and on individual name.
5. Reservations are made on a valid pass or ticket.
6. Advance period of reservation excluding the day of journey is
 - Indian public - 120 days
 - Foreigners - 365 days (online)
7. An application must be presented at the time of booking.
8. A maximum of 6 persons can book tickets on one reservation form for a family or party.
9. However, outward and return journey reservations can be accepted on one reservation form.
10. More than 6 persons are treated as group booking for which prior permission is required.
11. Sleeping accommodation is provided between 22.00 hours and 6.00 hours. CC 60 of 2017.
12. During day time, other reserved passengers of the same coach may be allowed to sit, if necessary.
13. Half tickets issued to children are treated as full tickets for the purpose of reserving berths.
14. Transfer of tickets is prohibited as per Section 53 of Railways Act 1989.
15. Change of name, date, train and class is permitted under certain conditions.
16. Railways do not guarantee reserved accommodation and will not admit any claim for compensation if reserved accommodation is not provided.
17. Passengers are required to occupy their berths / seats at least 10 minutes before departure of the train at train originating station.
18. Passengers are permitted to board the train at enroute station if request is made before the preparation of first reservation chart.
19. After completion of firm quota reservation, RAC and WL tickets are issued.
20. Reservation charges will be collected in addition to the basic fare.

21. The reservation charges are CC 20 of 2012

Class	Reservation fee (in rupees)
Second	15
Sleeper	20
AC Chair Car	40
AC-3 Economy	40
AC – 3 tier	40
First Class	50
AC 2 tier	50
AC First	60
Executive	60

22. GST at the rate of 5% is collected on total fare in case of First Class and all AC Class tickets.
23. In case of break journey, fresh reservation charge will be collected for each leg of journey.
24. The names of the children below 5 years are to be written on application.
25. Availability of accommodation to be displayed at all stations and updated periodically.
26. Reservation charts are to be exhibited before the departure of the train.
27. Refunds are allowed on cancellation of tickets as per rules.
28. In addition to passengers with Tatkal ticket and e-ticket who has to carry original proof of identity during the course of journey, from 15.02.12 anyone of the passengers/the passenger booked on the tickets issued from computerized Passenger Reservation System (PRS) and internet (i-ticket), undertaking journey in all reserved Classes will also have to carry anyone of the **twelve** prescribed proofs 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 Commissioner of India.
 - ii. Passport.
 - iii. PAN Card issued by Income Tax Department.
 - iv. Driving License issued by RTO.
 - v. Photo Identity Card having Serial No. issued by Central / State Government viz Ration Card, Senior Citizen Card, below poverty line (BPL) card etc.
 - vi. Student Identity Card with photograph issued by recognized Schools / Colleges for their students.
 - vii. Nationalized Bank Passbook with photograph.
 - viii. Credit Cards issued by Banks with laminated photograph.

- ix. Unique Identification Card, "Aadhaar" or downloaded 'e' Aadhaar & 'm' Aadhaar.
- x. Photo Identity Cards having serial number issued by Public Sector Undertakings 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) and second reservation sitting(2S), attested photo copy of Ration Card with photograph and Nationalised Bank Pass Book with photograph are also accepted.
- xii. Photo Identity Card with serial number issued to Advocates by the Bar Council of India.

Full for Children (in reserved Class) CC – 71 of 2015

In case of children of age 5 years and under 12 years of age, for whom full berth/seat (in reserved class) is sought at the time of reservation, full adult fare for such child shall be charged.

However if berth/seat is not sought for the children at the time of reservation, then half of adult fare shall continue to be charged subject to minimum fare w.e.f. 10.04.2016.

Passengers can mark their option for requirement of full berth/seat for child or not.

In case no berth is opted for children of age 5 years and under 12 years of age at the time of reservation in that case minimum distance for charge is not applicable. In such cases, only half of the applicable adult fare shall be charged in other cases minimum distance for charge provision shall continue. (CC 30 of 2017).

RESERVATION QUOTAS

Long distance trains will be logically split into two groups from the point of view of accommodation. One will be end to end accommodation and other will be accommodation for road side passengers.

The quota as well as coaches will be accordingly defined and coach indication boards etc should be placed accordingly. Thus, there will be only two quotas –End to End Quota and Road side Quota. These will be defined as primary quotas.

The second level of quotas will be known as sub-quotas and there will be sub-quotas within end to end quota as well as for roadside quota. All reservations like Emergency Quota, Defence quota and Foreign Tourist quota etc. will be known as sub-quotas and they will be defined for various types of trains.

The quotas meant for City booking Agency and Out Agencies will also fall under the category of sub-quotas. The broad definition of all types of quotas is given below:

End to End Quota:

Since long distance trains are primarily meant for end to end passengers, the basic emphasis is to provide the maximum number to this category only. This is primary and main functional quota and its utilization has to be monitored very closely. The train accommodation should be increased according to utilization of this quota.

Road Side Quota:

This is an aggregate quota of a group of roadside stations which may be clubbed together. Any remote location which is added on the PRS network should be given access only to this quota and fresh profile of PRS train should not be defined for this purpose. For control of this quota, one nodal station should be defined as the reference point. Charting activity etc. should be done with respect to that nodal station.

Remote Location Waiting List (RLWL):

After completion of firm reservation allotted to the remote location, passengers seeking reservation are kept in waiting list against remote location quota. Berths falling vacant due to cancellation at the remote location will be allotted to waiting list passengers in order of their priority. At the time of finalization of the charts at the train starting station, vacant berths if any will be allotted for clearing the waiting passengers at the remote locations in the order of their priority i.e. starting from RL-1, RL-2 and so on.

Pooled Quota Waiting List (PQWL):

A Pooled Quota Waiting List ('PQWL') is shared by several small stations in a particular region. As an example, the 12723 Telangana Pradesh Exp. has three quotas, for Secunderabad - New Delhi, Secunderabad - Nagpur and Secunderabad - Bhopal. There is also a pooled quota for passengers travelling from Secunderabad to stations beyond Bhopal but short of Jhansi. If this quota is exhausted, a passenger is placed in the pooled quota waiting list. Such remote location quotas are also provided when there is a very strong demand for the train in question, because of which, without such additional quotas, all seats or berths might be fully consumed by passengers from the originating station leaving nothing available for those wishing to travel from intermediate points.

General Quota:

1. It is a major quota allotted to the passengers without any restrictions.
2. It is denoted as "GN" in the computer reservation charts.
3. If a lady passenger alone insists for general quota, it is permitted.

Ladies Quota:

1. As per section 58 of Railways Act 1989, separate accommodation is provided for ladies.
2. Boys below 12 years of age are allowed in this quota when travelling with relatives.
3. In all Mail Express trains 6 berths are allotted for exclusive use of ladies even in Garibrath express 6 berths are earmarked. CC 13 of 2018
4. The un-utilized quota will be released to WL female passengers travelling alone followed by WL senior citizens.
5. If there are no such passengers and berths are left vacant, on board ticket checking staff shall be authorized to allot this accommodation to any other lady passenger/ senior citizen on partially confirmed ticket if any.

Lower Berth Quota:

The Combined Reservation of Lower Berths earmarked for Senior Citizens, female passengers 45 years of age and above and pregnant women as under: (CC 78 of 2018)

Class	No. of lower berths per coach		
	Normal Mail/Express Trains		Rajdhani/Duranto/ fully AC trains
	Having Single Coach of the Class	Having more than one coach of the class	
Sleeper	6	7	--
3AC	4	4	5
2AC	3	4	4

1. This quota will remain open for booking till the time of preparation of charts.
2. At the time of preparation of charts, the unutilized quota will be released to wait-listed passengers.

Quota for otherwise abled persons: (Divyangjan, D&D, Blind, Mentally Retarded)

- This quota is available by all trains for the use of patient and escort.
- Two lower berths and Two middle berths in SL Class are allotted under this quota.
- In Garib Rath Express Trains, four berths (2LB +2MB) in SLRD are earmarked for physically handicapped persons, despite non-availability of any concession and on payment of full fare.
- In 3AC, two berths (1LB+1MB) is being earmarked for persons with disabilities (CC No.53 of 2017)

Emergency Quota:

It should be defined to be part of either end-to-end quota or roadside and should be need based on requirement of VIPs at that point.

Foreign Tourist Quota:

1. This quota is available at important stations and by important trains.
2. It is allotted on production of passport at the time of purchase of ticket.
3. It is allotted on Indrail Pass Ticket, tourist coupon ticket or any other ticket purchased in India.
4. Unutilized quota is released to general quota at the time of chart preparation.

Defence Quota:

1. This quota is available at important stations and by important trains.
2. This is allotted to military persons travelling on military warrants and concessions.
3. The passenger has to register in movement control office (MCO) and get an endorsement on the warrant / concession and tickets are issued at reservation counters from defence quota.
4. Unutilized quota is released to general quota 24 hours before the departure of the train.

Tatkal Quota:

1. To meet the urgent travel requirement of passengers at short notice tatkal quota is provided.
2. Tatkal quota is allotted to full fare paying passengers only.
3. Tatkal reservation will be commenced 1 day in advance excluding the day of journey at the train originating station

4. The tatkal quota is fixed as per utilization of reserved accommodation by different trains.

Duty Pass Quota:

Earmarking of Duty Pass Quota in Rajadhani / Shatabdi / Duranto / Gatiman etc., in which the fare is higher than normal Mail / Express Trains.

- (i) In 3AC class of Rajadhani type trains and ACCC and 2S/SL in Duranto trains, 50% of the earmarked Duty Pass Quota shall be earmarked at the counter and the remaining 50% shall be released as Emergency Quota subject to maximum limit mentioned in subsequent paragraphs.
- (ii) In 2AC class, approximately 1/4th of the earmarked Duty Pass Quota shall be earmarked at the counter for booking by Duty / Privilege / PRC pass holders and the remaining will be released as Emergency Quota subject to maximum limit mentioned in subsequent paragraphs.
- (iii) The maximum no. of berths / seats to be earmarked as Duty Pass Quota shall broadly be as under:-

Class	Max. No.of berths / seats to be earmarked		Total
	At Counter	As EQ	
1AC	-	4	4
2AC	3	9	12
3AC	13	14	27
EC	-	06	06
CC	12	12	24
SL	10	10	20
2S	10	10	20

- (iv) The actual Duty Pass Quota to be earmarked at Counter and that as Emergency Quota shall be decided by Zonal Railways, based on No. of Coaches of that class available in the Train.

Rationalization of Computerized Passenger Reservation System (PRS)

In the revised refund rules, there is a provision for granting refund of fare on cancellation of confirmed ticket upto 4 hours before scheduled departure of train, RAC and waitlisted tickets can be cancelled upto 30 minutes before the scheduled departure of the train.

With a view to facilitate implementation of revised refund rules and to provide passengers sufficient time gap between preparation of charts and departure of train, it has been decided to streamline the function of computerized reservation system as under;

- a) Reservation charts will invariably be made at least 4 hours before the scheduled departure of the train and in case it if the same are not made by the charting section, the system will automatically finalized them 4 hours before the scheduled departure of train, this will facilitate passengers to know their status and to plan their journey well in time.
- b) Immediately after preparation of reservation charts, the reservation will again become open at the PRS as well as on internet and the passenger can
 - Book the available accommodation in the train for full / partial leg of the journey in case there is no RAC/waiting for that leg.
 - In case there is RAC/Waiting list in the train the passengers will be given the facility to cancel the ticket upto 30 minutes before the scheduled departure of train, this will facilitate the passengers particularly partially confirmed passengers to decide either to undertake the journey or to cancel their ticket.
- c) A supplementary chart of reservations made and cancellation done during the intermittent period between the preparation of first chart and second chart will be taken out and handed over to on board ticket checking staff.
- d) Available vacant accommodation at train originating station if any, should not update the waiting list position at the remote location at the time of preparation of first reservation charts. This vacant accommodation will remain available at train originating station for booking till preparation of second chart which will ensure optimum utilization as well as enhanced earning. At the time of preparation of second reservation chart, it shall update the waiting list of the next remote location and simultaneously the first reservation chart of said remote location and shall also be prepared on the same analogy as

that of originating station i.e. thirty minutes before the scheduled departure of train. A provision will be required to be made in the system to ensure it, if not already there.

- e) The condition for printing of first reservation charts at least four hours before departure of train shall be applicable in case of train originating station. In case of remote locations, print of first reservation chart shall be linked to preparation of second reservation chart at train originating station. In case second remote location is at very short distance from the originating station railway can work out the modalities and decide the timings for separation of first and second charts at such remote locations, it may however be ensured that there is sufficient gap between preparation of first chart and departure of train. If situation so demands the first reservation charts at such remote locations can be prepared immediately after preparation of first reservation chart at the originating station.
- f) At present only SMS updates are sent in case of tickets booked through PRS to those passengers who give their mobile numbers registered at the time of booking their tickets. CRIS shall make necessary provisions in the soft ware for sending SMS also on booking of tickets through PRS also on the pattern being followed by IRCTC in case of e-tickets.

Reservation Against Cancellation (RAC):

1. After completion of firm quota reservation, if there is still demand for berths, those passengers are kept under RAC in order of their priority.
2. These passengers are initially provided with sitting accommodation.
3. They are likely to get confirmed berths if vacancy arises due to cancellation of reservations.
4. The process of allotting vacant berths to RAC persons takes places automatically on computerized reservation system.
5. On the train, after checking the coach, if vacant berths arise, they will be allotted to RAC passengers by the TTE / Conductor.
6. RAC tickets are not issued under tatkal scheme.
7. This facility is not available in I AC, AC Chair Car and II Class.
8. A separate chart will be displayed indicating the current status, coach number, and berth / seat numbers allotted.
9. When a RAC ticket is presented for cancellation
 - Clerkage charges are collected if the status of reservation is still RAC at the time of cancellation.
 - Cancellation charges are collected if the reservation status is confirmed at the time of cancellation.

Waiting List:

1. After completion of firm quota and RAC, the remaining passengers are kept in waiting list. Their claim for berth is automatically considered, provided accommodation becomes available subsequently.
2. The actual number of persons to be kept under waiting list has been prescribed for different classes as follows: CC 3 of 2013

1 st AC/EC	:	30
2AC	;	100
1 st Class	;	30
3AC/Chair Car	;	300 (in case of one AC3tier/CC 75).
Sleeper Class	;	400
3. All concerned officials should watch the waiting list and initiate action for making additional accommodation available.
4. Fare should be paid in full including reservation charge, development charge and supplementary charge at the time of booking ticket.
5. Two waiting list numbers are shown on the ticket, one showing the waiting list without taking into account cancellation that have taken place and another showing the waiting list status as on date of issue of the ticket.
6. Change of name is not allowed.
7. Change of reservation by any other train or date is permitted.
8. Concession / PTO ticket holder kept in waiting list in any train is eligible to avail reservation in any other train on the same day or any other day, without losing the benefit of concession.
9. When a wait listed ticket is presented for cancellation
 - Clerkage charge is collected if the status of reservation is still waiting list at the time of cancellation.
 - Cancellation charges are levied as per refund rules if the reservation status is confirmed at the time of presentation of ticket for cancellation.

Modification of reserved tickets:

- The pre-ponement / post-ponement of journey on confirmed or RAC or waitlisted ticket 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/later days.
- Modification is allowed once only.
- It is done only during working hours of reservation office.
- Preponement / Postponement is not allowed on tatkal tickets.
- It is allowed up to 48 hours before scheduled departure of the train for which ticket is originally booked.
- Confirmed, RAC or waitlist accommodation is available in the train in which fresh reservation is required.
- In case of confirmed ticket, fresh reservation fee for the class for which reservation required is paid; and
- In case of RAC or waitlisted ticket, clerkage charge is paid.

- 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.

Change of name:

1. Transfer of tickets is prohibited as per section 53 of Railways Act 1989.
2. However, authorized railway official may permit change of name on reserved ticket in the following conditions.
 - Application should be given 24 hours before scheduled departure of the train.
 - It is permitted only once on confirmed tickets.
 - For change of name, no charges are collected.

Change of name is permitted in the following cases.

Within family members:

- Due to unavoidable circumstances.
- Blood related certificate should be produced.
- Gazetted officer must permit or post facto sanction should be obtained.

For Government servants on duty:

- A letter from authorized officer is required.
- Station Master / Chief Reservation Supervisor is authorized to change the name.
- Head of the party should give application 48 hours before departure of the train.
- Maximum 10% of the total number of passengers can be changed.
- Station Master / Chief Reservation Supervisor is authorized to change the names.

Students on educational tour:

- Head of the institute should give application 48 hours before departure of the train.
- Station Master / Chief Reservation Supervisor is authorized to change the name.

NCC:

- Head of the cadets should give application 24 hours before departure of the train.
- Station Master / Chief Reservation Supervisor is authorized to change the name.

Reservation of tickets on credit cards:

1. Reservation can be made on credit cards at nominated counters at all important computerized centers.

2. Before tickets are issued on credit card, black list of credit card holders should be verified.
3. Amount will be credited by the Banks to railways.
4. Tickets purchased on credit cards can be cancelled and credit slips obtained only where credit card counters exist. Amount will be credited by Railways to bank.
5. If journey is to be cancelled at other than the credit card centers, reservation should be cancelled and a *ticket deposit receipt* is issued.

Change in reservation by pass holders:

Pass holders or their representatives should present their pass along with the requisitions duly filled in to the reservation clerk who will issue ticket and make endorsement on the face of the pass indicating the train number, date of journey, status of tickets, etc.

Holders of Privilege, Duty, Post Retirement, Complementary, Metal and other passes may be allowed to seek fresh reservation only if the earlier reservation is cancelled.

In case of confirmed reservation on Privilege, Post retirement, Complimentary and other passes, the pass holder can make reservation a maximum of three times provided the earlier one has been cancelled before chart preparation.

If the confirmed reservation is not cancelled before preparation of charts, the pass will be treated as used. In exceptional cases, discretionary powers for allowing reservation on such passes only once can be delegated to JA Grade level office. At Divisional level, where any JA Grade level Commercial Officer is not available, the next senior most Commercial Officer may be delegated these powers.

There will be no restriction in number of cancellations in case of duty pass, metal pass and in case of tickets having a status of fully / partially WL (at the time of cancellation) against Privilege, Post Retirement and Complimentary passes. However, fresh reservation will be given only after the earlier one has been cancelled within the normal prescribed time limits.

Telephonic requests for reservation and cancellation will not be entertained.

The portion of break journey will be treated as separate journey i.e instructions given above will be applicable for each leg of journey separately.

It will be the responsibility of Office / Staff making reservation on Metal / Duty passes to ensure that between the same stations and on the

same date, reservation should not be made in two separate trains or in different classes by the same train.

Change of Boarding Point / Joining Enroute: (Correction slip no. 26 to IRCM Vol.I)

Permission to entrain from station other than those from which accommodation is reserved.

Passengers who have purchased tickets and reserved the accommodation thereon from a particular station but desire to entrain and occupy the accommodation from another station enroute may be permitted to do so provided:

- i. A specific request is made before preparation of the first reservation chart of the train through
 - a. An application to the Chief Reservation Supervisor/Reservation Supervisor 'on duty' during working hours at any computerized Passenger Reservation System (PRS) center or
 - b. Through website of Indian Railway Catering & Tourism Corporation (IRCTC) or
 - c. Through 139

The facility is for the tickets booked through computerized PRS counters as well as through booked through internet.

- ii. The train is booked to stop at the station at which the passenger desires to entrain and the desired station falls on the route of the origination and termination station indicated on the ticket;
- iii. There is no objection to the accommodation being used, if necessary, from the initial station up to the station at which the passenger is due to entrain;
- iv. No refund is claimed for the portion of the journey not performed;
- v. In case the boarding point is changed within 24 hours of departure of train, no refund shall be permissible in normal circumstances; however, in exceptional circumstances like cancellation of train, no- attachment of coach, late running of train by more than three hours, normal refund rules shall be applicable.

In case of fully/partially waiting list e-tickets/PRS tickets will continue to be governed by the extant refund rules subject to condition that the time limits for granting refunds on such tickets will be reckoned as per Refund rules, 2015.

- vi. However, after applying for change of boarding point, if a passenger requests to board from original boarding point instead of changed boarding point, in that case

- a. If accommodation is available from original boarding point to changed boarding point, the passenger will be provided vacant accommodation without payment of fare.
 - b. If the accommodation is not available, the passenger will not be allowed to board the reserved coach in which the accommodation was originally booked. If passenger is detected travelling in the train, he will be treated as without ticket and will be required to pay single fare from original boarding point to changed boarding point along with penalty.
 - c. The above provisions will be applicable to all types of trains including Rajdhani/Shatabdhi etc.
- vii. Passengers have been provided with the option of booking ticket with different 'boarding station' and 'station from which accommodation is reserved'. Exercise of the option at the time of booking of ticket shall not debar the passenger from making request for change of boarding point subsequently. Implying, different boarding point at time of booking of ticket shall not be considered as first request for change of boarding point as per provisions.

It is clarified that in case of tickets where boarding point is changed at the time of booking of ticket itself, the facility of changing boarding point subsequently shall be admissible only from changed boarding point towards destination and not in reverse direction.

Transfer of reservation:

1. A ticket against which reservation of a seat or berth is made is not transferable as per section 53 of the Railways Act, 1989.
2. Only the persons in whose name it is issued should use it.
3. Any person sells, purchases, travels or attempts to travel on such a ticket against which reservation has been made or any half return ticket or a season ticket is liable to be prosecuted under section 142 of Railways Act, 1989.

Section 142 of Railways Act 1989:

1. Imprisonment for a term, which may extend up to three months or with a fine that may extend up to rupees five hundred or both. The ticket is forfeited.
2. If travels with such ticket, he shall be deemed to be traveling without a proper ticket and shall be liable to be dealt under section 138 of Railways Act, 1989.
3. The fine shall not be less than Rs.250/-
4. The object of this section is to enable to launch prosecution against persons who corner seats / berths and transfer them for monetary consideration.
5. It is not the intention to launch prosecution when reservation is transferred between close friends and relatives where there is no

question of monetary consideration for such transaction. The malafides of transaction should be fully investigated and prosecution may be launched after mature consideration.

Section 143 of Railways Act 1989:

1. If any unauthorized person carries on the business of procuring and supplying tickets for travel, he should be punishable with imprisonment for the term which may extend up to 3 years or with a fine which may extend up to Rs.10, 000/- or with both. The tickets will be forfeited.
2. Such punishment shall not be less than one month imprisonment or fine of Rs.5, 000/-
3. Whoever supports such offence shall also be prosecuted under this section.

Section 155 of the Railways Act 1989:

1. Unauthorized occupation of berths or entry in to a reserved compartment is punishable with a fine that may extend to Rs.500/- . Such person shall also be removed from the compartment.
2. Resisting entry of other passengers into unreserved compartment is punishable with a fine which may extend up to Rs.200/-

Revised scheme for booking of reserved tickets by Foreign Tourists (CC No.54 of 2017)

- I. For booking the tickets the passport number, Nationality and the internal Mobile No. of the passenger have to be mandatorily entered for generation of the ticket.
- II. All tickets are booked on applicable fare and no concession is admissible.
- III. Payment is to be made only through international debit/credit cards. An SMS confirming the reservation of the ticket is sent to the registered mobile number.
- IV. The fare is uniformly charged at 1.5 times the base fare by Indian Railways and IRCTC collects enhanced charges of Rs.200/- per ticket.
- V. The passenger who has reserved the ticket under this category has to carry the original Passport (given at the time of booking ticket) with valid visa as identity proof and make it available for check during the journey. In case passenger is not able to show the original Passport with valid visa, the passenger is treated as without ticket and charged penalty equivalent to 3 times the fare of the ticket and if passenger fails to pay the penalty, legal action will be taken against the passenger.
- VI. Foreign tourists are allowed to register their demand up to 365 days in advance till the train is made open for booking as per Advance Reservation Period(ARP). The limit up to which the demand of foreign tourists is register is as under:-

Class	No. of berths/seats
FAC	Eight berths per coach
FACCW	Four berths per coach
2AC	Eight berths per coach
EC	Ten seats per coach
3AC	Four berths per coach
CC	Six seats per coach
Sleeper	Four berths per coach
2S	Five seats per train

- VII. The demand is registered for all types of trains. The status on the ticket will be "Confirmed", Coach/Seat/Berth Number will be allotted on the day of opening of reservation as per ARP except in case of First AC in which Coupe/Cabin is allotted at the time of preparation of first reservation charts.
- VIII. As on the day of registering of requests, no train exists in the system, the composition of the train on that date is taken into account for allowing the number of berths/seats for which requests are registered e.g. beyond ARP, if there are 04 coaches of 2A in a train, then provision is made for registering 4x8 i.e. 32 passengers. In case on the day of opening of reservation as per ARP, the number of coaches of that class varies, the number of berths / passengers allowed to be registered does not change.

- IX. If class itself doesn't exist once ARP opens, passengers will have to be manually allotted berths / seats in another class by database operators as is being done presently.
- X. The last request being registered is honored even if the limit above has to be extended, however, beyond that no request is registered e.g. if the last request received is for 6 passengers and there is a scope for registering request for only 3 passengers, the above said limit is extended by 3 berths to accommodate the last request. However, thereafter, no more transactions is allowed in that class beyond ARP.
- XI. In case of cancellation of the tickets booked under this facility by the passenger flat 50% of the fare is deducted in addition to the cancellation charges applicable while refunding the amount. The time limit for granting 50% refund is as per extant Refund rules i.e. 4 hrs before scheduled departure of train for confirmed PNRs, Part confirmed /part waitlist will be given refund as per rule upto 30 minutes. This rule is applicable for e-tickets as well as counter tickets.
- XII. No change of name is permissible on such tickets under any condition.
- XIII. Authorised ticketing agents are not allowed to book accommodation under Foreign Tourist Quota.
- XIV. On the day of opening of reservation as per ARP, the accommodation will be released for general booking after accommodating of such request is registered.

Foreign Tourist Quota within ARP

- a. This quota is defined by zonal railways based on demand position.
- b. Booking against this quota starts from the day of opening of reservation in the train as per ARP.
- c. Accommodation against this quota can be booked within ARP on payment of 1.5 times the base fare.
- d. For booking across the counter through FT quota within ARP, payment is accepted through any type of mode i.e. Indian Currency/National/International Credit/Debit cards. Foreign nationals booking berths under general quota can book ticket on normal fare.
- e. The accommodation under this quota is allowed to be booked up to the limit of foreign tourist quota defined by the Railways subject to the condition that the last party is accommodated in general quota if partial accommodation is available under foreign tourist quota. The fare for the entire party in such case is 1.5 times the base fare.
- g.No waiting list tickets are issued except in case the last request for foreign tourist quota is more than the quota and there is no accommodation available in general quota at the time booking.
- h. The unutilized accommodation under foreign tourist quota is released to RAC / waiting list passengers at the time of preparation of first reservation chart.

BLOCK RESERVATION OR GROUP RESERVATION

1. Requirement of more than 6 berths is called group or block reservation.
2. Group booking will be permitted to passengers traveling in groups like marriage parties, students, pilgrims, cultural troops etc.
3. In sanctioning of group booking care must be taken to avoid blocking of berths en masse and permission may be restricted.
4. Persons seeking group booking should apply to the competent authority.
5. Group booking will not be granted unless the purpose of the journey is specified.
6. The names, age & sex of persons in the group and address of the group leader should be furnished at the time of seeking permission.
7. Care should be taken to restrict group booking during festival season and summer rush.
8. Group booking will start 15 minutes after opening of the counters at 08.00 hours.
9. At any time, group-booking permission may not be granted for more than 50% of the berths available at that time.
10. The Chief Reservation Supervisor / Station Master is permitted to accept group booking as under

Class	No of seats /berths	Permitting Authority
Sleeper class/Sitting	Up to 100	CRI/CRS or SS
	Above 100	ACM / AO /SM (GAZ)
(Upper classes) First class and all AC classes	Up to 30	CRI/CRS or SS
	Above 30	ACM / AO /SM (GAZ)

11. Return journey group booking should also be permitted at the same place wherever outward reservations have been made.
12. Proper record of the group booking should be maintained by granting officer and also by the ticket issuing authority.

Specimen format for group booking Name
of the party / organization _____ purpose

Train No. _____ Date _____ Class _____ From station _____
To _____

Name of the passenger	Sex	Age	Address / Telephone number

E – TICKETING

Indian Railways has launched the scheme of e-ticketing to facilitate public to book their tickets on line from the comforts of their home / office. The tickets can be booked through the web site of *Indian Railways Catering and Tourism Corporation Ltd.*, www.irctc.co.in.

Booking of e-tickets

1. Customers should register in the above site to book tickets. The registration is free.
2. No user can register more than once in the site.
3. Before registration, customers should go through the “Terms and Conditions” which are available in the website.
4. Full fare tickets, child tickets and tickets to senior citizens at concessional rates can alone be booked through the web site.
5. e-tickets can be booked for journey between any two stations in the route of the train including originating and destination. e - reservation is available for all trains.
6. Booking timings are 00.20 hrs – 23.45 hrs on all days including Sundays. On opening day, booking starts at 08.00 hrs.
7. Confirmed, RAC, WL and Tatkal Tickets can be booked under e- ticketing.
8. Booking in general, ladies and tatkal quotas is permitted but there is no choice of allotment.
9. Non refundable convenience fee is collected by IRCTC as follows (WEF 01/09/19)

For SL / II Class	Rs.15- plus GST per ticket irrespective of number of passengers
For all other classes	Rs.30/- plus GST per ticket irrespective of number of passengers

10. GST is levied additionally on Service Charge.
11. An individual can book a maximum of 06 tickets in a month. If Aadhar is linked maximum 12 tickets in a month can be booked.
12. Booking will be confirmed on line, on completion of the transaction.
13. Payment can be made through Net Banking, Debit Cards or Credit Cards.
14. After payment is made, the passenger should take out a print of the ticket, called *Electronic Reservation Slip* (ERS).
15. ERS is the printout in standard specified proforma containing reservation particulars, and instructions.
16. A screen-shot of the e-ticket displayed through laptops/palmtops/ Mobile phone is known as Virtual Reservation Message (VRM).
17. ERS/VRM/SMS sent by IRCTC, from along with any one of the ten prescribed ID proofs in original constitutes the travelling authority.

18. Any one of the passengers on a ticket has to carry any one of the following photo identity cards during journey.
- i. Voter Photo Identity Card issued by Election Commissioner of India.
 - ii. Passport.
 - iii. PAN Card issued by Income Tax Department.
 - iv. Driving License issued by RTO.
 - v. Photo Identity Card having Serial No. issued by Central / State Government viz Ration Card, Senior Citizen Card, below poverty line (BPL) card etc.
 - vi. Student Identity Card with photograph issued by recognized Schools / Colleges for their students.
 - vii. Nationalized Bank Passbook with photograph.
 - viii. Credit Cards issued by Banks with laminated photograph.
 - ix. Unique Identification Card, "Aadhaar" or downloaded 'e' Aadhaar & 'm' Aadhaar.
 - x. Photo Identity Cards having serial number issued by Public Sector Undertakings 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) and second reservation sitting(2S), attested photo copy of Ration Card with photograph and Nationalised Bank Pass Book with photograph are also accepted.
 - xii. Photo Identity Card with serial number issued to Advocates by the Bar Council of India.
19. Failing which all the passengers booked on an e-ticket / m-ticket will be treated as travelling without ticket and excess charged accordingly.
20. Before printing ERS, the passenger need not feed the ID particulars in the system.
21. ERS/VRM/SMS along with one of the ten prescribed proofs of identity in original will also authorize the passenger to enter the platform on the day of journey and he/she need not required to purchase platform ticket.
22. ERS/VRM/SMS along with original id proof will be required to be produced on demand of Ticket Checking Staff on the platform.
23. If the passenger or any one of the passengers on a ticket is not able to carry the ERS but is carrying the proper identity card, he / they can perform the journey after paying a charge of Rs.50.00 per ticket to the travelling ticket examiner as penalty, if his / their name / names is/are available in the chart.
24. If the name(s) is/are not available in the chart, the passenger(s) is/are not authorized to board the train.

25. Booking on concessions, passes, pre bought tickets, break journey tickets, police warrants etc. are not permitted.
26. Modification of e- tickets is not permitted on line.
27. However, change of name and boarding point can be made at PRS counters as per rules.
28. Passenger(s) cannot travel if the status of reservation is WL at the time of preparation of chart.

Cancellation of e-tickets:

- E-tickets will not be cancelled at railway counters.
- E-tickets can be cancelled through internet till preparation of chart.
- WL e-tickets not confirmed at the time of preparation of chart will be cancelled automatically by IRCTC online.
- Refund amount will be credited to the customer's bank account.
- IRCTC will process the refund case with railways off line and refund will be credited to the customer's account.

Partially Confirmed / RAC / WL E-Tickets:

In case, on a party e-ticker or a family e-ticket issued for travel of more than one passenger, some passengers have confirmed reservation, and others are on RAC or WL, full refund of fare, less clerkage shall be admissible for confirmed passengers also subject to the condition that the ticket shall be cancelled on line or on line TDR shall be filed for all the passengers up to 30 minutes before the scheduled departure of the train.

In case of party e-ticket or family e-ticket issued for travel of more than one passenger, some passengers have confirmed reservation and others are on the list of RAC or WL, then in case of passengers on RAC/WL not travelling, a certificate shall be obtained from the ticket checking staff to that effect and refund of fare shall be processed on line through TDR, indicating the details of the certificate issued by ticket checking staff and the on line TDR shall be filed up to 72 hours of actual arrival of the train at passengers destination and the original certificate issued by ticket checking staff shall be sent through post to IRCTC and the fare shall be refunded by IRCTC to customer's account after due verification.

TATKAL RESERVATION SCHEME

1. To meet the urgent travel requirement of passengers at short notice *tatkal* reservation is provided.
2. Tatkal reservation is provided to full fare paying passengers only and not allowed on concessional tickets / free pass holders.
3. Tatkal advance reservation will commence at 10:00 hrs 1 day in advance excluding the day of journey at the train starting station for all AC classes accommodation and will commence at 11.00 hrs for Non-AC classes.
4. Tatkal scheme is available in all classes except IAC and in all trains except YUVA.
5. Tatkal booking is done on first come first serve basis.
6. A maximum of 4 passengers can be booked on a tatkal ticket.
7. The Tatkal Charges are 10% of basic fare for II Sitting and 30% of basic fare for all other classes subject to minimum and maximum as given below (other than ordinary Trains):-

Class of Travel	Min Tatkal charge in Rs.	Max Tatkal charge in Rs	Accommodation per Coach	Min Distance
Reserved 2S	10	15	10% of total Accommodation	100 Km
Sleeper	100	200	30% of total Accommodation	500 Km
AC Chair Car	125	225	16 Seats	250 Km
AC – 3 tier	300	400	16 Berths	500 Km
AC – 2 tier	400	500	10 Berths	500 Km
Executive	400	500	5 Seats	250 Km

8. In case of Ordinary trains, the minimum charges stipulated above will be levied as flat Tatkal charges. (CC/59/2013)
9. Basic fares will be charged for a minimum distance as above and if the entire distance traveled by the train is less than the minimum distance then basic fare will be collected on end to end basis. But this is not applicable to passenger (ordinary) trains.
10. The above Tatkal charges will be levied uniformly both in peak period and nonpeak periods.
11. Reservation under this scheme shall be available up to preparation of chart.
12. At the time of preparation of charts, the vacant tatkal accommodation shall be released to the RAC, Wait Listed passengers and no tatkal charges shall be realized.
13. After preparation of charts, there will be no tatkal accommodation and all vacant berths in the train will be treated as normal train accommodation only.
14. Tatkal tickets will be issued for actual distance of travel, subject to the distance restriction applicable to the train.
15. The same Tatkal berth / seat may be booked in multiple legs till preparation of charts.
16. Change of name on tatkal ticket is not permitted.

17. No Duplicate Tatkal Ticket shall be issued. Duplicate Tatkal tickets shall be issued only in exceptional cases on payment of Full fare including Tatkal charges by supervisors.
18. Boarding enroute is permitted as per rules.
19. Wait list tickets may be issued under tatkal scheme up to the extent of tatkal quota.
20. Unutilized quotas of defence, foreign tourists etc will be used for clearance of General wait list on priority.
21. The vacant tatkal quota at originating station should not be transferred to the tatkal quota of intermediate stations.
22. When an extra coach is attached, General Waiting list should be cleared first and then Tatkal Waiting.
23. Cancelled berths in general quota should be allotted to General and Tatkal wait list passengers alternately.
24. If there is no tatkal wait list, the berths available due to cancellation in Tatkal quota should be allotted to General quota.
25. If there is no General wait list, the cancelled berths can be allotted to Tatkal passengers.
26. Tatkal reservation is also available in the holiday / summer special trains etc.
27. All types of ticketing agents (YTSK, RTSA, IRCTC) will be debarred from booking tickets during first thirty minutes of opening of booking i.e. from 08.00 to 08.30 hrs for general bookings, 10.00 to 10.30 hrs & 11.00 to 11.30 hrs for Tatkal bookings in AC & Non-AC classes respectively.
28. The web/web services agents of IRCTC have been permitted to book only one Tatkal ticket per train per day on the internet.
29. No copy of identity is required to be submitted at the time of booking but any of the passengers shall carry any one of the ten prescribed proofs of identity in original while performing journey as given below.
 - i. Voter Photo Identity Card issued by Election Commissioner of India.
 - ii. Passport.
 - iii. PAN Card issued by Income Tax Department.
 - iv. Driving License issued by RTO.
 - v. Photo Identity Card having Serial No. issued by Central / State Government viz Ration Card, Senior Citizen Card, below poverty line (BPL) card etc.
 - vi. Student Identity Card with photograph issued by recognized Schools / Colleges for their students.
 - vii. Nationalized Bank Passbook with photograph.
 - viii. Credit Cards issued by Banks with laminated photograph.
 - ix. Unique Identification Card, "Aadhaar" or downloaded 'e' Aadhaar & 'm' Aadhaar.
 - x. Photo Identity Cards having serial number issued by Public Sector Undertakings 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) and second reservation sitting (2S), attested photo copy of Ration Card with photograph and Nationalised Bank Pass Book with photograph are also accepted.
- xii. Photo Identity Card with serial number issued to Advocates by the Bar Council of India.

Refund on tatkal tickets:

- No refund is granted on fully confirmed tatkal tickets.
- For refunds on wait list tatkal tickets, normal rules applicable for general tickets are applicable to tatkal tickets.
- In case of cancellation of partially confirmed Tatkal ticket, refund for only waiting list Tatkal ticket will be given. However, full refund of fare less clerkage is given for confirmed passengers also if entire ticket is cancelled upto 30 minutes before scheduled departure of train.

Full refund of fare and Tatkal Charges will be granted on the tickets booked under this scheme in the following circumstances:-

- 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.
- If the train is to run on a diverted route and the passenger is not willing to travel.
- If the train is to run on diverted route and boarding station or the destination station or both the stations are not on the diverted route.
- 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.

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.

No refund will, however, be permissible on the reservations made under tatkal scheme in case the coach, in which accommodation under tatkal scheme has been earmarked, is not attached and the accommodation has been provided to the tatkal passengers in the normal train service in the same class.

For the purpose of granting refunds & issuing TDR the time limit will be same as applicable for refund of normal ticket.

UPGRADATION OF PASSENGERS

Ministry of Railways with a view to optimize the utilization of available accommodation in trains has introduced a scheme to upgrade passengers to the next higher class. The following are the salient features of the scheme.

1. This scheme is applicable to full fare paid passengers only.
2. This facility is provided without any financial burden to the passengers.
3. The passenger should give "NO" option if he doesn't want to avail the facility of upgradation. Otherwise, the passenger will be considered for upgradation.
4. Passengers with confirmed reservation only will be considered for upgradation under this scheme.
5. If all the confirmed passengers of a particular class have not opted for upgradation the RAC, and thereafter W/L passengers of that class would be upgraded to the next higher class irrespective of the option exercised by them in the reservation slip.
6. After upgradation the passenger cannot go back to the original reservation.
7. Up gradation is not applicable for
 - Concessional tickets including Sr. citizens
 - Free pass holders
 - For block booking transactions
 - Party consisting fully paid and concessional passengers etc.,
8. This upgradation will be done by the PRS automatically at the time of charting.
9. The TTE has no authority to upgrade passengers under this scheme in the train.
10. After upgradation, if the ticket is cancelled, cancellation charges of the original class only will be collected.
11. Upgradation will be done in one class above as follows

Class from	Class to
II Sitting	AC Chair Car
Sleeper	3 AC / I Class
3 AC	2 AC
2 AC	I AC

12. Upgradation may be permitted by jumping one class, if necessary. For example, from SL Class can be upgraded if required to 2 AC and 3 AC to I AC and from II Class Sitting to AC Chair Car.
13. Upgradation is done after allotment of all quotas and after allotment of berths to RAC, W/L passengers of the same class.
14. Upgradation is done to the extent of clearance of combined W/L of all classes.
15. The upgradation is done only for confirmed (after allotment of RAC, W/L) passengers of general and Tatkal quotas.

16. Total number of berths to be kept for current booking in each train is as follows

Class	Number of berths
I AC	1 berth in case of composite I AC + 2 AC coach
	1 berths in case of full 1 AC coach
2 AC	1 berth in case of composite I AC + 2 AC coach
	2 berths in case of full 2 AC coach
3 AC	2 berths

17. The passengers will be selected randomly by the PRS as follows:
- One PNR from the list of general passengers
 - Next PNR will be randomly selected under tatkal scheme
 - The above process of alternate selection will continue till all the eligible vacant berths are filled by up gradation
 - The remote location passengers confirmed against source berths will not be up graded
 - The berths of confirmed passengers who have been up graded to the higher class will be allotted to the RAC, W/L passengers of that class
 - All passengers in one PNR (max 6) will be up graded together or none of them will be up graded in case enough berths are not available
 - No choice of accommodation is possible in up gradation
18. Original PNR of upgraded passengers will remain unchanged. Enquiries can be made with the original PNR.
19. The passengers opted for up gradation should check their coach number and berth number before occupying the berths.
20. The original chart of the upgraded passengers will have indication at the bottom of the chart.
21. The final charts of the upgraded class will include the names of upgraded passengers and will have an indication denoting their upgraded status.
22. There would be a separate sheet also on the lines of the W/L chart giving old status and new status for the upgraded passengers.
23. Upgradation will not be done for the train in which a coach is replaced or damaged at the time of charting.

DIFFERENT TYPES OF TRAINS

RAJDHANI EXPRESS:-

1. These train runs from national capital to state capitals.
2. The fare structure is given separately in fare table which does not includes other charges i.e. reservation fee, supplementary charges; catering charges. All other charges will be levied as per Rule.
3. Fare will be rounded off in next 5 rupees.
4. Three classes are available in this train - AC first, AC-2 tier and AC-3 tier.
5. Maximum permissible speed is 130 kmph for Rajdhani Exp.
6. All Rajdhani trains are popular trains.

SHATABDI EXPRESS:-

1. These trains started in Nehru birth centenary year.
2. The fare structure is given separately in fare table which do not includes other charges i.e. reservation fee, supplementary charges; catering charges. All other charges will be levied as per Rule.
3. Fare will be rounded off in next 5 rupees.
4. Two classes are available in this train - AC Executive & AC Chair car.
5. No concession will be granted in these trains except - Sr. Citizen, Doctor, Military and Press Correspondents.
6. AC Executive Class is treated equivalent to 1st AC for collection on charges.
7. Maximum permissible speed is 150 kmph for Shatabdi Exp.

DURONTO EXPRESS:

1. This non-stop service is started between selected cities.
2. Fare is collected on point to point basis which includes catering charges. Other charges will be levied as per rule.
3. Some Duronto express are fully Air conditioned and some are partially Air conditioned.
4. There are 5 classes available in this train. AC first, AC-2 tier, AC-3 tier, AC-3 tier Economy Class and sleeper.
5. Fare will be rounded off in next 5 rupees.
6. Pass and PTO holders are not allowed to travel in these trains.
7. No concession is granted. Exception -Senior citizen.
8. Bed rolls are supplied in Sleeper class also for which charge at the rate of Rs 25/- per Bed roll is collected at the time of reservation itself.

GARIBRATH EXPRESS:-

1. First GaribRath train ran between Saharsa and Amritsar on 04/10/2006.
2. There are two classes in this train:
 - a. GRSL - GaribRath AC 3 tier sleeper
 - b. GRCC - GaribRath AC Chair car
3. Minimum distance for charge will be 100 km. for both classes.
4. Base fare is given in the fare table and other charges shall be collected according to rule.

5. Concessions will not be granted.
6. Those PTO and Pass holder who are eligible to travel in AC three tier can travel in this train.
7. Attendant is not permitted.
8. Freedom fighters, complimentary pass holders, and Arjun awardees who is entitle for AC-3 can travel in GaribRath Express.
9. Sitting and former members of Parliament can travel by GaribRath Express. Cost of journey will be collected from Lok Sabha and Rajya Sabha.
10. On demand of passenger bed roll will be supplied on payment of prescribed charges.
11. Rail Travel Coupons (for members of Legislative Assembly and Legislative Council) and District Police Warrants will be accepted.

YUVA TRAINS:

1. Eligibility- Applicable to Unemployed persons between age 15 to 45 years on production of following documents:
 - a. Certificate issued under National Rural Employment Guarantee Scheme (NREGS).
 - b. Valid registration certificate issued by a Govt. run employment exchange.
2. Tickets will be issued on production of original certificate, a photocopy of which should be retained.
3. Original certificate should be carried during travel.
4. Class: AC Chair car.
5. Minimum chargeable distance - 100 kms.
6. Fare structure:
 - a. Separate base fares notified for Yuva and Non Yuva passengers.
 - b. Others charges will be levied as per rule.
 - c. Total chargeable fare for Yuva passengers inclusive of all charges should not exceed Rs 500/- up to 1500 kms & Rs 643/- up to 2500 kms.
 - d. No concessions are granted.
7. Reservation:
 - a. Initially 10% of total coaches will be earmarked for Yuva and remaining for Non Yuva passengers.
 - b. Separate waiting list is maintained for both categories.
 - c. If there is waiting list in both categories, unutilized quotas will clear waiting list in the order of first general and then Yuva.
 - d. After chart preparation there will be no concept of Yuva for charging fare.
8. No tatkal quota.
9. Normal cancellation rules will be applicable.
10. If Yuva passenger is not able to produce original certificate during journey, difference of Yuva fare and Non Yuva fare inclusive of all surcharges in full will be recovered.

DIN DAYALU COACH:

1. To improve quality of travelling in general class, modern unreserved coach –Deen Dayalu with facilities like potable drinking water, mobile charging points and bio-toilets among others to be used in mail and express trains.
2. Deen Dayalu coaches will run in those routes which have heavy demand for getting seats.
3. Besides the water filtration system to provide potable water, the coach is equipped with provision of cushioned luggage racks, additional hand hold in doorway area and coat hooks.
4. Facilities in these coaches like charging points, dustbins, more space for keeping luggage, aqua guard-like facilities. Estimated to cost about Rs 81 lakh per coach, about 700 such modern coaches will be manufactured in the current fiscal.
5. Painted with z-shaped orange colour bands and anti-graffiti coating, there will be toilet occupation indication display board and water- level indicator in the coach.
6. LED lights, fire extinguishers with anti-theft arrangement, interior paneling with aluminum composite panels.

SUVIDHA TRAINS:

1. Only confirmed and RAC tickets will be issued on these trains and 10% of total No. of berth will be booked under waiting list ticket.
2. Advance Reservation Period is 120 days (upto 14.07.2020-RB CC No.31 of 2019). Tickets for the trains will be available at railway reservation counters as well as online (on the IRCTC website).
3. Fare for these trains is more than that of normal trains; the minimum fare being in the same range of Tatkal fare for the particular class.
4. Fares would increase after booking of every 20 per cent of seats/berths, subject to maximum three times of Tatkal fare.
5. There are no concessions/discounted fares for children and senior citizens
6. Supplementary charges like reservation charge, superfast charge and service tax shall be levied separately.
7. Passengers have to produce an identity card during the journey for verification.
8. Normal/general cancellation and refund rules shall be applicable.
9. Thereafter Cancellation of the tickets is not permitted. However, in case of exceptional circumstances, full refund of the fare shall be granted across the counter or directly credited to the customer's account, depending on the mode of booking.

ANTODAY TRAINS:

1. The first service has been started on March 19, 2017 between and Lokmanya Tilak Terminus and Tatanagar.
2. Antyodaya Express is completely Unreserved/General coaches designed by Indian Railways. These are going to be overnight trains. Antyodaya Express was proposed in 2016 Railway Budget of India which will operate on peak routes having more rush.
3. These trains will feature completely Unreserved/General coaches Charging ports for charging electronic devices such as mobiles, laptops etc. Bio toilets in compartments
4. The exterior of coaches will have a futuristic look with the use of Vinyl sheets
5. Safety measures in compartments such as introduction of smoke alarms and CCTV cameras Aqua guard Water Vending machines, Coat hangers and Braille Indicators present.

HUMSAFAR EXPRESS:

1. First Services: The first service has been started on 16 December 2016 between Gorakhpur and Anand Vihar.
2. Humsafar Express are completely 3-tier AC sleeper trains designed by Indian Railways. These are going to be overnight trains.
3. These trains will feature side curtains on the corridors like 2AC which were removed from 3-tier AC sleepers.
4. LED screen display to show information about stations, train speed etc. and will have announcement system as well.
5. vending machines for tea, coffee and milk is available in these trains.
6. Charging ports for charging electronic devices such as mobiles, laptops etc. are available.
7. The berths will more comfortable than the previous 3-tier AC sleeper rakes.
8. Bio toilets are available in compartments.
9. The exterior of coaches will have a futuristic look with the use of Vinyl sheets.
10. Safety measures used in the compartments such as introduction of smoke alarms and CCTV cameras.
11. If passenger brings his own food, he can keep it warm or cold as the train has a heating chamber as well as a refrigerating box.
12. Each and every coupe and side berth having curtains to maintain privacy.
13. Providing with new khadi bed rolls.

TEJAS EXPRESS:

1. Tejas is an Indian class of trains manufactured at the Rail Coach Factory, Kapurthala.
2. Tejas trains are equipped with hi-tech facilities such as personal video screens, Wi-Fi, coffee vending machines LED boards, and Braille displays.
3. Tejas Express, one of the most awaited promises of Railway Budget 2016, is all set to start playing on the Surat to Mumbai route in the next financial year, after that Delhi - Chandigarh Tejas and Delhi - Jalandhar Tejas will be launched. The then Railway Minister Suresh Prabhu, on a visit to Surat, announced that Tejas Express will start running between the two cities soon.
4. Tejas Express, which is currently being manufactured, has been envisioned as a luxury train service.
5. The train will run at a maximum speed of 130kmph, and will boast of multiple features aimed at enhancing passenger comfort during short journeys.

UDAY EXPRESS TRAINS:

1. Uday Express trains are supposed to be high-capacity Air Conditioned Double Decker trains to be run on important routes that experience heavy loads.
2. But we already do have AC DDs, and these trains don't seem to be those but a different product because the trains include both overnight and daytime services.

VANDE BHARAT EXPRESS:

1. Vande Bharat Express also known as Train 18
2. It is an Indian Semi-high speed intercity electric multiple unit.
3. It was designed and built by Integral Coach Factory (ICF) at Perambur, under the Make in India initiative over a span of 18 months.
4. The train was named 'Vande Bharat Express' on 27 January 2019.
5. The exterior appearance consists of aerodynamic narrowing at each ends of the train.
6. It has a driver coach at each end of the train, allowing for faster turnaround at each end of the line.
7. The train has 16 passenger cars, with a seating capacity of 1,128 passengers.
8. Two of the center compartments are first class compartments that seat 52 each, with the rest being coach compartments seating 78 each.
9. Train 18 has regenerative braking system.

BOOKING OF SPECIAL COACHES / TRAINS (FULL TARIFF RATES)

As per the instructions issued by Ministry of Railways Booking of FTR Trains/Coaches/Saloons shall now be booked through Single Window System by Indian Railway Tourism and Catering Corporation (IRCTC). (Commercial Circular Nos: CC No.08 of 2018, CC No.14 of 2018 and CC No.26 of 2018.)

Application:

1. Any Individual or party seeking to book trains/Coaches on FTR shall approach IRCTC (Regional/headquarter office, through mail, telephone etc.,) and IRCTC shall place indent online on behalf of individual/party.
2. 5% Facilitation Charges of total fare shall be levied by IRCTC for Co-ordination work.
3. Priority shall be accorded for booking of special trains/coaches/saloons etc., on FTR over extra coaches to clear WL Passengers.
4. Application must be made at least one month in advance and not beyond 6 months of the date of proposed journey. Registration in the period short of one month shall require the specific permission of the CPTM of the Zonal Railways on case to case basis.

Registration for booking of special trains/coaches/saloons etc., shall be made online by IRCTC on behalf of an individual/party/government agency etc.. No manual booking through UTS shall be permitted.

Registration of Indent and Security deposit Charges:

An amount of Rs.50,000/- *per coach* shall be collected as Security- cum-Registration deposit and will be payable from E-wallet/RDS(Rolling Deposit Scheme). RDS is an account opened with IRCTC as service provider through which Booking, cancellation, refund and adjustment of charges will be done by same account. Minimum Balance of Revolving Security Deposit Scheme shall be Rs.5 Lakhs in e-wallet. Payment of fare shall be made only online through digital modes viz RTGS/NEFT/net banking etc. RDS/e-wallet account of IRCTC shall be maintained by PCCM in consultation with Associate Finance of Zonal Railway.

On confirmation of the indent by Operating branch, IRCTC shall deposit the fare payable at Zonal Railway HQ of journey originating station. Registration of Indent, obtaining confirmation from concerned Zonal Railways, deposit of Fares, Submission of folders/receipts after completion of journey, cancellation etc., and all co-ordination work will be done by IRCTC.

TABLE OF TIME LINES

SL.No.	DIFFERENT CIRCUMSTANCES	TIME LIMIT
1	Provisional Confirmation of Indent	Max.15 working days of generation of FTR No.
2	Final Confirmation of Indent	Min.7 days in advance of date of Journey
3	Inter-Zonal Confirmation	Within 10 Days with Zonal Railways Co-ord
4	Calculation of Charges	Max.5 Working Days
5	Submission of Original Folder / Refund process	Within 15 days of completion of journey.
6	Refund Process	Within 30 days (Comml and Accounts)
7	Payment of Charges for Tour programme	48 Hrs in advance of Sch. Departure of FTR

Punctuality of Special Trains:

Railways do not guarantee the arrival or departure of special trains at the exact times specified nor will they be accountable for any loss or inconvenience which may arise to occupants from delays or detention to them or their luggage.

Distance of charge:

The minimum distance of charge for Special Trains / Coaches/Saloon shall be 500 kms separately for outward and return journey. In case of hill stations, minimum distance for charge will be the chargeable distance (inflated) of the whole section subject to a minimum distance of 200 kms. However, the minimum distance for charge for special chartered AC Coaches attached to regular Rajdhani / Shatabdi type trains will be from end to end.

Composition of Trains:

The minimum composition of coaches for booking of Special Trains including Rajdhani / Shatabdi Express type trains will be 18. However, for the hill sections, the minimum number of coaches will be the maximum permissible load for the concerned section. The charging should be done for not less than the aforesaid composition. For instance, if the composition is 16 coaches, charges shall be realized for 18 coaches. However, if the composition is of 20 coaches, charges shall be realized for 20 coaches.

The number of coaches falling short of minimum composition shall be charged at fares for second class (Unreserved) coach for Mail/Express train. For example, if only 16 coaches in the special train are run, fares for second class Mail/Express fare will be charged for 2 coaches falling short of minimum composition.

CHARGES:**Fares:**

The fares will be computed as follows

- On point to point basis
- At full adult M / E fare of the concerned Class
- For actual number of persons or the CC of the coaches whichever is more,
- On round-trip basis, which means the fares shall be levied in the return direction up to the point from where the coach / train originates.

Fares shall be levied for the actual Class of the Coach subject to minimum fares for second Class (unreserved). If extra passengers are carried, charges are levied on pro-rata per additional passenger declared before or at the time of commencement of journey at the starting station. Extra passengers carried without payment at the starting stations are charged at pro-rata with penalty charges as per existing rules.

Service Charge:

A service charge of 30% will be levied only on the *base fare* and not on any other charge /surcharge including safety, super-fast and reservation surcharge. Superfast charge, GST, Mela surcharge etc. as applicable shall be levied separately.

Reservation Charge: Not collected

Concession:

No concessions are allowed to anybody including children and Sr. Citizens.

Number & Names of Passengers:

At the time of booking, only the number of passengers shall be mentioned in the online request. The names of members of party shall be submitted to the SM of journey originating station before 24 hrs of dep. of the train. Identity tokens shall be provided duly stamped and countersigned by SM of the journey commencing stations. 10% of changes in names due to last minute exigencies are permitted.

Empty Haulage Charge:

Empty haulage charges will be levied at actual distance of empty haul at Full Tariff Rate (FTR) for the carrying capacity of the coaches subject to minimum haul for 200 kms. FTR will be calculated at fare including reservation charge but excluding Service Charge. Empty haulage charge will be levied as above irrespective of whether the coaches are available at the station or brought from other base station, however ideal efforts shall be made for providing coaches/trains on FTR within 200kms limit.

Charges for SLR & Luggage Van:

SLR Coach will be charged at carrying capacity of the Sleeper Class coach with Sleeper Class Fare. However, the utilization of luggage portion to the extent of carrying capacity of SLR coach may be allowed without levying any extra charge (luggage charges).

Dining Car/Kitchen/Pantry Car/Generator Car:

Dining Car will be charged @ Rs.85 per car per kilometer uniformly for BG, MG and NG. In addition Sleeper class fare and Service charge of 30% for marked CC of the Car or actual number of passengers travelling in the car whichever is higher shall be levied.

Detention Charge:

Detention Charges will be levied for detention of Special Train / Coaches at the request of the party at the starting, intermediate or destination stations. Detention charges will be levied @ Rs.900/ per hour or part of an hour per coach uniformly for BG, MG and NG systems subject to a minimum charge of Rs. 1500/- per coach without giving any free time.

SPECIAL FREE HALTS/ADDITIONAL HALTS

S. No	SPECIAL/ ADDITIONAL FREE HALTS	NO.OF HALTS	PERMITTED TIME	CHARGES
1	Free halts	-2 -In each block of 1000 kms or part thereof)	20 minutes only(per halt)	NO CHARGES
2	Additional halts	Not more than -3- in each block of 1000 kms or part thereof.	2 minutes only (per halt)	Rs.25000/- per Halt/stoppage
**In case if the halt/stoppage is more than 2 min in Additional Halts, Point to Point charge plus applicable detention charges or Rs.25000/- per halt whichever is more shall be levied.				

Engine Detention Charges:

These charges shall be applicable as notified by Board vide letter No. F(C)/2003/27/1 dated 22/08/2017 and subjected to change from time to time.

Countermanding Charges:

S.No	Time of cancellation	Cancellation Charges
1	2 days before the scheduled departure of the train	10% of Rs.50,000/- per coach
2	1 Day in advance and upto 4 hours before the scheduled departure of the train	25% of chargeable fare
3	Within 4 hours before the scheduled departure of the train and afterwards	50% of chargeable fare

****Counter manning charges which will be deducted from RDS/e-wallet of IRCTC.**

If all the charges are not paid in full before 48 hrs in advance of departure of train, it is deemed that running of special train has been countermanded by IRCTC and Rs.50,000/- per coach shall be deducted as countermanding charges which will be deducted from RDS/e-wallet of IRCTC.

Refund:

On completion of the tour, the folder in original shall be submitted by IRCTC in the Zonal Railway Office within 30 days of completion of journey. Zonal office after consultation with originating station verify the details and in case of excess demand required amount shall be deducted from the RDS account/e-wallet of IRCTC or in case of refund the same shall be refunded in the RDS wallet/e-wallet after completion of journey.

Operating orders shall be issued by operating department of Zonal Railways and Fare related issues shall be dealt with by Commercial department of Zonal Rlys. Accountal of earnings shall be maintained by Zonal Rly. Railways shall have the right to modify the instructions in future.

RAIL TRAVEL SERVICE AGENTS (RTSA)

1. Rail travel service agents have been granted a license by railways to offer service in respect of reservation of accommodation in trains.
2. They will render service for a fee per passenger basis as follows
 - Second and Sleeper class - Rs 15/-
 - All other classes - Rs 25/-
3. No separate reservation quotas have been assigned to the agents.
4. They have to take their turn at the reservation office for purchasing tickets.
5. Identity cards are issued to the authorized RTSA agent and his employees for purchasing tickets.

PASSENGER OPERATED ENQUIRY TERMINAL (POET)

1. POET is a passenger amenity and provided at all important stations.
2. This is user friendly and public can access to the system easily for getting information.
3. The following information can be accessed by the users.
 - a. Availability of accommodation
 - b. Current status of a PNR
4. For obtaining the information the passenger need not go and stand at the enquiry counter.
5. The list of simplified operating instructions is placed near the terminal for guidance of the users.
6. POET will reduce the work load at enquiry counters.

NATIONAL TRAIN ENQUIRY SYSTEM (NTES)

1. An integrated on line information system under which a passenger can access information on movement of trains anywhere in India.
2. At important nodal points selected on each zone the information regarding running of trains is fed into the network.
3. This information will be up dated regularly.
4. This information is readily available on NTES throughout the Indian Railways for public.
5. NTES is provided at all important stations.
6. NTES is also one of the passenger amenities and avoids public complaints due to inadequate information at manual enquiry counters.

INTERACTIVE VOICE RESPONSIVE SYSTEM (IVRS)

1. This system facilitates enquiries such as
 - availability of accommodation
 - current reservation status
 - Arrivals and departures of trains.
2. IVRS is a passenger amenity and reduces passenger complaints due to inadequate information at manual enquiry counters.
3. Telephone will be connected to computer which processes the data required and information will be conveyed to passengers.
4. IVRS is provided at all important cities / towns.

**RAILWAY PASSENGERS (CANCELLATION OF TICKETS AND REFUND OF FARE)
RULES 2015.**

213.1 Short title and commencement;

- (1) These rules may be called Railway Passengers (Cancellation of tickets and refund of fare) Rules, 2015.
- (2) They come into force on the 12th day of November, 2015.

213.2 Definitions; In these Rules unless the context otherwise requires:

- (a) “ARP” means advance reservation period up to which reserved ticket can be booked for a future journey date:
- (b) “Authorized agent” means a person authorized by a railway administration to issue reserved or unreserved tickets and to cancel reserved tickets:
- (c) “clerkage” means a charge levied by a railway administration for the clerical work rendered by it in the refund of fares:
- (d) “Confirmed ticket” means a ticket on which a berth or seat has been confirmed.
- (e) ‘Destination station’ means the station for which the ticket has been issued.
- (f) “Fare” includes basic fare, supplementary charge on superfast trains, reservation fee and other applicable miscellaneous charges:
- (g) “RAC ticket” means Reservation against Cancellation ticket on which a seat has been reserved against requisition for a berth and berth may be subsequently provided against cancellation, if any.
- (h) ‘Railway ticketing centre’ means a place where reserved or unreserved tickets are issued by railway employees or through an authorized agent.
- (i) ‘Reservation fee’ means the charge, in addition to the fare, levied by a railway administration for a reservation of a berth or seat.
- (j) ‘Reserved ticket’ means a journey on which a berth or seat has been reserved.
- (k) ‘Station’ means a railway station and includes other reservation offices or railway ticketing centre in the same city.
- (l) ‘Station Master’ means a railway employee by whatever name called having overall charge of a railway station and includes any other railway employees authorized to grant refund of fare at a station.

- (m) 'Ticket' means a single journey ticket or any half or a return ticket but does not include a season ticket, an Indrail Pass ticket or a special ticket for a reserved carriage or a tourist car or saloon, or a special train;
- (n) 'TDR' means ticket deposit receipt issued to the passenger in lieu of the surrendered ticket, at the station where the ticket has been surrendered by the passenger or in case of ticket booked through internet, the ticket deposit receipt filed on line;
- (o) 'Tatkal Ticket' means a ticket with shorter advance reservation period, issued to meet the requirements of those passengers who have to travel at short notice.
- (p) "Unreserved ticket" means a ticket in which no reservation has been made;
- (q) "waitlisted ticket" means a ticket on which no berth or seat has been allotted;

213.3 Station Master to refund fares;

- (1). Subject to the other provisions of these rules, every refund of fare on unused unreserved ticket shall, when such ticket is presented for refund of fare to the station master of ticket issuing station, be granted by such station master after verifying the genuineness of the ticket from the record of the station.
- (2). Subject to other provisions of these rules, every refund of fare on confirmed tickets, RAC tickets and wait listed tickets shall, when such tickets are presented for refund of fare to the station master of ticket issuing station, be granted within the time limits prescribed in these rules, by such station master after verifying the genuineness of the tickets through computer or from the record of the station.

Provided that: -

- (a). in case of tickets which were issued for travel from a station other than the ticket issuing station, refund of fare shall be admissible at
 - (i). the ticket issuing station, if the ticket is surrendered before the scheduled departure of the train from the station from where the ticket is valid for travel; and
 - (ii). the journey commencing station, if the ticket is surrender within the time limits prescribed in these rules: and
- (b). Refund of fare may also be granted by the station master of the station other than the ticket issuing station and journey commencing station subject to the conditions that

- (i). the ticket is surrendered for refund of fare during working hours of the reservation office and before the preparation of the reservation chart, of the concerned train, for the station from where the ticket is valid; and
- (ii) The genuineness of the ticket and its particulars are verifiable at the refund granting station through computer or from record of the station.

Printed Card Tickets:

- Refund on unused unreserved ticket will be granted by the station master of the ticket issuing station.
- The details of the ticket are verified from the station records where the refund is granted.
- Ticket is presented for cancellation within 3 hours of issue of tickets. In case tickets are issued in advance, ticket is presented up to 24 hours of the day preceding the day of journey.
- A clerkage charge of Rs.30/- is collected per passenger.

UTS Ticket:

- Ticket can be cancelled at any counter / any station irrespective of the place of purchase (Within the cluster stations only).
- For advance tickets, ticket can be cancelled up to 2400 Hrs of day preceding day of journey
- Ticket is presented for cancellation within 3 hours of issue of tickets. In case tickets are issued in advance, ticket is presented up to 24 hours of the day preceding the day of journey.
- A clerkage charge of Rs.30/- is collected per passenger.
- In case of partial cancellation, system will print two tickets.
- First ticket is the journey ticket which is given to the passengers traveling.
- Second ticket is cancellation ticket which will be sent to accounts office along with original ticket as voucher.

UTS- Special Cancellation (CCM 152/2013)

UTS special cancellation form in UTS under option 13 can be used when train is running late by more than 3hrs/Train cancelled under the following conditions

1. Only one train is running over section for particular destination or there is one train in morning and other in evening
2. Trains are issued for a specific train (Janshatabdi, Double Decker Trains)

213.4 Levy of Clerkage:

Subject to the other provisions of these rules, station master shall levy a clerkage charge per passenger for cancellation of unreserved, wait-listed and RAC tickets at the rate of rupees thirty for second class unreserved ticket and rupees sixty for second class reserved ticket and other classes.

213.5 Refund on cancellation of unused unreserved tickets:

If an unreserved ticket is presented to the station master for cancellation, refund of fare shall be made on every such ticket after deducting the clerkage-

- (i) If the ticket is presented for cancellation within three hours of issue of tickets:
- (ii) In case of tickets issued in advance, the ticket is presented up to 2400 hours of the day preceding the day of journey”.

213.6 Refund on Cancellation of Unused Reserved Tickets.

1) Subject to the provisions of these rules, if a confirmed ticket is presented by the passenger or his representative to a station master for cancellation, the refund of fare shall be made after deducting cancellation charge from the fare as follows;

a). If the ticket is presented for cancellation more than forty eight hours in advance of the scheduled departure of the train, a minimum per passenger cancellation charge shall be deducted at a flat rate of ‘Rs.240/- (Rupees Two Hundred and forty) for Air-Conditioned First Class/Executive Class, Rs.200/- (Rupees Two Hundred) for Air-Conditioned 2-tier/First Class, Rs.180/- (Rupees One hundred and eighty) for Air-Conditioned 3- tier/3 Economy/Air Conditioned Chair Car, Rs.120/- (Rupees One hundred and twenty) for Sleeper Class and Rs.60/- (Rupees Sixty) for Second Class.

b).If a ticket is presented for cancellation between forty eight hours and up to twelve hours before the scheduled departure of the train, cancellation charge shall be 25 percent of the fare subject to the minimum of the cancellation charge referred to in clause (a).

c) If the ticket is presented for cancellation within twelve hours before the scheduled departure of the train and up to four hours before the scheduled departure of the train irrespective of distance, the cancellation charge shall be 50 percent of the fare subject to minimum of the cancellation charge referred to in clause (a) and

d) The passenger may get the ticket cancelled from any PRS Counters or the designated current counters.

2. No refund shall be granted on the confirmed ticket after four hours before the scheduled departure of the train.

3. In case on a party ticket or a family ticket issued for travel of more than one passenger, some passengers have confirmed reservation and others are on RAC or waiting list, full refund of fare less clerkage shall be admissible for confirmed passengers also subject to the condition that the entire ticket is surrendered for cancellation up to 30 minutes before the scheduled departure of the train.

213.7 Refund on Cancellation of Unused RAC or Waitlisted tickets:

1. Where a RAC ticket or Waitlisted ticket is presented for cancellation, the refund of fare shall be made after deducting the clerkage if the ticket is presented for cancellation up to 30 minutes before the scheduled departure of the train irrespective of the distance.

2. The passenger may get the RAC ticket or waitlist ticket cancelled from any PRS Counter or designated Current Counter..

3. No refund of fare shall be granted on RAC ticket or Waitlisted ticket after 30 minutes before the scheduled departure of the train.

4. In case no facility of cancellation of RAC ticket or Waiting ticket issued through PRS is available at station originating the journey for night trains leaving between 21.00 hours and 06.00 hours (actual departure) the refund of fare shall be admissible at the station within first two hours after the opening of the reservation office.

5. In remote and hill areas as identified by the zonal railway with the prior approval of General Manager and printed in the time table for night trains leaving between 19.00 hours and 06.00 hours (actual departure) refund shall be admissible at the station within first two hours after the opening of the reservation or booking office, in case there is no reservation counters or booking office or current counter available in that area.

6. Where confirmed reservation has been provided to RAC or Waitlisted ticket holders at any time up to the final preparation of the reservation chart, such tickets shall be treated as a reserved ticket and cancellation charge shall be payable in accordance with rule 213.6

213.8 Refund on Cancellation of tickets booked through internet ('I' & 'e' tickets.)

(i) The 'e' tickets shall be cancelled through internet and the refund of fare shall be credited to the account from which booking transaction took place, after deducting the applicable charges and in case of 'I' tickets the ticket shall be cancelled at the reservation counter and thereafter an

online application, refund due shall be credited to the account from which booking transaction took place.

(2) In case of a confirmed ticket booked through internet refund of fare shall be granted in accordance with rule 6.

(3) In case of RAC tickets booked through internet, refund of fare shall be granted in accordance with rule 7.

(4) In case of e-ticket booked through internet (confirmed or RAC), such tickets shall be cancelled on line or online TDR shall be filed within the time limits prescribed under these rules for obtaining refund.

(5) In case of waitlisted e-ticket on which status of all the passengers is on waiting list even after preparation of reservation chart names of all such passengers booked on that Passenger Name Record (PNR) shall be dropped from the reservation chart and refund of fare shall be credited to the account from which booking transaction took place after deducting clerkage and in case of waitlisted 'I' tickets such tickets shall be cancelled at the computerized passenger reservation system (PRS) counter within the time limits prescribed under these rules and thereafter refund can be claimed online and refund shall be credited to the account from which booking transaction took place, in accordance with rule 7.

(6) (i) in case on a party e- ticket or a family e-ticket issued for travel for more than one person, some persons have confirmed reservation and others are on RAC or Waiting list, Full refund of fare less clerkage shall be admissible for confirmed passengers also subject to the condition that the ticket shall be cancelled online or online TDR shall be filed for all the passengers up to 30 minutes before the schedule departure of the train.

(ii) in case of party e ticket or family e-ticket issued for travel of more than one passenger, some passengers have confirmed reservation and other are on the list of RAC or Waitlisted then in case of passengers on RAC or waiting list not travelling, a certificate shall be obtained from ticket checking staff to that effect and refund of fare shall be processed on line through TDR, indicating the details of the certificate issued by the ticket checking staff and the online TDR shall be filed up to seventy two hours of the actual arrival of the train at passenger's destination in the original certificate issued by the ticket checking staff is to be sent through post to Indian Railway Catering and Tourism Corporation (IRCTC) and he fare shall be refunded by IRCTC to the customer's account after due verification.

(7) No refund of fares shall be admissible on tickets having confirmed reservation in case the ticket is not cancelled or TDR not filed on line up to four hours before scheduled departure of the train.

(8) No refund of fare shall be admissible on RAC e-tickets in case the ticket is not cancelled or TDR not filed up to 30 minutes before the scheduled departure of the train.

(9) In case of cancellation of trains, automatic full refund of fare on confirmed or RAC e-tickets shall be directly credited to the account from which booking transaction took place and online cancellation or filing of TDR shall not be required in such case.

(10) In other circumstances the refund shall be admissible as per the time limits mentioned in the Rule – 9, sub rules (1) & (2) of Rule 13 and Rules – 14, 16, 17 & 18 subject to filing of online TDR and wherever a certificate from Ticket Checking staff is required the passenger shall obtain the same to that effect where upon refund of fare shall be processed online through TDR, indicating the details of the said Certificates and the original certificate shall be sent through post to the Indian Railway Catering and Tourism corporation (IRCTC), and thereafter the fare due shall be refunded by IRCTC to the customer's account after due verification.

213.9 Refunds on Cancellation on Unused Tatkal Tickets.

(1) No refund of fare shall be admissible on confirmed tatkal tickets except under certain circumstances mentioned in sub rules 2, 3, 4, 5, 6, 7 & 8.

(2) Grant of refund on unused waitlisted tatkal ticket shall be governed by rule 7

(3) In case of party tatkal ticket or a family tatkal ticket issued for travel for more than one person, some persons have confirmed reservation and others are on waiting list, full refund of fare less clerkage shall be admissible for confirmed passengers also subject to the condition that entire tatkal ticket is surrendered for cancellation up to 30 minutes before the scheduled departure of the train.

(4) Grant of refund in case of non commencement or missing of journey due to late running of trains shall be governed by the rule 13.

(5) Cancellation of ticket where Railway Administration is unable to provide accommodation shall be governed by Rule -14.

(6) Refund of tatkal ticket on account of discontinuation of journey due to dislocation of train services shall be governed by Rule - 16

(7) Refund of fare on tatkal tickets when passengers are made to travel in lower class for want of accommodation shall be governed by rule – 18 and the refund of difference between tatkal charges if any shall also be granted.

(8) No duplicate tatkal ticket shall be issued.

Provided that duplicate tatkal tickets may be issued in exceptional circumstances on payment of full fare including tatkal charges.

213.10 Refund on Cancellation of unused multiple journey tickets.

When an unused ticket involving more than one journey is surrendered for cancellation the entire ticket shall be treated as one single journey ticket and refund of fare of the entire ticket, irrespective of reservation status of different laps of journeys, shall be granted as per the reservation status of first lap of journey as under.

- (i) if reservation status of first lap of journey is confirmed, refund shall be granted in accordance with rule 213.6.
- (ii) if the reservation status of first lap of journey is RAC or Waiting list, refund shall be granted in accordance with rule 213.7.

Explanation The cancellation charges or clerkage, shall be levied only once on the entire amount of ticket not separately for each lap of journey.

213.11. Preponement or Postponement of journey on a Confirmed, RAC or Waitlisted ticket;

(1) The Postponement of journey on confirmed or RAC or Wait listed tickets shall be allowed in the same class and same destination or any higher class by the same train or by any other train for any subsequent days, subject to the condition that:-

(i) The ticket is surrendered during the working hours of the reservation office and at least forty eight hours before the scheduled departure of the train in which ticket was originally booked. Subject to restrictions on timings for this facility imposed by Railway Administration from time to time.

(ii) The confirmed, RAC or Wait listed accommodation is available in the train in which 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 Wait listed tickets clerkage charge is paid.

(2) The Preponement of journey on confirmed, RAC & Waitlist tickets shall be allowed in the same class and same destination or any higher class by the same train or by any other train for any earlier day, subject to conditions that:-

(i) The ticket is surrendered during the working hours of reservation office and at least forty eight hours before scheduled departure of the train in which the ticket was originally booked. Subject to restrictions on timings of this facility imposed by Railway Administration from time to time.

(ii) The Confirmed or RAC or waiting listed accommodation is available in the train in which fresh reservation is required:

(iii) In case of confirmed tickets, fresh reservation fee for the class for which reservation is required is paid, and

(iv) In case RAC & wait listed ticket, clerkage charge is paid.

(3). 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(1) and (2)

(4) The Postponement or Preponement of journey under the above sub-rule (1) or sub rule (2) shall be allowed only once.

(5) The Postponement /Preponement of normal train ticket other than the tatkal ticket shall not be applicable against Tatkal Quota even on payment of Tatkal charges.

(6) If the ticket on which journey has been altered on sub rule (1) or sub rule (2) is cancelled cancellation charges shall be payable as follows.

(a) Cancellation charges as would have been due if the ticket for original reservation had been cancelled at the time of pre ponement or postponement of journey.

(b) Cancellation charges due in respect of tickets altered reservation as if this altered reservation is a fresh reservation.

© In case where 25% or 50% cancellation charges were realized at the time of modification of journey, the cancellation charges mentioned in clause (a) shall not be levied again. And the cancellation charges mentioned in clause (b) only shall be levied,

213.12 Change of journey from lower class to higher class:

(1). Change of reservation shall be allowed on a reserved ticket of lower class for higher class on the same train and day, without levying any cancellation charges but on payment of fresh reservation fee and difference of fare, if any, for higher class subject to the condition that – (i). Accommodation is available, and

(ii). the request for change is made –

- a). either during the working hours of reservation office and up to six hours before the Scheduled departure of the train subject to restrictions on timings of this facility imposed by a Railway Administration from time to time, or
 - b). during the course of journey in the train:
- (2). the change referred to in sub – rule (1) shall be allowed only once.
- (3) If the ticket on which change of reservation has been allowed is cancelled, cancellation charge shall be payable as follows namely:
- (a). Cancellation charge as would have been due if the original reservation had been cancelled at the time when the change of reservation was allowed, and
 - (b). Cancellation charges due in respect of the altered reservation as if the altered reservation is a fresh reservation.

213.13 Non-commencement or missing of journey due to late running of trains –

- (1). No cancellation charge or clerkage shall be levied and full fare shall be refunded to all passengers holding reserved, RAC and Waitlisted tickets, if the journey is not undertaken due to late running of train by more than three hours of the scheduled departure of the train from the station commencing the journey subject to condition that –
- (i) The ticket is surrendered up to the actual departure of the train.
 - (ii) In case of e-tickets the TDR is filed on line before the actual departure of the train for availing full refund.
- (2). In case the ticket is cancelled or surrendered or if the request for refund of fare is filed on line after the actual departure of the train, no refund of fare shall be admissible.
- (3) Where a passenger holding a ticket, with or without reservation, misses connection for continued journey by another train at any junction station owing to late running of the train by which he had been traveling, the fare for the traveled portion shall be retained and the balance amount of ticket shall be refunded as the fare for un-traveled portion, without levying any cancellation charge or clerkage, if he surrenders the ticket for such refund within three hours of the actual arrival of the train by which he had traveled. The refund shall be granted at the junction station.

Provision of Linking of PNRs for two connecting journeys and cancellation of such tickets and refund of fare rules in case of mis- connection of trains (CC No.6 of 2019):

In passenger's interest, it has now been decided to allow linking of two PNRs for connecting journey for both e-ticket and PRS counter tickets or combination of both, without giving any telescopic benefit.

213.14 Cancellation of tickets where railway administration is unable to provide accommodation;

Where a railway administration is unable to provide accommodation for any reason whatsoever to passengers holding reserved tickets, no cancellation charge shall be levied and full refund of fare shall be granted to them if such tickets are surrendered for refund within three hours from the actual departure of the train.

Provided that when the train is cancelled due to unforeseen circumstances such as accidents, breaches and floods, the ticket is surrendered within three days excluding the scheduled day of departure of the train.

213.15 Refund on Partially used tickets;

(1) Except as otherwise provided in these rules, no refund shall be granted at a station on a ticket on which part of the journey has been undertaken.

(2) Where a passenger terminates his journey enroute, a Ticket Deposit Receipt shall be issued to the ticket holder by the Station Master of the station in lieu of surrender of the ticket and refund shall be admissible in accordance to the rule 23. and in such cases fare for the traveled portion shall be retained and balance amount on the ticket shall be refundable as the fare for the un-traveled portion of journey.

213.16 Discontinuation of journey due to dislocation of train services:

(1). When a train journey is dislocated enroute due to unforeseen circumstances, such as accident, breach or flood, full fare for the entire booked journey without any deduction for the traveled portion and without levy of cancellation charge shall be refunded at the station at which the journey is terminated under the following circumstances, namely

- a). when the railway is unable to carry passengers to destination station within a reasonable time by arranging transshipment or diversion or otherwise, or
- b). when the passenger is involved in a railway accident and or injured in the accident and does not continue his journey, or
- c). in the case of death or injury to a passenger in a railway accident, the kith and kin of the passenger has to terminate the journey.

(2) Where the railway administration offers to carry the passenger to his destination station by any diverted route or by arranging transshipment or otherwise, and the passenger is not willing to avail of such an alternative arrangement, fare for the traveled portion shall be retained and balance amount of ticket shall be refunded as the fare for un-traveled portion, without levying any cancellation charges, at the station to which the journey has been terminated.

(3). Where the train journey is dislocated enroute due to bandhs, agitations or rail roko, fare for traveled portion shall be retained and the balance amount of ticket shall be refunded as the fare for traveled portion, without levying any cancellation charges.

(4). If the trains, which have separate all inclusive fare structure on point to point, are terminated at a non-scheduled stoppage of the train and the passenger is not willing to avail of the alternative arrangement made by the railway administration to carry the passenger to his destination station, fare for the distance traveled shall be retained based on the per kilometer fare of ticket and balance amount shall be refunded as the fare for un-traveled portion of journey.

(CC 39 of 2007 dated 14.02.2007). When the decision to terminate the train at enroute has been taken before departure of the train from the train originating station and the passenger still undertakes journey, full refund for the entire booked journey will not be given in such a case, fare for the traveled portion is to be retained and the balance refunded as the fare for the untraveled portion. It is further clarified that full refund for the entire booked journey is to be given at the train terminating enroute station, only in those cases where the decision had been taken after departure of the train from its originating station.

213.17 Refund of certain fare on failure to provide air-conditioning facility in air – conditioned coaches:

(1) Where the air-conditioning facility could not be provided for a portion of journey, refund on tickets issued for air-conditioned coaches shall be granted for such portion on the following basis, namely: -

a) If the ticket is for Air-Conditioned First Class, the difference between the Air-Conditioned First Class fare and First Class fare;

b) If the ticket is for Air-Conditioned Sleeper 2 Tier / Air-Conditioned 3 Tier Sleeper class, the difference between Air-Conditioned Sleeper 2 Tier / Air-Conditioned 3 Tier Sleeper class and sleeper class fare (Mail and Express).

c) If the ticket is for Air-Conditioned Chair Car, the difference between the Air-Conditioned Chair Car and Second Class fare (Mail and Express).

d) If the ticket is for Executive Class, the difference between the notified Executive Class fare for the concerned section and the First Class fare (Mail and Express) for the concerned distance of that section.

(2) The refund of difference of fare shall be granted at the destination station on production of the ticket along with a certificate from the Ticket checking of the Train giving particulars of the tickets, no, of the coach and stations between which the air conditioning facility was not provided, and is presented within twenty hours of arrival of the train.

213.18 When passengers are made to travel in lower class for want of accommodation:-

If the ticket holder of a higher class is made to travel in a lower class for want of accommodation in the class for which the ticket was issued, refund of the difference between the fare paid and the fare payable for the class in which it is actually used shall be granted at the destination station or at the origination station, as the case may be:

Provided that the refund shall be granted at the destination station only on production of a certificate from the conductor or the guard or the traveling ticket examiner of the train certifying that the holder the ticket has to travel in a lower class for want of accommodation in the class for which it was issued and the ticket along with the said certificate is presented within two days of the date of issue of the certificate (excluding the day of issue of the certificate) at the train destination station.

213.17 Lost, misplaced, torn or mutilated tickets:

(1). No refund of fare in respect of a lost or misplaced ticket shall be granted.

(2). Refund of fare shall be granted in respect of a torn or mutilated ticket if its genuineness and authenticity are verifiable on the basis of the particulars visible on the face of the tickets.

(3) If the reservation status of a lost, misplaced, torn or mutilated ticket, at the time of receipt of the application for issuance of a duplicate ticket for the purpose of undertaking journey, is Confirmed or RAC and that the duplicate ticket is sought before preparation of reservation chart of the concerned train, the station master shall issue a duplicate ticket in lieu of the original ticket on payment Rupees fifty for passenger in case of second and sleeper class and rupees one hundred per passenger for other classes.

(4) If a duplicate ticket in lieu of a lost or misplaced reserved ticket is sought after preparation of reservation chart of the concerned train, it shall be issued on payment of the charge equivalent to fifty percent of the

total fare subject to the minimum payment mentioned in sub rule – 3. .

(5) No duplicate shall be issued in respect of RAC tickets after preparation of the reservation chart of the concerned train.

(6) If duplicate ticket in lieu of a torn or mutilated confirmed or RAC ticket is sought after preparation of reservation chart of the concerned train, it shall be issued on collection of a charge equivalent to twenty five percent of the total fare subject to the minimum payment mentioned in sub rule – 3.

(7). A duplicate ticket in respect of a party coach ticket or a special train ticket, shall be issued up to the time of departure of the train, on collection of a charge equivalent to ten percent of the total fare.

(8) No refund shall be granted in respect of charges paid under sub rules (3), (4), (5) and (6) except in cases where the lost or misplaced ticket is traced after the issuance of a duplicate ticket and presented along with the duplicate ticket before departure of the train and in that case charges collected towards issuance of duplicate ticket shall be refunded after deducting 5% there off subject to minimum deduction of rupees twenty but in case the journey is not under taken the cancellation charge on the original ticket shall be determined as provided in these rules.

(9) If the passenger, who has paid excess charge on account of his reserved ticket or RAC ticket, being lost misplaced, torn or mutilated, makes an application to a railway administration for grant of refund of the charges paid in train, the Chief Commercial Manager (Refunds) of that Railway administration may, after making such enquiry as he may deem necessary, grant refund of total charges realized in the train, after retaining the cancellation charges at fifty percent of a single journey ticket fare per passenger subject to the condition that no one has taken refund earlier on the original ticket.

213.20 Wait-listed passengers on concession and privilege ticket order tickets:-

When any person has purchased a ticket on any concessional order or privilege ticket order, and is wait-listed for reservation in any train, he shall be entitled to avail of the same ticket for reservation in any other train on the same date or any other date without losing the benefit of concessional fare.

213.21 Unused portion of return tickets:-

(1). No refund shall be granted on the unused portion of the concessional return tickets.

(2) When a return ticket is issued without any concession, it shall be treated like two single journey tickets and the refund shall be granted accordingly.

213.22 Refund of fare on unused tickets and freight realized on luggage tickets in respect of luggage booked on the same ticket in case the journey is not undertaken:-

- (1) Refund of freight on luggage shall be granted by the station master in accordance with the following table namely.
 - (a) Luggage is withdrawn at starting station: Luggage ticket shall be cancelled and freight already collected shall be refunded after recovery of wharf age charges, if any and deduction of cancellation charges of rupees five per luggage ticket. Journey ticket shall be endorsed to the effect.
 - (b) If Luggage is already dispatched from the starting station. Freight charges on weight admissible as free allowance shall be collected and remarks to this effect endorsed on journey ticket.
- (2) On production of journey ticket on which luggage has been booked, the fare shall be refunded only if bearing the endorsement referred to in sub- rule (1) on the unused ticket after deducting the cancellation charges or clerkage as provided in these rules.

213.23 Application for refund of passenger reservation system (PRS) counter tickets in other circumstances:-

- (1) For refund of fares under circumstances other than those specified in these rules or under circumstances like bandh or agitations or floods etc. the passenger could not reach the reservation counter or station or current counters for cancellation of tickets, in those cases a TDR shall be issued to the passenger and the passenger may apply for refund, within Ten days from the date of commencement of journey, to the Chief Commercial Manger (Refunds) of the railway administration under whose jurisdiction the Ticket Deposit Receipt issuing station comes, enclosing the original Ticket Deposit Receipt.
- (2) In the circumstances specified in sub rule (1) the TDR should be issued only up to three days after the scheduled departure of the train.

Refund of fares due to change of timings in the timetable: (TRC 9/1987)

At times due to change in train timings (scheduled or mid-term) departure of certain trains are made earlier than the timings before. As a result, some passengers unaware of the timings miss the train. Ministry of Railways decided that in such cases the passengers holding reserved/waitlisted RAC tickets, who miss the concerned train due to this reason, may be granted full refund provided the refund is claimed after the departure of the train as per revised earlier timings and upto three hours after the scheduled departure time as per old timings.

The refund will however be allowed after deducting the clerkage charges or reservation fee as the case may be. There will be no change in the refund rules for the trains whose timings are put back to later than the timing before. This facility will be available only for a period of seven days including the date from which the train timings are changed

Refund of fares during Major civil disturbances, curfew, bandhs, floods, breaches, cyclones, earthquakes etc.

Whenever there are major civil disturbances, curfew, bandhs, flood, breaches, cyclone, earthquakes, etc, as a result of which passengers are not able to reach the station either to catch the train or to get refund within the stipulated time limits, the Zonal Railways are delegated power to issue local instruction's in consultation with FA&CAO and with personal approval of the General Manager, to Station masters of concerned stations to grant refund of fare on unused tickets surrendered for refund upto a certain time limits. Such local instructions will be issued for minimum number of stations and for minimum period only after they are satisfied about the gravity of situation, In such cases refund will be allowed after deducting only clerkage charge.

Refund at platform of train originating station when upper class coach is replaced by lower class coach:

(i) Whenever an upper class coach is replaced by a coach of lower class at the train originating station. Zonal Railways should make special arrangements at platform for refund of differences of fares to those passengers who are desirous of traveling in that lower class coach. In such cases, an EFT will be issued as the travel authority and differences of fare refunded to the passenger. The original ticket of higher class will be retained to be accounted for as cancelled and fully refunded as per rules; The EFT will indicate the total charges of lower class and ticket number/reservation particulars of the original ticket. Further detailed procedure in this regard will be worked out by Railways themselves in consultation with their FA&CAO to ensure proper accountal of refund of differences of fares. Railways should make adequate provision of cash for refund, EFT Books and their security. This procedure of granting refund, in the case of replacement of upper class coaches by lower class ones, should be adopted at all important train originating stations by redeployment of the existing staff. /whenever the situation arises, due publicity in this regard should be made through appropriate media.

(ii) The procedure for grant of refund in the case of lower class travel, at normal counters of originating station's and at destination station on the strength of Conductor/TTE's certificate, will also continue. The passengers, who do not want to travel in lower class and want refund, will continue to be granted refund from normal counters of station as per rules.

CANCELLATION OF COUNTER TICKET THROUGH IRCTC

1. This may be applicable only in case valid mobile number has been given at the time of booking.
2. Cancellation of tickets and refund of fare may be permitted for PRS counter tickets in normal circumstances only and not in case of late running of trains/cancellation of train etc.
3. Online cancellation shall be permitted only upto 4 hours before the scheduled departure of the train if ticket is fully confirmed.
4. Online cancellation shall be permitted only upto 30 minutes before the scheduled departure of the train if ticket is RAC/Waitlist.
5. For tickets cancelled (including return journey tickets) before 24 hours of scheduled train departure time:
 - Refund of fare as permissible can be collected on submission of original PRS counter ticket from any PRS counter of Indian Railways upto 4 hours before the scheduled departure time of the train in case of confirmed tickets and upto thirty minutes before the scheduled departure time of train in case of RAC/waitlisted tickets.
6. For tickets cancelled (including return journey tickets) between 24 hours and upto 4 hours for the confirmed tickets and upto thirty minutes for RAC/waitlisted tickets before the scheduled departure time: Refund of cancelled PRS counter tickets through IRCTC website or 139 at present is permitted only at the journey commencing station or nearby satellite PRS locations by surrendering original journey ticket. Please check the convenience of collecting refund from journey commencing station before cancelling your ticket
 - During first two hours of the opening of PRS counters on the next day for the tickets for the trains whose scheduled departure as under:- time is (i) between 1801 hours and 0600 hours.
 - Upto 4 hours after the scheduled departure of the train during the working hours of PRS counters/current counters/special counters where cancellation is permitted round the clock on the tickets for the trains whose scheduled departure time is (i) between 0601 hours and 1800 hours.
7. Passenger details (Viz.name, age, gender, booking status, current status) and journey details will be displayed on the website.
8. Once the passenger confirms full cancellation of PNR will be done and PNR will be marked as Cancelled but not refunded in the system. Seat/berth will be released. Refund amount due will also be displayed to the passenger on website
9. All the privilege/duty pass/PTOs/complimentary pass tickets may be allowed to be cancelled through website. In the case of pass zero refund is permissible however, for validity of the pass for fresh booking the passenger shall approach the counter to get the pass re-validated by marking the same cancelled against the earlier booked tickets as per prescribed rule.

TICKET DEPOSIT RECEIPT (TDR)

1. When refund cannot be granted at a station, TDR is issued to the passengers.
2. All the railways for unused and partially used tickets will issue only one standard TDR.
3. TDR is in form of a machine numbered book with three foils namely, (i). Passenger (ii). PCCM (iii). Record
4. All the 3 foils contain necessary information in respect of cancellation of tickets to be filled by TDR issuing official.
5. Passenger foil contains guidelines for passenger and the other two foils contain instructions to the railway staff.
6. Ticket collector or station master will issue TDR. At important stations TDR books are available at refund counters itself, so that the passengers are dealt with at one counter only.
7. TDR can be obtained by passenger up to 3 days from the schedule departure of the train.
8. The TDR issuing staff will cancel the ticket & write TDR number on the ticket.
9. TDR is prepared through carbon process and passenger foil is handed over to the depositor.
10. The CCM foil of TDR along with cancelled tickets will be sent to CCM (Refunds) within 15 days from the date of issue through a special messenger.
11. No TDR should be dispatched to CCM's office without filling in the columns.
12. TDR must not be issued when refund is admissible at station.
13. On the back of the passenger foil of TDR, an application is printed.
14. Passenger must fill the application and apply to CCM (refunds) for refund within 10 days from the scheduled journey date.
15. On the application, party can prefer mode of payment which can be in the form of station pay order / cheque / money order.
16. In the CCM refunds office the claim will be processed.
17. Refund vouchers should be made in CCM's office separately for post check and pre check items.
18. The monetary limit under post check system is Rs 3000/- per passenger, exceeding above limits must be pre-checked.
19. Where payment is made through pay order passenger need not produce witness but he will be required to produce some proof of identity.
20. Railways should dispose cases within 16 days. However, the case is settled within 3 months from the date of receipt of original TDR from the passenger.
21. If refund is not admissible the reasons must be conveyed to the passenger.

COMPUTERIZED COACHING REFUND SCHEME(CCRS)

Purpose:

CCRS is introduced to simplify the procedure for refund of fares on reserved tickets on normal circumstances and beyond the existing time limit.

How: By updating the chart position in PRS to grant refund across the counter even beyond time limit anywhere in the country.

Updating of chart:

Ticket checking staff has to prepare *Exceptional Data Report* (EDR) after checking the coach on the following cases.

1. Passenger not turned up.
2. Forced to travel in lower class holding higher-class ticket.
3. Failure of AC equipment in the coaches.
4. Less number of passengers traveled on a group ticket.
5. Discontinuation of journey due to dislocation of train services.
6. Accommodation could not be provided.
7. Cancellation of trains.

Data Entry Point (DEP):

Data entry points are those stations where *exceptional data report* is fed into the PRS. These stations are nominated keeping in view the following conditions.

1. Change over stations of TTE's.
2. Availability of passenger reservation system.

When and how refund is admissible:

Refund will NOT be granted in the following cases (CC/6/2014)

- (a) Non-turned up passengers
- (b) Less number of persons travelling in a group

Refund will be granted for reserved and RAC tickets in the following cases (CC/6/2014)

- (a) Lower class travel
- (b) Failure of AC in coach
- (c) Discontinuation of journey by passenger due to dislocation of services.
- (d) Accommodation not provided and cancellation of trains.

Refund Procedure under (CCRS)

1. To a person who is booked on the concerned ticket.
2. Such person must come personally to claim refund.
3. Produce photocopy of any document proving his identity.
4. Photocopies to be verified with the original by official granting refund.
5. At all PRS counters during working hours.
6. Up to 10 days from the scheduled departure time of the train from its originating station.
7. Normal cancellation charges shall be levied as per rules.

8. For those tickets particulars of which have been updated on the basis of EDRs.

Refund shall not be granted:

1. On waiting list tickets.
2. Where cash refund is not admissible at the station across the counter.
3. To any person who is not booked on the concerned ticket.
4. when the PRS is not updated with EDR

Instructions for ticket checking staff:

1. EDRs are prepared for each coach separately.
2. If a coach is not checked, the senior most TTE will certify this fact on the EDR of the particular coach giving reasons for not checking.
3. EDR is prepared in 3 copies.
4. EDR should be handed over within one hour after the arrival of train otherwise the matter is reported to higher authorities.
5. For Passengers Not turned-Up, TTE has to give details of Passengers to whom such vacant berths are allotted

Disposal of EDR:

1. The original EDR is handed over to refunds supervisor at DEP under clear acknowledgement with date / time of receipt on carbon copy of each EDR.
2. One copy is attached to the original chart & amended chart and handed over to the outgoing TTE. Second carbon copy and the copy of amended chart are preserved as per existing rules.

Instructions to ECRCs / Refund supervisor:

1. Go through the EDR thoroughly.
2. Satisfy him about the data to be up dated.
3. Only the relevant "reason code" is typed for each entry.
4. After feeding all the data for a particular train, supervisor should cross check the entries through "View update details" menu option.
5. After feeding the data, he should record the time in the registers.
6. He should file EDR coach & train-wise for each date separately.
7. Refunds at stations are granted using option "refund issue form" of refund menu.
8. The system will generate a print out of the details of refund.
9. The counter clerk will sign in the print out and obtain the signature of the passenger on the ticket and printout.
10. The ticket is retained and the printout is handed over to the passenger as acknowledgement.
11. TDR is issued where refund could not be arranged at station level. "Refund Statement" along with tickets is handed over to the cashier on acknowledgement.
12. Any change in the rules / tariff / database notified should be adhered to manually till the changes are incorporated in the system.
13. Any malfunctioning of the system is reported to the concerned official.

VIKALP SCHEME

- Opting for VIKALP does not mean that confirmed berth will be provided to passengers in alternate train. It is subject to train and berth availability.
- Once confirmed in Alternate train, Cancellation charges will be as per your berth/train status in alternate train.
- In this scheme, your boarding and terminating station might change to nearby cluster stations.
- You can be transferred to any alternate train opted and departing between 30 minutes to 72 Hours from the scheduled departure of original train, in which you have booked.
- Option of VIKALP scheme is available at later stage before charting also through booked ticket history link.
- Please check PNR status after charting.

GENERAL TERMS AND CONDITIONS

- This scheme is implemented for passengers of all train types and classes.
- The scheme is applicable to all waiting list passengers irrespective of booking quota and concession.
- Under this scheme, passengers will opt max 7 trains for VIKALP scheme.
- VIKALP opted passengers who booked in waiting and remain fully Wait listed after charting will only be considered for allotment in the alternate train.
- Fully WL passengers opted for VIKALP should check PNR status after charting.
- No extra charges shall be taken from passenger or any refund shall be provided for difference of fare.
- 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.
- The VIKALP opted passengers who have been provided accommodation in the alternate train will not figure in the wait listed charts of their original train. A separate list of passengers transferred in alternate train will be pasted along with the CONFIRMED and WAITLIST charts.
- The passenger allotted alternate accommodation can travel in the alternate train on authority of original ERS/SMS.
- Wait listed 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.
- In rare situations, passengers who have been provided alternate accommodation might get dropped/re-allotted in alternate train due to

last minute change in composition of the alternate train at the time of chart preparation. So, passengers who have been provided alternate accommodation should check PNR status also after preparation of charts of the alternate train for final status.

- This information will be available on Call Centre (139), PRS Enquiry Counters, Passenger Operated Enquiry Terminals installed at stations and WEB ENQUIRY on www.indianrail.gov.in
- When VIKALP opted passenger opts to cancel, after he has been given an alternate accommodation, he 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, will be given to re-allocated passengers.
- Once a VIKALP opted passenger has been allotted alternate accommodation, journey modification will not be permitted. If required, the passenger will have to cancel the ticket and book a fresh ticket for modified journey.
- 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.
- Train list once selected under VIKALP scheme can be updated only once.
- VIKALP Scheme once successfully opted cannot be changed.

LUGGAGE

Definition:

The articles that are required during the journey or immediately after the journey are called as luggage.

Articles not accepted as luggage:

1. Offensive articles such as wet skins, hides etc.
2. Explosives, dangerous, inflammable articles.
3. Acids and corrosives.
4. Oils, Grease, Ghee, Paints etc
5. All varieties of dry grass, leaves, and waste paper.
6. Dead poultry and game.
7. Bulky articles chargeable on measurement with passengers.
8. General Merchandise items with passenger in the compartment.

Exemptions:

1. Safety based cinematography films.
2. Empty gas cylinders in brake van.
3. Safety cartridges.
4. Ghee up to 20 kgs per passenger in all classes.
5. One musical instrument, one portable TV, one baby tricycle and one laptop are allowed within free allowance.
6. Tabletop computers can be carried with passenger on normal charges without giving any free allowance.
7. Bulky articles in brake van.
8. Two earthen pots or tins containing fish spawn can be carried in passenger compartment if co passengers are not inconvenienced. No free allowance is given.

General rules for booking of luggage:

1. Luggage is booked on a valid pass or ticket.
2. Articles should be brought at least 30 minutes before the scheduled departure of the train.
3. Luggage can be booked 24 hours in advance excluding the day of scheduled departure of the train on reserved tickets.
4. Articles should be properly packed before offering for booking as luggage in brake van.
5. Packages should be marked in Hindi or in English.
6. Luggage can be booked with passenger in the compartment or in brake van.
7. Passengers are allowed to book and carry luggage with them in the passenger compartment up to the maximum limit as per class.
8. The maximum limit includes free allowance.
9. Free allowance of luggage is granted only once for entire journey.
10. Children aged 5 years & above and below 12 years are allowed half of the adult free allowance subject to a maximum of 50 Kgs. in all classes.

11. In case of combined ticket, the free allowance granted is that of higher class for entire journey.
12. Excess luggage more than free allowance will be booked and charged.
13. The dimensions of trunks, suitcases and boxes carried in the passenger compartments should not exceed 100 cms X 60 cms X 25 cms. This is not applicable when a special coach/train is entirely booked for one party.
14. Maximum size of trunks and suitcases allowed in 3 AC compartment is 55 cms X 45 cms X 22.5 cms.
15. Railway is not responsible for the luggage carried with the owner in the passenger compartment.
16. For booking of luggage in brake van, forwarding note should be executed.
17. No free allowance is given when luggage is booked in brake van.
18. Railways do not guarantee dispatch of luggage by the same train by which the passenger is traveling.
19. Railway does not guarantee delivery of luggage within a prescribed time.
20. Prepayment of luggage charges is compulsory.
21. Luggage can be booked to break journey point also.
22. There is no limit for booking of luggage in brake van.
23. Minimum distance for charge is 50 kms.
24. Minimum weight for charge is 10 kgs.
25. Minimum luggage charges are Rs.30/-
26. Luggage booked in brake van is charged at applicable scale as per type of train as follows.

S.No	Type of Train	Scale
1	"R"	L
2	"P"	L
3	"S"	S

27. Luggage booked with passenger is charged at 1.5 times of scale 'L' by all trains.
28. Animals/Birds booked in the Brake-van/Parcel vans should be charged at 'L' scale + 25 % irrespective of the category of the trains.
29. Maximum weight of a single package accepted for booking should not exceed 150 kgs.
30. In case of physically handicapped persons, invalid chairs, children's push chairs, wheel chairs, perambulators, hand operated auto tricycles-collapsible or non collapsible, motorized tricycle, modified scooter and motorized tri-wheeler moped can be carried free in all classes provided
 - a. Doctor certifies that the orthopedically handicapped person cannot travel without the assistance of an escort
 - b. They can be folded and taken inside the compartment
 - c. Co passengers do not object
31. If they cannot be accommodated in compartments, can be booked free in brake van
 - On production of doctors certificate
 - The passenger travels by the same train

32. Oxygen cylinder with stand with patients under medical certificate is permitted in all classes within free allowance.
33. Statues of different stones are allowed with passenger in the compartment as follows
- No free allowance is granted
 - On payment of usual charges
 - Maximum weight should not exceed 50 kgs
 - Maximum dimensions are 26 X 15 X 12 inches
34. Silver anklets / leg chains / handicrafts are allowed with passenger in the compartment without any free allowance and on payment of usual charges.
35. Articles exempted from weightment are

Class	Articles
I AC / I	Tiffin baskets, small ice boxes, small hand bags or attaché cases, walking sticks and umbrellas
II class	Walking sticks, umbrellas and small articles of food required during journey

The free allowance and marginal allowance for different classes is as follows:

<i>Class</i>	Free Allowance (in Kgs.)	Marginal Allowance (in Kgs.)	Maximum Allowance (in Kgs.)
I AC	70	15	150
2 AC	50	10	100
First Class	50	10	100
3 AC	40	10	40
ACCC	40	10	40
Sleeper	40	10	80
II Class	35	10	70
<i>Tickets</i>			
I – Season	15	5	
II - Season	10	5	
MVST-Outward	60	-	
MVST-Return	Empties	-	
Check Soldier Ticket	40	10	
Soldier Ticket	40	10	
<i>Passes</i>			
I st Class 'A' Pass	140	15	
I st Class Pass	70	10	
II nd Class 'A' and II Class Passes	50	10	

Articles charged on standard weight:

The following articles are charged on standard weight and free allowance is not granted on them.

<i>Type of vehicle</i>	<i>Chargeable weight</i>
Auto Rickshaw	600 kgs
Bicycles	40 kgs
Bicycles children	20 kgs
Motor cycles & Mopeds	100 kgs (upto 60 CC)
Motor Cycles & Scooters	200 kgs (above 60 CC and below 350 CC)
Motor Cycles	250 kgs (350 CC and above)
Rickshaws	150 kgs
Chairs invalid	150 kgs
Tricycles	100 kgs

Luggage ticket:

1. Luggage ticket is a non - journey paper ticket.
2. Luggage ticket is issued when passengers book their luggage.
3. It is a money value book and should be kept under safe custody.
4. Luggage ticket is in form of book and is machine numbered, each containing 50 tickets.
5. Luggage ticket has 3 foils namely (i). Record (ii). Passenger (iii). Guard.
6. Forwarding note should be submitted for booking of luggage in brake van
7. Journey ticket number should be mentioned on luggage ticket.
8. At the time of delivery passenger foil of luggage ticket should be submitted at destination.

Preparation:

1. Luggage ticket is prepared with help of double sided carbon paper.
2. The packages booked with owner and loaded in brake van should be shown separately on the luggage ticket.
3. Particulars of the packages and contents should be clearly described.
4. Passenger's name and journey ticket number should be written on the luggage ticket.
5. The number of package should be shown both in figures and in words.
6. Booked route should be shown on the luggage ticket as per the passenger's ticket for travel.
7. When luggage is booked on concession, the concession particulars should be written in the luggage ticket.

Disposal:

1. Passenger foil is given to the passenger. At destination station delivery is granted on collection of the passenger foil.
2. Guard foil is handed over to the guard along with luggage and the same will be handed over at the destination to station master along with luggage.
3. Record foil of the luggage ticket is retained at the station.
4. When luggage is booked in charge of the owner the guard foil is kept in the station with the record foil.

Charging of luggage:

1. All charges should be paid at the booking station only.
2. When booked in brake van charged at scale 'L' or "S" rate.
3. When booked with passenger charged at 1.5 times scale 'L' by all trains.
4. 2 % development charge collected on all types of luggage traffic.
5. The minimum charge for booking of luggage is Rs.30.00
6. The minimum distance for charge is 50 kms.
7. The minimum weight for charge is 10 kgs.
8. Free allowance is not granted on articles charged on fixed weight.
9. GST @ 5% levied on total luggage charges for commercial goods.

Booking of luggage to break journey point:

1. The names of the break journey stations should be shown on the forwarding note.
2. Luggage will be booked from the starting station to the destination station.
3. The names of the stations at which the passenger wants to break journey will be shown on the luggage ticket.
4. Luggage is labeled to the first break journey station.
5. The luggage ticket should be surrendered at the break journey station.
6. When passenger resumes journey, the luggage will be labeled to the next break journey station and luggage ticket is handed over to the passenger.
7. This procedure is repeated till the passenger reaches the destination station.
8. At every break journey station the luggage should be reweighed.
9. Additional luggage if any will be booked under separate luggage ticket. Free allowance is not granted.
10. When the weight of the luggage is less than that shown on the luggage ticket a remark will be passed on the guard foil and on the luggage ticket. The passenger should sign it.

Despatch of luggage:

1. Railways do not guarantee despatch of luggage by the same train by which the passenger is traveling.
2. Every effort will be done to despatch the luggage by the same train and if not possible, will be dispatched by the next alternate train.
3. Preference is given to the personal luggage over merchandise items.

Reweighment of luggage:

1. All luggage should be reweighed on their receipt.
2. Stations where there is heavy inward traffic, DCM will fix the minimum percentage of short distance parcels to be reweighed.
3. A separate reweighment register should be maintained.
4. Frequent under weightment should be reported to the DCM.
5. Undercharges found on reweighment should be collected before delivery.

Delivery:

1. Luggage is delivered 24 hours on the platform or in luggage office.
2. Luggage is delivered to the person mentioned on the luggage ticket.
3. Passenger ticket is to be verified at the time of delivery.
4. If luggage ticket is lost, luggage will be delivered on written application from the party, if station master is satisfied.
5. In case of any suspicion, stamped indemnity should be submitted by the party.
6. Full signature of the party to be obtained in the delivery book.

Un- booked or partially booked luggage:

Luggage carried in excess of free allowance without booking is called 'un-booked luggage' and luggage carried in excess of actually booked is called 'partially booked luggage'.

Free allowance:

This is the quantity of luggage a passenger can carry with him in the passenger compartment without paying any charges. Free allowance is granted as per the class of travel.

Marginal allowance:

- This is the quantity of luggage that is used to determine the extent of penalty to be imposed in case of unbooked or partially booked luggage.
- Marginal allowance is not granted but taken into consideration.

Charging of unbooked or partially booked luggage:**a. Exceeding free allowance but not exceeding free allowance + marginal allowance:**

Free allowance is granted and the excess weight is charged at 1.5 times scale "L" rate subject to a minimum of Rs. 30/- for the entire distance.

b. Exceeding free allowance + marginal allowance:

Free allowance is granted and the excess weight is charged at 6 times scale "L" rate subject to a minimum of Rs. 50/- for the entire distance.

c. Passenger notifies his intention of extending journey before boarding the train holding luggage that is booked:

Difference between the charges paid from & to stations for which ticket is held & from starting station to new destination (at 1.5 times scale 'L' rate).

d. Passenger detected with unbooked luggage at destination and is unable to pay the charges:

1. The luggage should be transferred to the cloakroom.
2. Cloak room receipt showing the charges due will be handed over to the passenger.
3. Passenger will be advised to take delivery of the luggage after payment of all charges due including cloakroom charges.

e. Passenger holding more than one ticket:

Free allowance is allowed only on one ticket and the excess weight is charged as per rules mentioned above.

f. Military personnel detected enroute or at destination station with un-booked or partially booked luggage.

1. Luggage exceeding free allowance + marginal allowance is charged at scale 'L' for the entire weight without granting any free allowance, subject to a minimum of Rs.30/-.
2. Excess weight beyond free allowance but within marginal allowance will be charged at 1.5 times scale 'L' subject to a minimum of Rs.30/-.

Monetary liability of luggage:

Monetary liability as per section 103 of Railways Act '1989 is limited to Rs. 100/- per kg or cost of the luggage whichever is less. Unless the value of the contents is declared and percentage charges on excess value are paid, railways do not take higher responsibility.

BOOKING AND CARRIAGE OF DOG

Rules for the conveyance of the Dogs:

- Dogs can be booked with passenger or in brake van.
- Dogs are booked with owner in I AC and First Class.
- Dogs are not allowed in any other classes with owners.

In brake van:

1. Owner must travel by the same train.
2. Dog can be booked on valid ticket or pass
3. Owner must execute forwarding note when dog is booked in brake van.
4. Colour, breed and sex of the dog should be furnished on the forwarding note.
5. The dogs must be provided with collars and chains.
6. Owner should make arrangements for food and water for the dogs during the journey.
7. When dog is booked in brake van charged for 30 kgs.
8. Dog is charged at scale 'L+25 %' by all trains.
9. Minimum charge per dog is Rs.30/-
10. Development charge of 2% will be collected.
11. Dogs should be tied with chain in dog box provided in the guard's cabin.
12. Large dogs, which can't be carried in dog box of brake van, will be carried in special vehicles at the same rates and conditions as for horses.
13. Dogs or hounds in batches can be conveyed in special vehicles. Not more than 36 dogs can be carried in one vehicle. One attendant will be allowed to travel free in II class.
14. Loading and unloading of dog will be done by railways.
15. Monetary liability as per section 103 of Railways Act 1989 for loss, damage, deficiency and non-delivery is limited to Rs.120/- per dog.
16. When party elects to declare the value and pay percentage charges on excess value, railway is responsible for the amount declared by the party.

With passenger:

1. Dogs can be booked with passenger in I AC and FC when ever exclusive accommodation is reserved for one party.
2. Dogs booked in I AC & FC will be charged for 60 Kgs
3. Dogs are charged at scale 'L' rate subject to minimum Rs.30/- per dog.
4. Development charge of 2% will be collected.
5. A blind person can take a dog as *seeing eye dog* in first class and will be charged for 30 Kgs
6. When dogs are detected unbooked, will be charged for 6 times of scale 'L' rate subject to a minimum Rs.50/-.

PARCELS

Consignments booked at coaching rates and carried by coaching trains are called parcels.

Articles not accepted as parcels:

1. Offensive articles and wet skins (other than wet skins of wild animals securely packed in airtight containers).
2. Acids and Corrosives.
3. Dangerous & explosive goods.

Forwarding note:

1. Parcels tendered for booking must be accompanied by a forwarding note.
2. The sender or his authorized agent should execute it.
3. Consignor has to submit ID proof to Railways for offering any consignment for booking.
4. Entries regarding packing, selection of route, declaration of value of the consignment and payment of PCEV charge on excess value should be specifically scrutinized.
5. Description should tally with the packages.
6. Consigner should declare Sales Tax Registration Number/ Tax Payers Identification Number (TIN) on the forwarding note.
7. A declaration as "NOT FOR SALE" to be given by the consignor if the consignment is not meant for sale.
8. The same remark should be in the parcel way bill.

Packing:

1. All packages must be securely packed in boxes, crates, trunks, strong baskets or strong gunny cloth etc.
2. For certain commodities packing conditions are prescribed in the IRCA Coaching Tariff Part I Vol. III.
3. If parcels are defectively packed, the exact packing condition or the nature of the defect should be recorded by the sender in the forwarding note and the same is copied in the parcel waybill.
4. Examples for defective packing are '*planks loose*', '*gunny cloth weak*' etc.
5. Where packing condition is compulsory, parcels shall not be accepted unless packing conditions are complied.

Marking of parcels:

All the packages offered for booking should be marked clearly. The marking should be done either in English or Hindi.

The object of marking is

1. To identify the packages when several packages of similar nature are booked by several consignors.
2. To avoid wrong deliveries at destination station.
3. To trace missing and delayed consignments.
4. To establish the ownership of packages in case of disputes.

Marking is of two types.

1. Private Marking.
2. Railway marking.

Private Marking:

1. It is done by the party.
2. It consists of name and addresses of the consignor / consignee and private number, if any.
3. Party can keep identification slips inside the packages.
4. Party should leave sufficient space on the packages for railway marking.

Railway Marking:

1. It is done by the railways.
2. Every package that is booked should have a railway marking in addition to private marking.
3. Railway marking consists of code initials of the booking station, railway receipt number, number of packages, code initials of the destination station and via route through which it is to be carried.
4. In case of foreign traffic, destination name should be written in full.

Example: SC 525790 NGC (New Guwahati) via HWH
P - 45

Precautions to be taken at the time of marking:

- All old marks, if any, should be obliterated.
- Marking should be done with dark coloured durable ink.
- 100% marking should be done in case of clubbing of consignments and consignments involving transshipment.
- Consignments such as ghee tins, vegetable baskets, hides, iron rods etc. on which marking cannot be done should be provided with metal or leather labels.
- On bales of cotton bundles, a white cloth should be sewn separately for marking.
- Iron and steel consignments should be marked with white paint.
- For tyres, a gunny strip or a cloth should be sewn around for marking.
- In case of fragile goods, explosives etc. pictorial labels should be pasted.

Labeling:

1. Fragile goods should be labeled as '*Handle with care*'.
2. Traffic offered in wagonload – wagon seal label is used.
3. Vehicles loaded with perishables – labels which have decagonal cross-superimposed in green must be placed in brackets on both sides of the wagon.
4. Refrigerators should be labeled as '*this side up*'.
5. Goods damageable by wet should be labeled as '*protect from rain*'.
6. Tie on labels should be used for animals.
7. Old labels if any should be removed.

Weighment of parcels:

1. All packages should be weighed in the presence of the consignor.
2. If weighing machine is out of order, sender's weight is accepted. A remark is passed on the parcel way bill as "Weighing machine is out of order. Sender's weight is accepted. Destination station to reweigh and collect under charges, if any"
3. Parcels are charged on actual weight or by weight derived on measurement whichever is more.
4. Any single package should not weigh more than 150 kgs.
5. If any single package weighs more than 150 kgs, DCM permission is required to book the consignments.
6. The weight of each package of iced fish should not be more than 100 kgs.
7. Some articles are charged on fixed weight as shown in the chart.
8. Both the actual weight and charged weight should be shown on the parcel way bill.
9. The maximum permissible weight and dimensions of any package/article which can be accepted for booking, except by previous arrangement, are as under :-

	Maximum Weight	Maximum dimensions
Broad Gauge	150 kgs	2.0 meters x 1.5 meters x 1.25 meters
Meter Gauge	150 kgs	2.0 meters x 1.5 meters x 1.25 meters
Narrow Gauge	125 kgs	1.5 meters x 1.07 meters x 1.00 meters

Bulky articles:

1. Any package exceeding 100 kgs in weight or 100 X 100 X 70 cms in measurement is treated as bulky article.
2. If any one of the dimension exceeds upto 10% but the actual weight or weight by measurement is less than 100 kgs, such articles are not treated as bulky articles.
3. DCM permission is required for booking articles weighing more than 150 kg or the maximum dimensions permitted.
4. For calculation of weight on articles charged on measurement, each 28 cdm (cubic decimeter) of volume or part is treated as equal to 4 kgs.
5. On bulky articles, a surcharge at 100% of the base freight is collected.
6. The following are the different formulas used for calculating weight by measurement for different shaped articles

Shape	Formula
Square	length X breadth X height
Rectangle	length X breadth X height
Circular	πr^2
Cylinder	$\pi r^2 h$
Cone	$\frac{1}{3} \pi r^2 h$
Tyres	$\pi r^2 \times \text{average thickness } (\pi R^2 - r^2)$

Charging of parcels:

1. The minimum distance for charge is 50 kms.
2. The minimum weight for charge is 10 kgs.
3. The minimum charge is Rs.30/- per consignment.
4. In case of parcels booked from and to stations within a branch line, the minimum charge is Rs.10/- per consignment.
5. A development charge of 2% on the base freight is collected on all parcel traffic.
6. Railway risk rate is 1.5 times the base freight.
7. Animals/Birds booked in the Brake-van/Parcel vans should be charged at 'L' scale irrespective of the category of the trains
8. All surcharges are collected on base freight.
9. Prepayment of freight is compulsory.
10. GST @ 5% levied on total Parcel charges.
11. Registered news papers and magazines are charged at 45% of scale 'S' by all trains.
12. In case of registered news papers and magazines
 - The minimum distance is 250 kms
 - The minimum weight is 5 kgs
 - The minimum charge is Rs.2/-

Rationalization of booking and carriage of parcel traffic

Rationalization of parcel traffic is introduced due to the following reasons:

- For the convenience and development of traveling public
- For the free movement of passengers on platform
- Maintenance of punctuality of trains
- Reduction in over carriages of parcels
- Reduction in transit time of parcels
- To avoid over all decongestion of platforms at Railway stations

Loading / unloading at intermediate stations:

- Zonal Railway may allow loading /unloading of parcels at intermediate stations even the train stoppage is less than 5 minutes.
- Such relaxation permitted at one station for each train within the Zonal Railway
- This will be authorized jointly by PCOM, PCCM

Parcel traffic booked from branch line to mainline:

- From branch line station via the junction on mainline
- All the parcel traffic shall be transhipped at that junction station itself and loaded on to a direct train.
- No transhipment will be permitted for parcels booked from those stations lying within 20 kms of the junction station.

Relaxation in booking of parcel traffic involving unloading and reloading (transshipment) at intermediate station:

Booking and carriage of parcel traffic shall be permitted by other than direct trains involving T/P subject to the following conditions

- Transshipment should be within the Zonal Railway.
- Only one transshipment is allowed
- No transshipment is permitted from stations lying within 20 kms of the transshipment station.
- After single point transshipment, parcel should be dispatched by direct trains.
- No transshipment is allowed on foreign railway

Exemption to MG & NG section:

Parcels from MG to MG, NG to NG, or MG to NG or vice versa are exempted from the above rules.

CLASSIFICATION OF TRAIN SERVICES - PARCEL/LUGGAGE TRAFFIC

1. The rate structure for booking of Parcel & Luggage traffic was rationalized during the year 2006. Instead of earlier commodity based rates structure, a new concept of service based rate structure for booking of parcel traffic was introduced.
2. There will be three Scales namely, Scale-R, Scale-P, Scale-S for charging of freight for booking of parcel traffic under different types of parcel service.
3. The type of service and scale applicable for booking of Parcel traffic under the different categories of service shall be as under:-

Type of train	Category of service		Scale applicable for Parcel booking	Scale applicable for Luggage booking
All Rajdhani/Shatabdi/Duronto Express trains	(i)	A Rajdhani/Shatabdi & Duronto train whose utilization of Brakevan is more than 50% and which has been leased out at scheduled rates	Scale – R*	Scale – L
	(ii)	A Rajdhani/Shatabdi & Duronto train whose utilization of Brakevan is more than 50% and which has been not leased out at scheduled rates	Scale – R*	Scale – L
	(iii)	A Rajdhani/Shatabdi & Duronto train whose utilization of Brakevan is less than 50% and which has been leased out at scheduled rates	Scale – R*	Scale – L
	(iv)	A Rajdhani/Shatabdi & Duronto train whose utilization of Brakevan (SLR) is less than 50% and it has not been leased out at scheduled rates	Scale – P	Scale – P

Note:- (*) While calculating rates for Rajdhani/Shatabdi/Duronto Trains, Parcel rates shall be charged 25% over the Scale-R rates.

Type of train	Category of service		Scale applicable for Parcel booking	Scale applicable for Luggage booking
All trains	(i)	A train whose utilization of Brakevan is more than 50% and which has been leased out at scheduled rates	Scale – R	Scale – L
	(ii)	A train whose utilization of Brakevan is more than 50% and which has not been leased out at scheduled rates	Scale – R	Scale – L
	(iii)	A train whose utilization of Brakevan is less than 50% and which has been leased out at scheduled rates	Scale – P	Scale – L
	(iv)	A train whose utilization of Brakevan (SLR) is less than 50% and it has not been leased out at scheduled rates	Scale – S	Scale – S

4. These rates shall be applicable to non-leased parcel traffic booked through Railway by various rail-users for transportation of their piecemeal consignments through train service Brakevans or Parcel Vans (non-leased).
5. The originating zonal railways may identify, categorize and notify all trains for each direction separately as applicable for the purpose of charging of freight for the booking of luggage and parcel traffic accordingly.
6. The minimum freight for non-lease Parcel Vans (VPHs/VPs/VPU's etc.) for which indents have been placed by the parties, shall be charged at 'Scale-P' even when attached by trains, which come under the category of 'Standard Parcel Service' at Scale-S.
7. All types of Special Parcel trains shall be charged at Scale-P.
8. All animals including Wild animals & Birds in Parcel Vans and Brake Vans shall be charged uniformly at "Scale-L+25%" irrespective of the category of the trains. No free allowance shall be permissible in case of booking of animals/birds as Luggage.
9. **Methodology for determining the percentage utilization of train** While determining the percentage utilization of train, the originating zonal railway shall consider the overall utilization of Brakevan (SLR) at the originating station as well as other stations on the run of the train falling within the jurisdiction of same originating zonal railway, subject to all such stations falling within a maximum of one third (1/3) distance of the total route kilometer of the entire journey of the train. However, it may not be necessary to include the utilization of the Brakevan (SLR) of a train of all the stations falling within the

jurisdiction of originating zonal railway. Once the overall utilization crosses the benchmark of 60% utilization of the Brakevan (SLR) of a train, this exercise need not be continued and the classification of train for the purpose of booking of parcel traffic may be revised. Annual reviews (based on last 12 months data) may be conducted for the period upto 31st January in order to account for changes in the percentage utilization of Brakevan (SLR) and the status of leasing.

10. There is no restriction on booking of personal luggage or merchandise luggage by any train. However, luggage with owner charged in the passenger compartment beyond the prescribed free allowance shall be charged at 1.5 times the luggage rate (Scale-L).
15. Parcels will be charged either by actual weight or weight derived on volumetric basis, whichever is higher. For this purpose, each 28.00 cubic decimeters of volume, or its fraction, will be computed as equivalent to 4.00 Kgs.
16. Any Package whose weight exceeds 100 Kgs or whose outside measurements exceed 1.0 m X 1.0 m X 0.7 m will be treated as bulky article and charged at double the normal rates. However, a tolerance of 10% in anyone outside dimension is permissible provided its weight on volumetric basis does not exceed 100 Kgs.
17. In the case of parcels in transit its unloading from a train and reloading the same into another train at any intermediate station is not permitted.
18. One transshipment of parcels is, however, permitted for booking via break-of-gauge station. In such cases, freight will be charged at higher of the two rate scales applicable for the entire distance from the booking point to the destination point.
19. Booking of Parcels "To & From" intermediate stations of a train is permitted only if that particular train stops at those intermediate stations for 5(Five) minutes or more. However, this restriction is not applicable to Ordinary Passenger Trains and Luggage traffic.
20. Train-wise/Station-wise loading program of parcels by different trains and railway stations should be notified and prominently displayed for the information of the staff and public.
21. Loading of Parcels should be done strictly as per the train- wise/station-wise loading programs circulated by Zonal Railways and Other conditions applicable to booking and carriage of parcels traffic.

Parcel way bill:

1. These are supplied in the form of machine numbered books.
2. Each book contains 50 way bills in sets of 4 foils namely – Record, Receipt, Accounts and Guard.
3. Separate books are used for local and foreign traffic.
4. The receipt foil has a hatching of the issuing railway on the face of it.
5. PWB books are money value books and should be kept under safe custody.

Preparation of parcel way bill:

1. Parcel way bills should be neatly written by using double sided carbon.
2. Name of the forwarding station should be stamped.
3. Name of the destination station should be written in block letters.
4. Full description of the consignment should be given in the waybill.
5. The number of packages should be written in figures and in words.
6. Charges other than freight should be shown separately.
7. The total weight and amount should be distinctly entered.
8. When freight is paid through credit note, the credit note number and date should be quoted.
9. If booked on concession, the details of the concession should be quoted.
10. Selection of the dearer route by the sender should be recorded.
11. Entry once made should not be erased. Fresh entries may be made after crossing out the entries and duly attesting them.
12. Receipt foil is handed over to the party after collecting the freight charges.
13. Guard's foil is handed over to the guard along with the consignment at the time of loading.
14. Accounts foil is sent to the traffic accounts office at the end of the month.
15. Record foil is kept in the station as record. Forwarding note should be pasted to the record foil.

Charges for cancellation of parcel way bills:

Cancellation charge of Rs. 10/- per parcel waybill will be levied in addition to all other charges (wharfage charge) when the packages are withdrawn before dispatch at the starting station.

Preparation of luggage and parcel summaries:

1. At train starting station, luggage and parcel summaries should be prepared in duplicate by parcel staff on duty for all packages to be loaded.
2. One copy should be retained at station as record on which guards signature is taken as acknowledgement.
3. The other copy should be handed over to the guard along with the packages.

4. In the summary, the packages should be clearly written as described on parcel way bill or luggage ticket.
5. It is the responsibility of guard to check the entries in the summary with parcel way bills and luggage tickets and whether the packages are in sound condition or not.
6. When a way bill or a luggage ticket is missing, a memo way bill should be prepared from the marks available on the packages and handed over to guard of the train.
7. Summaries for seal van and compartments must be prepared in duplicate by carbon process. One copy is placed in the van and other kept as record.
8. When a brake van is sealed by the guard enroute, he should prepare a fresh summary in duplicate for the parcels loaded. One copy is placed in the van along with the waybills and the other copy is retained by the guard.

Loading precautions:

1. Packages must be properly stacked inside the luggage compartment so that they do not shift in transit.
2. Packages should be loaded in a geographical order.
3. Heavy packages should not be placed on light articles.
4. Rough handling of the packages should be avoided.
5. Luggage compartment should be locked on both the sides while on run.
6. Loading should be supervised by the guard and the loading clerk.

Precautions to be taken at the time of unloading of packages:

1. Station master to ensure that the seals (and rivets in case of wagons) are intact.
2. If deficient, a message should be given to all concerned immediately (DDM)
3. DDM should be issued within 6 hours when ever any shortages or excess is found in the number of packages.
4. In case of damage or deficiency due to wet or pilferages, DDPC to be issued on the day of unloading.
5. Unloading clerk should pass a remark in the guard's summary in case discrepancies.
6. The way bill should be compared with the labels or marks on the packages to ensure that correct packages are unloaded.
7. All the packages unloaded should be entered in the unloading register.

Re weighment of packages:

1. All parcels should be reweighed on their receipt.
2. Stations where there is heavy inward traffic, DCM will fix the minimum percentage of short distance parcels to be reweighed.
3. A separate reweighment register should be maintained.
4. Frequent under weighment from any particular station should be reported to the DCM.
5. Any undercharges on account of reweighment should be collected before granting delivery.

Mis – declaration:

1. Misdeclaration of consignments is an offence under section 163 of the Railways Act 1989.
2. If misdeclaration of the contents is made in order to secure booking against any ban imposed by Central / State Governments, the person who made the misdeclaration and the owner of the consignment, on conviction by a magistrate are liable to a fine extending up to Rs.500/- per quintal or part.
3. A misdeclaration register is maintained at all the stations and all the cases of misdeclaration should be recorded in this register.
4. The cases of frequent misdeclaration made by a particular party or a station should be brought to the notice of DCM.

Delivery of Parcels:

1. Delivery means, making over physical possession of the consignments to the rightful owner on collection of the parcel way bill and the charges due.
2. The railway shall deliver the consignment on surrender of railway receipt / parcel way bills as per section 76 of Railways Act 1989.
3. The person taking delivery of the consignment should sign in the column provided in the delivery book.

Procedure for delivery of parcels on collection of Parcel Way Bill :

1. When parcel way bill is presented for delivery of parcels, delivery book should be verified to see if the parcels are received. If so, record the date of unloading on the parcel way bill.
2. The parcel way bill should be thoroughly checked regarding correctness of distance, rate, freight etc.
3. If the parcel way bill is in torn or in mutilated condition or if there is any doubt, booking particulars should be called from the forwarding station.
4. It is the responsibility of station master of destination station to collect all the undercharges due.
5. Full signature of the consignee should be taken in the delivery book.
6. In case of partial delivery, partial delivery certificate should be given to enable the party to take delivery of the balance consignment.
7. If the consignee passes any remarks in the delivery book, supervisor should certify it and if it is found incorrect, counter remarks should be made in the delivery book by the supervisor.
8. Private & railway marking shall be verified to avoid wrong deliveries.
9. The date of unloading, date of delivery and amount collected will be entered in the delivery book.
10. If a consignment is booked against bans or in case of misdeclaration, the delivery should not be granted and informed to the competent authority.
11. If prior instructions from the sender are received to stop delivery or on orders from the court of law, delivery should not be granted.
12. After delivery of consignments, the parcel way bill should be cancelled with the remark's 'goods delivered'.

Precautions to be taken to avoid deliveries on forged parcel way bills:

1. Delivery of the consignment should be affected only after comparing the parcel way bill with guard's foil.
2. If the genuineness of the railway receipt is doubtful and if the party is not known, delivery should not be granted.
3. A stamped indemnity note from a well known person of the town should be executed before allowing such delivery.
4. Staff should be cautious when the
 - Parcel way bill contains consignments that are generally not received at the station.
 - Consignment is received from a station, from where the commodity is generally not booked.
 - Endorsement on the reverse side of the parcel way bill is not proper.
 - The water mark (Railway logo) on the parcel way bill is not clear.
 - The continuity of the number and station are not tallying.

Partial delivery certificate (PDC):

1. As per section 76 of Railways Act 1989, a consignment shall be delivered to the consignee on surrender parcel way bill.
2. Whenever part consignment is received, the destination station master should issue DDM to forwarding station and all junction stations.
3. Even when part of the consignment is received, party should take delivery on payment all charges due by surrendering the original parcel way bill.
4. Whenever railway offers delivery of such part consignment, party can not refuse.
5. If party refuses to effect delivery, wharfage charges will be collected.
6. The party is permitted to pass a remark regarding the number of packages actually received.
7. In all such cases, formalities of open delivery should be followed.
8. All the on hand packages should be counted, weighed separately and recorded in the presence of RPF.
9. Partial delivery certificate is prepared indicating parcel way bill particulars and actual number of packages due to the party.
10. Whenever remaining consignment is received, the same is given delivery on collection of the PDC from the party.
11. Consignments received in parts should be treated as separate for calculation of wharfage charges.
12. Party should pass a remark in the delivery book as "full consignment received" under clear signature.

DELIVERY OF CONSIGNMENT IN THE ABSENCE OF PWB

1. As per Section 76 of the Railways Act 1989, a consignment shall be delivered to the consignee on surrender of parcel way bill.
2. A consignment can also be delivered if the parcel way bill is not available on execution of Indemnity Bond.
3. An indemnity bond is a legal document and it is meant to indemnify railways against all claims in respect of goods for which it is executed.

Procedure for execution of Indemnity Bond:

1. It should be signed by the consignee, one surety and two witnesses in presence of the station master. They must all be known persons to the station master.
2. Station master is empowered to deliver consignments up to the value of Rs.1,00,000/-on indemnity bond.
3. D.C.M. permission should be obtained in the following cases:
 - If the value of the goods exceeds rupees one lakh.
 - If the consignments are claimed by more than one person.
 - If the consignments are claimed by other than the booked consignee.
 - If the consignments are claimed by unknown person.
 - If the guard's foil is not available.

Indemnity bonds are of three types:

- Unstamped indemnity bond.
- Stamped indemnity bond
- General indemnity bond.

Unstamped indemnity bond:

It is accepted for delivery of the following consignments.

- Perishables.
- Empties returned (milk cans, fish drums, baskets etc.)
- Articles of negligible value.
- Newspaper and magazines.
- Consignments booked to and from government departments and railways.

Stamped indemnity bond:

- It is executed on non-judicial stamp paper of appropriate value
- The value of the bond paper defers from state government to state government.
- It is accepted for delivery of consignments other than those mentioned above.

General indemnity bond:

- Reputed firms or factories having the facility of siding or individuals having regular transactions with railways are extended with this facility.
- Party should apply to DCM for this facility.
- After the approval of DCM, it is prepared in 4 copies namely Party, Station Master, D.C.M. and F.A & C.A.O.
- Retaining the record copy in DCM's office, others are handed over as mentioned.
- In absence of parcel way bill, delivery is made on the strength of general indemnity bond.
- The consignee must surrender the original parcel way bill or another stamped indemnity bond within a period of 10 days from the date of delivery of the consignment.
- General indemnity bond is valid for 3 years.
- Consignments booked as 'self' are not delivered on general indemnity bond.

Various circumstances under which delivery is granted in the absence of parcel way bill:**A. General consignments:****Booked by name:***When guard's foil is available:*

Delivery is given on execution of Indemnity bond (stamped or unstamped) as prescribed.

When guard's foils is not available:

D.C.M. permission is obtained for delivery on indemnity bond.

Copy of the invoice is obtained from the forwarding station and delivery is granted on the strength of the invoice and indemnity bond.

For Self Consignments:

When guard's foil is available or not available:

- The consignor must execute an indemnity bond to the station master of the forwarding station, asking him to deliver the consignment in favour of the consignee.
- The station master of the forwarding station should attest this indemnity bond.
- It is surrendered to the station master of the destination station.
- In addition, the consignee should also execute another indemnity bond to the station master of the destination station.

B. For Perishable Consignments:

When guard's foil is available:

Delivery is given on collection of unstamped indemnity bond.

When guard's foil is not available:

- Delivery is granted on collection of a money deposit equal to the value of the commodity at the destination market rate.
- This deposit is known as 'Perishable Deposit'.
- A money receipt is issued for the deposit collected.
- An unstamped indemnity bond is collected and delivery is granted.
- Perishable deposit thus collected is refundable, on collection of the original parcel way bill or a certified copy of the parcel way bill and the money receipt.
- If money receipt is lost, perishable deposit is refunded on execution of indemnity bond.
- The time limit for claiming refund of perishable deposit which is within 6 months from the date of delivery.
- The money receipt is treated as cash voucher.

Procedure for disposal of perishable consignments held up due to interruption of through communication.**At forwarding station:**

When perishable cannot be dispatched from the forwarding station, a notice in the prescribed form should be served on the sender. His instructions for disposal of the consignment are sought within 24 hours of receipt of the notice.

At intermediate station:

The forwarding station and destination station should be intimated giving particulars of booking and asking them to obtain and furnish the instruction from the consignor and consignee.

It should be made clear in the message that the consignment will be sold if no instructions are received within 48 hours from the time of issue of message and that the consignment may also be sold earlier if contents are likely to become offensive.

In all such cases DCM'S instructions should be obtained for the disposal of consignments. The staff must mention the condition of the consignment.

The staff should observe the following conditions before selling perishable goods:

1. That there is no likelihood of restoration of through communication.
2. There is no other reasonable route by which the goods can be diverted to prevent loss, deterioration or damage to such goods.
3. Obtain instructions from the owner of the goods as to the manner in which he desires the goods to be disposed off.
4. As per section 83 & 84 of the Railways Act 1989 under these circumstances, Railways may sell perishable goods at once.

Sale:

1. The account of sale proceeds and charges incurred in conducting the auction is kept by the station master.
2. If the goods are deteriorated, the extent of damage is recorded in the auction register before sale.
3. If a suitable market is not available it will be prudent to transfer them to a large station in the neighborhood for sale to obtain good price.
4. If the consignments are found to be unfit for consumption, they should be buried after obtaining certificate from a railway doctor.

Conveyance of corpses:

1. Booked by brake van only.
2. A doctor should certify that the death is not due to infectious or contagious disease.
3. Must be booked in airtight coffins / boxes.
4. Chargeable weight is 200 Kgs as per the scale applicable to the type of train.
5. Minimum freight charge is Rs. 50/-
6. Some responsible person on payment of fare must in all cases travel by the same train to take charge and remove it on arrival at destination.
7. Prepayment of freight charges is compulsory.

Conveyance of human ashes:

1. Human ashes will be carried in cases hermetically sealed.
2. It is charged on actual weight, when the party objects for weighing it is charged for 20 Kgs at the scale applicable to the type of train.
3. Consignment can be booked in brake van or carried along with the person.

Conveyance of human skeletons:

1. Booked in brake van only.
2. It should be securely packed and covered by a medical certificate showing that the death is not caused due to any infectious or contagious disease.
3. Chargeable weight is 200 Kgs per consignment.
4. It is charged as per scale applicable to the type of the train.
5. A man in charge must travel by the same train paying his own fare.
6. Prepayment of freight charges is compulsory.

Conveyance of parts of human body:

1. Any separate part of the human body will be carried only in airtight hermitically sealed boxes or crates.
2. Weight for charge is actual weight plus 50% at the scale applicable to the type of train.
3. The consignment must be accompanied by a certificate that the death is not due to any infectious disease.
4. Parts of human body will not be accepted as luggage.
5. Prepayment of freight charges is compulsory.
6. It is charged as per scale applicable to the type of the train.

Conveyance of bicycles, tricycles and motor cycles:

1. These articles must be loaded in the brake van and not allowed with passengers in the compartment.
2. No free allowance is granted.
3. In case they are found un-booked with passengers in a compartment, the same would be charged at six times of the scale 'L' for the entire distance subject to a minimum of Rs.50/- per article.
4. In case, these articles are found un-booked with passenger at destination, the same would be charged at six times the scale 'L' subject to a minimum of Rs.50/-.
5. These articles must be securely packed in cases or crates. If not packed, the condition of the packing must be entered in the forwarding note.
6. Railways do not accept any liability of detachable fittings unless they are separately packed and a receipt is given to them.
7. Such detachable fittings must be included in the minimum weight for charge.

8. These are charged at the scale applicable to the type of train by which it is carried as per the standard weight per article (unpacked) as given below.

<i>Type of vehicle</i>	<i>Chargeable weight</i>
Auto rickshaw	600 kgs
Bicycles	40 kgs
Bicycles children	20 kgs
Motor cycles & mopeds	100 kgs (upto 60 cc)
Motor cycles & scooters	200 kgs (above 60 cc below 350 cc)
Motor cycles	250 kgs (350 cc and above)
Rickshaws	150 kgs
Chairs invalid	150 kgs
Tricycles	100 kgs

9. Payment of percentage charge on excess value (PCEV) is compulsory on scooters and motorcycles when the declared value exceeds the railway liability.

10. Copy of the RC book to be submitted at the time of booking

Calves, pigs, sheep and goats:

(FM Circular No. 20 of 2019, dt.24.07.2019)

- They will be charged for 40 kgs. per animal at Scale-'L' +25% and minimum charge is Rs.30/- per animal.
- The railway risk rate is 1.5 times of the tariff rate.
- The maximum number of animals that can be carried in brake van is as follows.

Animal	BG	MG
Sheep / goat / pigs	15 per brake van / luggage van	10 per brake van / luggage van.
Calves (height less than 0.76 meters)	5	5

- An attendant must travel in the same train paying fare.
- The attendant is solely responsible for feeding and providing water to the animals enroute.
- Pigs will be accepted only in crates.
- Goats / sheep / pigs detected un booked will be charged 6 times for 40 kgs at scale 'L' + 25%

Puppies, cats, kittens, mongooses, ferrets, rabbits, monkeys, guinea- pigs and other small animals:

1. Must be in baskets, hampers, cages and will be carried in brake van only.
2. They are charged at scale 'L' + 25%.
3. With the permission of the station master and with consent of co-passengers, they can be carried in the compartment along with the

- passenger. If other passengers object they must be shifted to the brake van.
4. The minimum weight for charge when in cage, basket or box or other suitable container is 20 kgs. per bird or animal and 40 kgs per bird or animal when carried loose.
 5. These animals are booked at owners risk rate. The alternative risk rate is 1.5 times of the tariff rate.
 6. When these animals or birds detected un-booked with owners in passenger compartments, they will be charged at the following rates.
 - When in cage at six times scale 'L'+25% for 20 kgs. up to the point of detection subject to a minimum of Rs. 50/- and double the charge for onward journey.
 - When in lose, they will be charged at six times for 40 kgs. at scale 'L'+25% upto the point of detection subject to a minimum of Rs. 50/- and double the charge for onward journey.

Booking of live poultry:

1. Live poultry if carried in cages, baskets or hampers will be charged at scale 'L'+25% subject to a minimum weight for 40 kgs for each basket.
2. Bottom of the receptacle must be solid to prevent all possibility of the bird's feet passing through them.
3. The receptacle should be of standard size viz. 1 meter in diameter and not less than 30 centimeters in height.
4. The number of birds that can be loaded in such receptacles should not exceed

Size of birds	Number of birds	Size of birds	Number of birds
Large fowls	30	Large ducks	18
Medium fowls	40	Medium ducks	27
Small fowls	60	Chicken	60

5. Each receptacle should be provided with two cross bars to prevent it from being crushed.
6. Sufficient quantity of food and water must be provided during journey in the receptacles.
7. The birds must not be over crowded.
8. Live poultry should not be carried with owners in passenger carriages. If detected, charges will be recovered at the same rate as applicable for small animals and birds i.e. 6 times of scale 'L' + 25%.
9. Delivery of small poultry and small birds etc. can be given at the brake van or at the luggage office when so desired by the owner.

Day Old Chicks:

1. Day old chicks and poultry will be accepted for transport by rail.
2. They should be carried in containers made of corrugated fiber board as per standard design.
3. The minimum size of the container should be 60 cms. width 40 to 45 cms length and 12 to 25 cms height.
4. The containers should have a number of holes for ventilation on the sides and on the top.
5. Maximum number of birds should not exceed 104.
6. The booking of container will be permitted over distance where convenient trains are available to carry them to the destination in less than 30 hours. No transshipment or change is permitted.
7. The above containers are chargeable by weight or on measurement whichever gives greater weight.

Dead poultry and game:

1. Dead poultry and game will be charged at the scale applicable to the train only when carried in hampers and baskets.
2. Game refers to small animals such as hare, rabbit etc. and bird's edible other than poultry.
3. Dead poultry and game are not allowed to be carried with owner in passenger compartment.
4. If a passenger is detected carrying as part of the luggage, such articles shall be charged at 6 times scale applicable to the train.
5. As per Indian Wild Life Protection Act 1972 (WPA) both the consignee as well as booking agency and the station master are held responsible for violation of the above Act. (Illegal transportation)
6. Commercial Staff should ensure that they do not accept any wild animal including bird other than chicken.

Note: (Ban on movement of wild animals including birds). 'No Objection Certificate' from officer authorized by the Chief wild life warden of the State should be obtained for booking.

Conveyance of snakes:

1. Carried by railways when packed in boxes or closely woven baskets with securely fastened and closely fitting lids.
2. Carried in brake van at scale applicable to the train.
3. An attendant must travel by the same train paying his own fare.
4. Loading, unloading and transshipment is the responsibility of the owner.
5. Snakes will not be permitted with owners in passenger carriages.

Conveyance of carriages and motor cars:

1. Forty-eight hours notice must be given to the station master of the dispatching station to admit the trucks as provided.
2. Passengers and attendants are not allowed to travel in their carriages.

3. Railways accept no liability for detachable fittings unless they are securely packed in cases and a receipt is given for them.
4. Motorcars will be charged at public tariff rate.
5. Motorcars when not escorted must be loaded with their doors unlocked in order to facilitate handling or transshipment if necessary.
6. The following conditions should be fulfilled:
 - a. The flow of petrol to the carburetor is cut off.
 - b. Any pressure has been released from the tank.
 - c. The tank is in sound condition and closed by a well fitted cap.
 - d. Unless otherwise provided escort for the motorcars in full vanload may be allowed to travel in the same vehicle when an open vehicle is used by railways.
 - e. The consignor must execute an indemnity note.

CONVEYANCE OF SPECIE AND TREASURE:

1. Gold, silver, jewelry, gold and silver ornaments, precious stones will be booked in charge of passenger and will not be booked by brake van.
2. Free allowance will not be granted and total weight of the luggage will be charged at the rate applicable to the train.
3. If treasure in excess of the free allowance is not booked before commencement of journey, charge will be made on the whole weight carried and no free allowance will be given.
4. When the weight of the treasure exceeds 60 kgs per ticket held, either reserved accommodation must be engaged or the treasure must be booked for conveyance in brake van.
5. For carriage of Government treasure a separate carriage is used. The treasure should be securely packed in boxes.
6. Private locks should be used on both sides of the carriage and keys must be kept in charge of a responsible person.
7. Separate vehicle for carriage of treasure will be charged as per PCC of the parcel vans.
8. VPU's may be attached to passenger trains and mail express trains.
9. Loading, unloading and transshipment of consignment of treasure is done by the railway staff under the supervision of the escorts.
10. The consignor must give an advance notice of at least 10 days to the station master of the booking station indicating all particulars including weight and value of articles, name of the destination station, proposed date of booking etc.
11. On receipt of such notice, station master would coordinate with concerned departments for arranging special guard, armed RPF escort etc.
12. The consignment should be dispatched within 24 hours of its acceptance.

BOOKING OF NEWSPAPERS: Registered news papers and magazines are booked as follows:

- a) Current registered newspapers, when sent from the office of issue to the agents or from them to sub-agents and unsold copies returned by agents to their head office shall be charged at 45% of Scale- S by all trains. Current registered Magazines will be charged at Scale-‘S’ rate.
- b) Registered newspapers and magazines dispatched otherwise other than as indicated in item (a) above will be charged at Scale-R, Scale – P and Scale – S as applicable to the type of train.
- c) Unregistered newspapers and magazines current or old shall be charged as per Scale-R, Scale – P and Scale – S, as applicable to the type of train.
- d) Registered Law journals, Law reporter and Law magazines, current or old shall be charged at Scale-R, Scale – P and Scale – S as applicable to the type of train.

Booking of newspapers and magazines on monthly account system:

1. Newspaper firms having regular traffic may be granted the facility of paying freight through monthly bills.
2. A sum equivalent of two months average freight charges should be deposited with the railways as security deposit.
3. It may be deposited in the form of National Savings Certificate, Government Securities (at 5 % below the market value) or Bank Guarantee.
4. A special test weighment check should be conducted at least 7 days prior to the start of this system.
5. It is carried out in two schedules. One schedule to cover the dispatch pertaining to issues of Monday to Saturday and another schedule for Sunday edition.
6. The average weight thus arrived will form the basis for preparation of distribution slips and thereby bills for the three months in the quarter concerned.
7. Test checking of weight will be done in each quarter commencing from January, April, July and October. The test weighment will be signed by both the railway official and representatives of the firms.
8. Test weighment sheet is prepared in four copies and disposed as follows: First copy will be sent to DRM, second to the firm, third to Accounts office along with the newspaper parcels statement prepared for the first month of the quarter. Fourth copy will be retained with the station master.
9. Newspaper firm will prepare a distribution slip list in four copies for each train. It is prepared not less than four hours before the departure of the train. Serial number, to station, distance, name of consignee, number of packages, weight, freight charges duly filled in by the newspaper firm.
10. Parcels are presented half an hour before the scheduled departure of the train with address of the consignee printed on the label of each bundle.

11. First copy of the distribution slip will be signed by the railway official and handed over duly recording the weight and freight charges due after dispatch.
12. Second copy will be handed over to the guard along with the newspaper bundles. The Guard will deliver the parcels at respective destinations under acknowledgement of the staff concerned.
13. Third copy will be sent to the accounts office at the end of the month and the fourth copy will be kept as record at station.
14. Newspaper copies will be labeled as follows viz. Name of the destination, number of copies and consignees address.
15. All unloaded packages are entered in the delivery book and delivery is granted after obtaining the signature of the party.

Ledger account:

1. The total charges due as per the distribution list will be posted daily in the ledger account parcel book for each firm separately viz. to station, number of consignments, weight and rate.
2. The total amount due at the end of each month is worked out separately for each firm.
3. The ledger account cum bill will be prepared in three copies.
4. One copy is kept as station record, two copies are sent to firm for payment not later than 3rd of the following month.
5. The firm will return one copy duly countersigned showing the date of payment. Payment should be made within 3 days of receipt of bills.
6. Acknowledgement copy along with the distribution lists received during the month will be sent to the accounts office along with cheque as a return.

SUNDAY STOCK OR SUNDAY INVENTORY:

1. It is an internal check conducted to ensure smooth flow of traffic and to detect missing, excess, exchanged, unconnected, wrong delivered and delay in removal of parcels and goods.
2. On every Sunday, inventory of all the packages lying in the parcel / goods sheds should be taken by the supervisors.
3. All the details of the inventory will be entered in a separate book called as Sunday Stock Register.
4. The packages physically available are listed out with full booking particulars, date of unloading (inward packages) and date of booking (outward packages) etc.
5. All the outward packages are dispatched immediately.
6. Inward packages are connected with the relevant entries in the delivery book.
7. Sale notices under section 83 & 84 of the Railways Act, 1989, are served for the packages not taken delivery within 7 days and details are also entered in the liability register.
8. Packages not taken delivery even after serving of the sale notice and which are more than one month old, should be sent to auction centre after obtaining permission from DCM.

9. Packages which are found excess and unconnected are entered in excess and unconnected register maintained separately.
10. Packages without marking should be opened in the presence of RPF and connected to booking particulars if any, otherwise they should be entered in excess unconnected register.

BOOKING OF MAIL BAGS:

1. Mail bags can be booked for carriage either in RMS compartment or reserved carriage or in charge of the guard.
2. Consolidating the daily weight, a monthly bill is sent to the firm and accounts office.
3. The charges for postal vans are calculated at fixed rates on half yearly basis.
4. The mail bags carried on 21st of January and 21st of July every year are weighed, and such weighment is recorded in the presence of the postal staff and station master and signed by them.
5. The mail bags meant for dispatch by brake van must be promptly sealed and handed over to the guard of the train with a mail list in duplicate. Guard should ensure that the seals are intact. At the destination station postal bags are handed over to the postal department under clear signature.
6. A statement is prepared in triplicate. One copy is retained at the station as record and one copy to postal authorities and one copy to Sr.DCM. All the statements are consolidated and sent to FA&CAO.
7. If a nominated mail carrying train is cancelled or delayed, bags should be sent to alternative route or alternative train.
8. RMS staff should have RMS tokens or badges for identification.

PERCENTAGE CHARGE ON EXCESS VALUE (PCEV):

In accordance with rules under section 103(3) of Railways Act 1989 and Part I of Schedule II (Extent of Monetary Liability and Prescription of Percentage Charge) Rules 1990, Railway Administration shall not accept the conveyance of the following articles without declaration of the value of the consignment and payment of PCEV. These articles are as follows.

- (i) Gold (ii) Silver (iii) Pearls (iv) Precious stones.
- (v) Jewellery (vi) Scooters and Motor Cycles
- (vii) Currency notes and coins other than Government
- (viii) Government stamps and stamped paper other than Postal Stationery and Stamps

The value of such articles, per package must be declared on the forwarding note. The amount of claim for loss, destruction, damage, deterioration and non-delivery shall not exceed the value so declared. The rate of percentage charge will be 13 paise per hundred rupees or part thereof per 160 kilometers or part thereof. The minimum percentage charge will be Rs.2/- and the maximum percentage charge will be 1 % of the excess value.

Monetary liability: Where the Railway administration is responsible for loss, damage, destruction, deterioration and non-delivery of any consignment, the amount of liability of such railway administration in respect of such loss, damage, destruction, deterioration or non-delivery shall not, unless the consignor has declared its value and paid percentage charge on excess value of such consignments, exceed

- i) in the case of any consignment consisting of animals, the amount specified in Schedule I or
- ii) in the case of any consignment consisting of baggage, an amount calculated at Rs.100/- per kg or
- iii) in the case of any consignment other than those referred to in clause (i) and (ii) above, an amount calculated at Rs.50/- per kg.

Where the Railway administration is responsible for loss, damage, destruction, deterioration and non-delivery of any consignment when the consignor has declared the value of the consignment at the time of booking and paid PCEV, the amount of liability of such railway administration for such loss, damage, destruction, deterioration or non-delivery of such consignment shall not exceed the value so declared.

Certain consignments are not to be accepted for carriage unless PCEV is paid.

Monetary liability is calculated on the actual weight of the consignment.

Monetary liability is calculated on the actual weight of the consignment.

Schedule - I		
Description of Animals	Extent of monitory liability (per head)	Remarks
Elephants	Rs. 6,000/-	Percentage charge is collected at the rate of one rupee per hundred rupees or part thereof of excess value per 160 kilometers or part thereof.
Horses	Rs. 3,000/-	
Mules, horse cattle or camels	Rs. 800/-	
Dogs, donkeys, goats, pig, sheep, or any other animal not mentioned above or birds.	Rs. 120/-	
Schedule II, Part I		
Gold , Silver, Pearls, Precious stones, Jewellery, Scooters and Motor Cycles, Currency notes and coins other than Government, Government stamps and stamped paper other than Postal Stationery and Stamps	13 Paise per Rs.100 or part thereof on excess value per 160 kilometers or part thereof subject to maximum of 1% of excess value.	
Schedule II, Part II		
Consignments other than those specified in Part I	25 Paise per Rs.100 or part thereof on excess value per 160 kilometers or part thereof subject to maximum of 1% of excess value.	

**WHARFAGE AND DEMURRAGE RULES IN RESPECT OF
PARCELS & LUGGAGE TRAFFIC**

Wharfage Charge:

Wharfage charge should be levied on consignments not removed from railway premises after expiry of free time. No wharfage will be levied on consignments held by Railway Administration.

Classification of Stations:

For the purpose of granting free time for removal of consignments and levy of wharfage, stations are classified into two groups.

- Notified Stations.
- Other than Notified Stations.

Permissible free time for removal:

Permissible free time for removal of consignments (other than leased) from railway premises is as follows.

Type of Station	Permissible free time for removal		
	Parcel / Luggage	2 or 3 or 4-wheeled carriage, motor boat, dog cart, tonga, palanquin, dhooly, howdah etc.	Live Stock
Notified Stations	10 hours of working of delivery section of parcel office after consignment is unloaded for delivery	6 hours of working of delivery section of parcel office after consignment is unloaded for delivery	6 hours of working of delivery section of parcel office after consignment is unloaded for delivery
Other than Notified Stations	18 hours of working of Parcel office after consignment is available for delivery		

Note:

Under any circumstances, live stock shall be removed from the Railway premises within 24 hours from the time of their arrival at destination, failing which they may be disposed off in accordance with the provisions of Sec 84 of RA'1989.

In case of leased traffic, free time for removal of consignments at destination station and free time for advance stacking at originating station shall be applicable as per the leasing policy.

Reckoning of National Holidays:

National Holidays, namely, 26th Jan, 15th Aug and 2nd Oct will not be reckoned in calculating free time for removal from Railway premises and for charging wharfage except in the case of

- (1) Live stock, perishable items at all stations and
- (2) Parcel / Luggage unloaded at Notified Stations.

Wharfage Rates: The wharfage rates are as follows:

Type of Station	Rate of Wharfage Charge			
	Parcel / Luggage	2 wheeled carriage – MC, Cycle etc.	3 or 4-wheeled carriage, motor boat, dogcart, tonga, palanquin, dhooly, howdah etc.	Live Stock
Notified Stations	Rs.1.00 per 50 kgs or part thereof per hour or part of an hour	Rs.10.00 per article per hour or part of an hour	Rs.25.00 per article per hour or part of an hour	Rs.10.00 per head per hour or part of an hour
Other than Notified Stations	Rs.0.50 per 50 kgs or part thereof per hour or part of an hour			Rs.10.00 per head per hour or part of an hour

Note:

The expenses entailed in feeding the live stock will also be leviable irrespective of the fact whether the live stock was removed within the free time or beyond the free time.

Higher Wharfage Charge:

Higher wharfage rates may be notified by the Railway Administration after following the same procedure and at such higher rates as laid down for goods traffic. Presently, higher wharfage charge can be levied upto six times the normal rate for that station and shall be applied in stages.

PRECAUTIONS FOR PREVENTION OF FIRE INCIDENCE IN THE BRAKEVANS
(SLRs) OF PASSENGERS' CARRYING TRAINS
(Freight Marketing Circular No.02 of 2015)

1. Adequate space must be left between roof and the top layer of the packages loaded in the SLRs to avoid contact with the ceiling and electrical lamps. The private parties/leaseholders must ensure the same. Provision to this effect may also be made in the agreement in case of leasing contracts.
2. After, completion of loading, lights provided in the luggage portion of the Brakevan (SLR) must be switched off to eliminate possibility of short-circuiting. Guard must ensure that all the lamps in the luggage compartment/portion of the Brakevan (SLR) are switched off.
3. The Guard and Parcel Staff responsible for loading/unloading of packages in SLRs should exercise proper supervision to avoid any hazardous situation, also ensuring proper locking of the luggage portion of the SLRs.
4. Rules contained in Para Nos.505 and 506 of IRCA, Coaching Traffic No.25, Part-I (Volume-I) regarding booking of Explosive, Dangerous, Inflammable articles, empty gas cylinders, dry grass and leaves, waste paper, acids, corrosive substances enumerated in the Red Traffic must not be booked as luggage by passenger trains. Dangerous articles, such as explosives of any variety including fireworks, inflammable materials such as oil, grease, ghee, paint, dry grass and leaves of any variety, waste papers, acids and other corrosive substances are prohibited to be carried by any person in the compartment.
5. Rule regarding booking and carriage of any type of explosives and inflammable materials including LPG cylinders, kerosene stoves, etc., other than those required for security purpose or by the armed forces, by any passenger carrying train must be strictly enforced.
6. While loading/unloading of parcels in the Brakevan (SLR)/Parcel Van(VP), smoking and lightening of cigarette/bidi is strictly prohibited. Parcel Staff responsible for loading/unloading of parcels will ensure strict compliance.
7. Maintenance of electrical devices in the passenger coaches and parcel vans may be carried out adequately as per the laid down norms.
8. The desired norms for the quality of wiring used in electric junction boxes may be ensured to avoid chances of fire due to electrical short-circuiting.
9. Random checks against carriage of inflammable/explosive material by passenger carrying trains should be intensified.
10. In this connection, it has been decided to allow transportation of 'proof sample of ammunition/explosive' in Brake vans of passengers' carrying

trains or mixed trains offered for booking by the competent authority of the Military department subject to strict compliance of all the rules and instructions applicable for booking, packing, conveyance, handling of such consignment(s). In addition to this, the concerned competent Military Authority shall also give declaration that the consignment of 'proof sample of ammunition/explosive' offered to the Railway Administration for booking and dispatch through the Brake Vans (SLR) of passengers' carrying trains or mixed trains, is safe. A copy of form B – 'Guarantee Certificate' to be submitted by the competent military authority to the Railway Administration at the time of booking/offering such consignment(s).

FORM-B

GUARANTEE CERTIFICATE

This is to certify that _____ an explosive (not included in the list of Explosives in Appendix VI/I) offered for booking and carriage by rail has been examined, is considered safe for transport and provisionally assigned the following transport conditions –

Hazard Division	Compatibility Group	Percentage Charge/Weight	Type of service or type of wagons to be used	Remarks

The above consignment (s) of 'proof sample of ammunition/explosive' offered to the Railway Administration for booking and dispatch in the Brake Van (SLR) of passengers' carrying trains or mixed trains, is safe.

Issued under authority of Rule 603

SEAL OF THE OFFICE

Signature _____
Rank & Designation _____
Department _____

PREVENTION OF OVER CARRIAGE OF PACKAGES

1. Reasons for Over Carriage of Parcels:

- Indiscriminate and haphazard loading.
- Utilizing full SLRs capacity with bulky packages leaving no space near doors causing hindrance/obstacle in opening the door of SLRs at the time of unloading or insufficient about at unloading station resulting inability of the station enroute to unloading them correctly.
- Insufficient staff and labour to handle unloading.
- No prior intimation to unloading station.
- Improper stacking of parcel packages in SLR.
- Non maintenance of proper parcels/luggage summary.
- Lack of proper marking (Railway & Private) on packages.

2. Measures to avoid Over Carriage of Parcels:

- Parcels/luggage loading in a geographical manner.
- Keeping at least 6" space near flap doors of SLRs are left which will facilitate in unloading/ loading within the schedule stoppage of train time.
- Advance information to station, in case of heavy unloading of packages.
- Keeping sufficient no. of labours to handle unloading of packages.
- Proper stacking of packages inside SLR.
- Avoiding loading of bulky articles on smaller packages.
- Ensuring correct marking of packages.
- Accept packages for correct direction and unload at correct destination

LOST PROPERTY AND UNCLAIMED CONSIGNMENTS

Examination of empty carriages at terminal stations.

All empty carriages of the incoming trains should be carefully checked at terminal stations by a responsible member of the station staff along with a representative of the Railway Protection Force, to see if any property has been left behind by the passengers. Any article found shall be deposited with the station master

Lost, unclaimed and unbooked articles found in carriages or at stations or on the line.

If articles of lost or unclaimed property, other than booked consignments, are deposited by any person, the Station Master should take over and grant receipts for such articles, an inventory being taken when necessary without undue delay, and attested by the person making over the property.

Check and registration of lost property at stations.

(a) All lost or unbooked articles found in railway vehicles or in station premises or on the track by or made over to station staff, should immediately be entered in the lost property register in Form Com| L-18. Each article should be entered separately with full particulars of its description, marks, actual weight, approximate value (if this can be ascertained), etc. In the case of boxes, bags, etc., an inventory of the contents should be taken in triplicate, in the presence of an official of the Railway Protection Force or Government Railway Police and in case there are no such officials, in the presence of two members of the station staff. After the inventory has been attested by all the officials witnessing its preparation, one copy should be pasted in the lost property register, one copy kept inside the box, bag or any other container containing the articles, and one copy should be made over to the official of the Police or Railway Protection Force, witnessing the preparation of the inventory for his record. The articles should then properly repacked to the original conditioned sealed with the station seal to avoid damage and pilferage.

b) Packages hermetically sealed or known to contain articles, such as photographic material etc. which are liable to deteriorate when exposed to atmosphere, should not be opened.

(c) Each article or package deposited with the Station Master as lost property should be labeled with the serial number of its entry in the lost property register.

Restoration of lost property to owners.

All lost property should, if claimed and identified to the satisfaction of the Station Master, be delivered to the owner on obtaining an application from him. Full address of the claimant must be noted in the lost property register and his signature obtained therein in token of the receipt of the articles. The Station Master himself also should make all possible efforts to restore lost property to the rightful owners, advantage being taken of any clues as to ownership found from the contents of the packages, etc.

If the Station Master has any doubt about the ownership of the lost property, delivery should only be made after obtaining the orders if the Divisional Commercial Superintendent, to whom the matter should be referred to with full details.

In cases where packages are found at the station, having been left behind by the rail user and are returned to the passenger without being sent to the Lost Property Office, no charge need be recovered and package should be gracefully returned to the passenger without any Commercial Charge.

Disposal of lost property remaining undelivered.

(a) Except as provided in paras 2208 to 2213, all lost property articles, if not claimed or otherwise disposed of within 7 days of their deposit in the case of train terminal stations and within 48 hours of their deposit in the case of other stations, should be transferred to the lost property office under a free invoice waybill. Full particulars including the description and contents of articles, how marked, when, where and by whom found, actual weight, approximate value of the articles transferred to the lost property office should be recorded in a statement, which should be prepared in quadruplicate, by carbon process. Two copies of the statement together with the connected railway receipt should be sent to the lost property office in a sealed cover booked under free service way- bill, one copy should be sent to the Chief Commercial Superintendent and one copy should be retained as station record.

(b) The above articles when received in the lost property office will be entered in the register of unclaimed booked and unbooked articles (see para 2230) and the serial number of entry in the register quoted against each item in both the copies of the statement referred to in (a) above. One copy of the statement will, thereafter, be returned to the sending station as an acknowledgement of the articles received. The acknowledged copy of the statement should be pasted in the lost property register (see para 2203) in which the serial number of the entry in the lost property office records should be copied out in the prescribed column.

Disposal of lost properly articles of insignificant value. Lost property of insignificant value or of no value such as empty earthen posts, worn out old shoes and boots, unserviceable hats, dirty or incomplete packets of

playing cards, rags, broken beackets, etc., remaining unclaimed at the station should not be sent to lost property office. After the expiry of one month from the date of their deposit as lost property such articles should be sold locally by Station Masters by public auction. Articles fetching no price should be thrown away. In such cases, Station Masters should personally record a certificate in the lost property register that the article was of no value.

Disposal of arms, ammunition, intoxicating Liquors, etc.(a) Lost property comprising of arms, ammunition, explosives and other dangerous goods, intoxicating liquors, opium including its preparations, hemp drugs, etc., the sale of which by unlicensed persons is prohibited by law, when left unclaimed in the possession of the railway, should be made over to the police or excise authorities for disposal under the laws affecting the articles after obtaining acknowledgement of the official concerned in the lost property register.

The police and excise officials should be advised as to the charges due to be remitted to the railway after the transferred articles have been disposed off.

(b) Unbooked articles such as arms, ammunitions, explosives, etc., with distinct 'Military' marks found lying unclaimed should be made over to the Defense Department on collection of the charges due.

(c) The advice of such articles having been handed over to the police, excise or military authorities, as the case may be, should be sent to the Chief Commercial Superintendent and the Traffic Accounts Office.

(d) When such articles are not of a dangerous, perishable or offensive character, they should be retained in the possession of the railway for the same period as that prescribed for other unclaimed articles before being made over to the police or excise authorities, etc. In other cases, the articles should be delivered to them immediately.

Disposal of jewellery, bullion and valuable articles.

(a) Jewellery, bullion and all valuable articles such as, watches, binoculars, cameras, costly fountain pens, costly spectacles and goggles, cigarette lighters, etc., found at stations or in the carriages should be carefully kept in the station safe.

(b) Articles made of gold and silver, found at stations or in the carriages, are not required to be weighed at the forwarding station. If not claimed within 24 hours, the forwarding station should pack such articles carefully in a sealed cover and send them to the office of the Chief Claims Officer through a special messenger giving their full details. Such packets should be opened in the office of the Chief Claims Officer by a nominated officer not below the rank of Senior Commercial Officer, in the presence of

an Accounts Office. After, the articles kept in the sealed packet, are weighed and verified, the nominated officer will get them repacked and sealed in presence of the Accounts Officer, will keep them in a safe place under lock and shall also maintain a record of such articles with weight and description. The articles made of gold should be sent to the mint officers at the appropriate time and the articles made of silver should be disposed of under public auction at the nominated lost property office meant for this purpose.

(c) Other valuable articles, if not claimed within 24 hours, the instructions of the Divisional Commercial Superintendent should be obtained for their disposal, giving full particulars and weight of the articles and also indicating when, where and by whom found. If under the instructions of the Divisional Commercial Superintendent, these articles are to be sent to the lost property office, these should be carefully packed and sealed with the station cash seal or any other special seal provided for the purpose, and then sent to the lost property office in accordance with the instructions contained in Chapter XI for the carriage of valuable articles. The instructions contained in para 2207 regarding the issue of free invoice/way bill and submission of a statement and the connected railway receipt to the lost property office, also apply in this case.

Disposal of current coins and notes. All current coins and currency notes deposited as lost property mint be accounted for as a miscellaneous receipt and remitted along with the station earnings of the day on which they are deposited as lost property. These should be entered in a separate cash transmit note for miscellaneous receipts which will accompany the cash remittance note under which the cash of the station is remitted. A full report, showing how and when the cash/currency notes came in the possession of the railway, and the particulars of remittances, i.e., number and date of the cash remittance note, should be made to the Chief Commercial Superintendent to enable a refund being arranged if and when the amount is claimed.

Disposal of unbooked perishable articles. Lost property articles of perishable nature remaining unclaimed should not be sent to the lost property office; the Railway should sell them after the expiry of 24 hours, or earlier, if they are likely to become offensive. The amount realized should be accounted for as a miscellaneous receipt and remitted to the Cashier as such. Particulars of sale together with a list of bidders must be advised to the Divisional Commercial Superintendent and Traffic Accounts Office.

Disposal of unclaimed, unbooked animals and birds. Unclaimed, un-booked animals and birds found in the railway premises should be disposed of in the same manner as booked unclaimed animals and birds vide para 1028. The procedure regarding accountal and remittance of the sale proceeds will be the same as for unclaimed and unbooked perishable articles.

Articles fallen off from trains. As soon as any article which has fallen off a passing train is found at or brought to a station the Station Master must at once see if the packages bears any marks and if so, he should send a telegram to the Station Master at both the forwarding and receiving stations as well as to the first station ahead where seals and loads are examined. The Divisional Commercial Superintendent and the Chief Commercial Superintendent should be included in this message and the articles should be sent to the correct destination.

(a) In the case of articles bearing no marks, the first station ahead where seals and loads are checked should be wired to and a report submitted to the Chief Commercial Superintendent. If the checking station is able to identify the package, it should wire to the station where the package is lying atavism the destination of the package and the wagon to which it belongs. The package should be des-patched to the destination station booked under a free invoice quoting particulars of the wagon to which it has been related as also its booking particulars. The intimation regarding this should also be sent to the destination station by a wire and to the Chief Commercial Superintendent by a letter.

(b) If the checking station is unable to identify the package as having fallen off from any particular wagon, the instructions of the Chief Commercial Superintendent should be obtained for the disposal of the package.

PARCEL MANAGEMENT SYSTEM

Objectives:

- To increase the Parcel traffic
- Optimum utilisation of parcel space
- To minimise the claims
- To bring the transparency in the system
- To curtail the corruption
- To improve the railway's image with customer satisfaction.

MAIN FEATURES

- Direct capture of parcel weight electronically
- Universal windows for all destinations for booking
- Single window for weighment and cash payment possible
- Advance unloading guidance about inward parcel from the system at destination
- Tracking parcel with help of barcode technology and through SMS
- Train Master entry along with scales by Railways

MODULES

- Forwarding note
- Booking-Parcel, luggage, lease, FSLA
- Loading-Loading guidance-Loading summary
- Unloading-Unloading guidance, Unloading summary
- Delivery
- MIS
- System Administration and Master maintenance
- Bug reporting
- Data Warehouse

PLUTO (Parcel & Luggage Tracking online)

- Tracking of parcels through online information of parcels on internet site www.parcel.indianrail.gov.in.
- Customer can track its parcel against PRR no. on the parcel receipt.
- This tracking has been integrated with NTES system for expected time of arrival at destination.

BENEFITS

✓ Customer

- Track latest status of the parcel through internet and SMS
- Reduction in time required for weighment and booking

✓ Staff

- Automatic freight calculation based on latest rules
- Reduction in human errors.

✓ Railways

- Loading generally according to priority thereby curtailing malpractices and complaints

- Beneficial to Accounts for internal check
- Reduction in Claims
- Potential for revenue generation based on improvement in service.

What does PMS involve

- Centralized servers in CRIS
- Thin Clients/printers/switches/UPS at booking offices
- Thin Clients/Electronic weighment machines/ switches/UPS in godowns
- Barcode printers at common booking window
- Mobile Barcode scanners at platforms and inward godowns with GPRS connectivity

E-WAY BILL

1. The responsibility of generation of e-way bill in respect of any consignment booked through parcels lies solely with consignor/consignee even if they are unregistered. Any consignor booking goods through parcel shall give an undertaking (as per format enclosed as Annexure A) that e-way bill will be generated and produced by consignor/consignee before taking delivery of the consignment failing which the consignment will not be delivered to him.
2. Delivery of consignment/parcel shall not be granted to the consignee without production of e-way bill. In case where the consignee doesn't produce an e-way bill on account of value of If the value of the consignment is above Rs.50,000 he shall give an undertaking that e- way bill will be generated and produced by consignor/consignee before taking the delivery.
3. If he fails to submit the e-way bill the consignment will not be delivered. If the value of the consignment is below Rs.50,000 he shall give an undertaking that the value of the consignment below Rs.50,000. Hence, submission of e-way bill is not required before taking delivery of consignment. He shall be solely responsible for any violation of GST Act.

Annexure-A**Undertaking format for consignment having value above ₹.50,000/-**

I do hereby declare that value of the consignment is above ₹50,000/- and I shall be solely responsible for generation and subsequent submission of e- way bill before taking delivery of the consignment, failing which no claim shall be made by me in respect of the consignment.

Place: _____

Signature of Consignor/Consignee

Date: _____

Signature of Consignor/Consignee**Annexure-B****Undertaking format for consignment having value below ₹.50,000/-**

I do hereby declare that value of the consignment is below ₹50,000/- hence, submission of e-way bill is not required before taking delivery of the consignment. I shall be solely responsible for any violation of the GST Act by me, if done by me.

Place: _____

Signature of Consignor/Consignee

Date: _____

Signature of Consignor/Consignee

**JOINT PROCEDURE ORDER TO BE FOLLOWED BY COMMERCIAL AND
OPERATING DEPARTMENTS FOR IMPLEMENTATION OF E- WAY
BILL FOR TRANSPORTATION OF GOODS AND PARCELS OVER SC RAILWAY**

Authority:

1. **Railway Board's letter no.TCR/1078/2018/02 dated 31.01.2018, 05.02.2018 and 23.03.2018.**
2. **Railway Board's FM circular no.10 of 2018 dated 21.03.2018.**

In terms of Rule 138 of Central Goods and Services Tax Rules, 2017, (Second amendment) issued by Central Board of Excise and Customs vide Notification No.12/2018 – Central Tax, every registered person who causes movement of goods of consignment value exceeding fifty thousand rupees –

- (i) in relation to a supply; or
- (ii) for reasons other than supply; or
- (iii) due to inward supply from an unregistered person,

shall before commencement of such movement, furnish information relating to the said goods as specified in Part A of FORM GST EWB-01, electronically, on the common portal along with such other information as may be required on the common portal and a unique number will be generated on the said portal.

As per Rule 138A.1 (a) the person incharge of conveyance shall carry the invoice or bill of supply or delivery challan as the case may be. Copy of any of these documents shall be provided by the person offering goods for transportation in goods train by Indian Railways. Document number specified to be filled in the Form of GST E-way bill-01 will be Railway Receipt number or Forwarding Note Number issued by Railways.

Railway Board, vide letter no.TCR/1078/2018/02 dated 23.03.2018 advised that Zonal Railways may advise all concerned to make all efforts for compliance of Rule 138A.1 (a) for carriage of invoice or bill of supply or delivery challan as the case may be, issued from consignor to consignee.

Hence, the following Joint Procedure Order is issued for compliance by Operating Branch and Commercial Branch of South Central Railway:

I. PARCEL TRAFFIC:

1. Vide Railway Board's FM Circular No.10 of 2018 dated 21.03.2018, the responsibility of generation of E-way Bill in respect of any consignment booked through parcel lies solely with consignor/consignee even if they are unregistered.

2. Any consignor booking goods through parcel shall give an undertaking (as per format enclosed as Annexure-V) that E-way Bill will be generated and produced by consignor/consignee before taking delivery of the consignment failing which the consignment will not be delivered to him.

3. It may be noted that Ministry of Railways has represented to Ministry of Finance regarding Rule 138 (2A) which mandates that Railway shall not deliver the goods unless the E-way Bill required under these rules is produced at the time of delivery. Till such time, a decision is conveyed from Ministry of Finance, following procedure may be followed:

Responsibilities of Commercial Branch:

- (i) A copy of the Invoice or bill of supply or delivery challan, as the case may be, shall be handed over by the consignor/consignee to the Parcel Clerk/SM of the originating station.
- (ii) The copy of invoice or bill of supply or delivery challan, as the case may be, shall be handed over by the Parcel Clerk/SM/ASM to the Guard of the Passenger train.
- (iii) The Parcel Clerk/SM/ASM of the destination station should collect the copy of the Invoice or bill of supply or delivery challan from the guard on clear acknowledgement.
- (iv) At the time of delivery, a copy of E-way Bill shall be taken from the consignor/consignee and kept in record by Parcel clerk of the destination station.

Responsibilities of Operating Branch:

- (i) The copy of the invoice or bill of supply or delivery challan shall be handed over by the Parcel Clerk/SM/ASM of the originating station to the guard of the train.
- (i) An acknowledgement shall be obtained by the Parcel clerk/SM/ASM in a separate register from the Guard of the train, on handing over the copy of Invoice or bill of supply or delivery challan.
- (ii) The Invoice copy shall be carried by the Guard of the train and the Parcel clerk/SM/ASM of the destination station should collect the invoice copy from the guard on clear acknowledgement and should keep the invoice/bill of supply/delivery challan as record.

Annexure-IV

I, name of Consignor/Firm/Company/..... GSTIN
....., hereby declare that I am unable to generate online E- way
bill for the above mentioned consignment offered for transportation to Indian
Railways, as per extant rules/guidelines notified by Central Board of Excise &
Custom, Ministry of Finance.

I, hereby also undertake that I shall be wholly responsible for the
compliance of E-way bill Rules/laws and for details (including all
commissions and omissions) given in the E-way bill.

I, hereby take sole responsibility/liability for any legal and financial
consequences and to indemnify Railways in case of any eventuality.

I, hereby declare that the undersigned has the authority to give this
undertaking solely/on behalf of name of
Consignor/Firm/Company/.....GSTIN.....

Name.....

Authorised Signatory Seal
Firm/Company/....

TICKET CHECKING

The main object of checking and collection of the tickets is

1. To ensure that every passenger is in possession of a proper ticket or pass or authority to travel in a particular class or train or to enter Railway premises.
2. To examine whether the tickets are issued as per rules and as per instructions prescribed.
3. Ultimately to see that the tickets are correctly accounted for in the registers.

Functions of ticket checking organization:

The primary functions of the ticket checking organization are to ensure that no person travels on a train without a proper ticket or pass or with excess luggage. Another important function is, when functioning as a Conductor / TTE to see that the berths are allotted strictly in accordance with rules and pay due attention to comforts / safety of the passengers.

The Railway administration has set up the ticket checking organization to deal with ticket less passengers and passengers traveling irregularly and take proper action against them as provided in the Railways Act.

Ticket checking organization has formulated a threefold check i.e. first the tickets are checked at the gate and nipped with 'V' shaped nipper. The same passengers are checked for the second time by the TTE in the train who nips the ticket with 'U' shaped nipper or initials the ticket. Thirdly, when the passengers go out through the gate at the destination station the tickets are checked, collected and cancelled with 'M' shaped nipper.

Duties of ticket examiners:

1. To report in time for duty in clean uniform and with name badges.
2. To sign in the muster and declare private cash in the private cash register.
3. To be conversant with rules and regulations laid down in the manuals and tariffs.
4. To collect the circulars from time to time and keep them up to date.
5. To be alert, prompt, helpful, courteous and obliging.
6. To furnish correct information about the running of the trains, fares, etc. and when not able to do so, to direct the parties to the proper officials who can furnish the information asked for.
7. To attend to the comforts of passengers, especially women and children unaccompanied by male members.

8. To furnish name and badge number when demanded by the passenger.
9. To ensure that :-
 - Every passenger entering or leaving the platform is in possession of a valid ticket.
 - Each such ticket is nipped.
 - Beggars and unauthorized hawkers are not allowed.
 - Cycles are not allowed on the platform.
10. To make vigorous efforts in checking ticket less travelers on arrival of every train.
11. To check and collect the tickets from all passengers of incoming trains and cancel them immediately.
12. To realize railway dues of fare and excess charge or charges on unbooked or partially booked luggage from passengers and grant receipt.
13. To deposit the entire amount collected in booking office immediately after completion of the duty and obtain money receipt.
14. To get all the remittances of cash checked by the supervisor in charge.
15. To prepare Ticket Collectors report correctly as per the procedure.
16. To maintain a diary and record all happenings mentioning any special occurrences.
17. To attend to the cleanliness of waiting halls etc. and to remove any unauthorized persons from them.
18. To attend to reservations / enquiries / announcements as and when required.
19. To have a watch on the licensed porters.
20. To submit periodical /monthly returns as per the instructions.
21. To attend to any other duties assigned by supervisors.

Duties of TTE's:

1. To report in time for duty in clean uniform and with name badges.
2. To sign in the on and off register.
3. Declare private cash in the private cash register / rough journal.
4. To ensure that every passenger in train is in possession of a valid ticket or pass, or an authority.
5. Every ticket checked by him is punched / nipped or initialed as per rules.
6. All excess luggage are duly covered by a proper luggage ticket.
7. All dues from passengers are collected according to rules and EFTs issued properly.
8. Passengers who are unable to pay the dues are dealt with accordingly under the Railways Act.
9. The particulars of compartments checked are maintained with full details in the rough journal book.

10. TTEs should examine horseboxes and live stock wagons on goods trains to see that there are no excess drovers or other unauthorized persons and they are not carrying excess kit or excess luggage with them. Similar checks should be conducted in respect of goods brake van and luggage brake van, RMS compartment and engine to apprehend irregular travelers.
11. To remit the cash collected in the booking office immediately on arrival at the duty breaking station duly filling up CMR Form and obtain clear signature on the record foil of the last EFT foil issued for the amount with date and serial No. of the money receipt duly affixing the station stamp.
12. To attend to any other duties assigned by supervisors

Duties of sleeper TTE's:

1. To report for duty half an hour before the scheduled departure of the train. In case of joining enroute at least 15 minutes before the scheduled arrival of the train.
2. To wear clean uniforms with name / designation badges.
3. To sign in the on and off register.
4. Declare private cash in the private cash register / rough journal.
5. To obtain a copy of reservation chart of the coach nominated and guide the passengers to their proper berths / seats accordingly and see that platform ticket holders are not entering in the coaches.
6. To regulate the entry and exit of passengers so that the No. of passengers in the coach does not exceed the marked carrying capacity.
7. To check the tickets of the passenger in the coach, realize the Fare, Reservation Fee, Surcharges etc. where ever due and grant EFT.
8. To ensure that heavy luggage are not allowed inside the compartment causing inconvenience to the passengers.
9. To allot the vacant berths to RAC / wait list passengers as per priority. In case of no wait list to the general tickets on first come first serve basis on realization of requisite charges.
10. To ensure that the berths earmarked for the ladies are not occupied by the male members.
11. To furnish the information of vacant position of seats / berths to the passengers who want to know.
12. To pay prompt attention to all complaints in regard to non functioning of fans lights taps etc. and take remedial action to get them rectified.
13. To arrange for filling up of water in the coaches where provided, during stoppage of train.
14. To ensure that the carriage is cleaned by the Safaiwalas at regular intervals.

15. To ensure that the doors of the coaches are closed when the train is in motion and one door is opened on the Platform side when stopped at station.
16. To ensure that the end doors of the vestibuled coaches are kept locked between 22.00 to 06.00 hrs.
17. To remain vigilant particularly during the night times and ensure that intruders / beggars / hawkers or unauthorized persons do not enter the coaches.
18. To give calls to the needy passenger during night time.
19. To be polite, tactful and courteous with passengers giving no room for complaint.
20. To alert passengers against antisocial elements attempting to snatch away valuable ornaments through the windows / doors of the coach.
21. To receive any complaint of theft in FIR forms and submit them to GRP.
22. To prepare amended charts of coaches manned in triplicate and hand over one copy to the outgoing TTE, deposit one at headquarters station and preserve one as personal record.
23. To prepare EDRs on completion of duty and hand over as per instructions.
24. To remit the Railway cash immediately at the end of duty and get it checked by supervisory officials on reaching Head Quarters.
25. To deposit the cancelled EFTs / Vouchers along with cash on arrival at Head Quarters

Train Captain as overall leader and in charge of all on board railway personnel and outsourced staff.

((Commercial Circular No. 31) of 2018

1. Long distance Mail/ Exp trains have a large group/ team of railway personnel and outsourced staff on board for offering various services to the passengers and to provide maintenance on run. In order to introduce the concept of a single person/leader responsible for coordinating the entire team and facilitating all services during the complete journey of the train, it has been decided to introduce the concept of Train Captain.
2. In trains like Rajdhani/Shatabdi/Duronto and other trains where a Train Superintendent (TS) is on end to end basis, TS shall be nominated as "Train Captain" and made responsible for all the facilities on train. He/she should be provided with a badge of Train Captain to be worn the uniform. All on board railway personnel and supervisors of all outsourced agencies shall report to the Train Captain for effective control & supervision and to ensure improvement in on-board services offered by Railways. Zonal Railways shall issue necessary directives to all on-board staff to

ensure strict compliance of directions of the Train Captain to address the issues concerning complaint free travel of passengers failing which action may be initiated against the staff not following directions of the Train Captain.

3. In all other trains, where TS is not present, zonal railways may nominate the senior most ticket checking staff as Train Captain, who will wear the badge of Train Captain and shall be responsible for all facilities in the train as mentioned above. This batch will be handed over to the senior most ticket checking staff of the next leg of journey who will then act as Train Captain till the next leg and soon. The Train Captain must be provided with the mobile number of the on board staff so that he/she is able to contact them when their services are required.
4. Zonal railways may also ensure that the name and contact number of the Train Captain is made available to the passengers through reservation charts before departure of the train. During the journey, on board announcement at convenient timings must be ensured to provide the name and contact number of the Train Captain to the travelling passengers.

Cancellation of collected tickets:

1. All card tickets should be cancelled by using 'M' shaped nipper.
2. All paper and computer tickets should be cancelled duly endorsing the word "CANCELLED" in ink with date of collection and signature of the staff collected.

Ticket Examiners Report (TCR):

1. All collected card tickets, UTS tickets, PRS tickets and paper tickets should be cancelled in the prescribed manner.
2. The card tickets should be sorted out according to station from in the progressive numbers, class wise and entered in Register of tickets collected, in duplicate by carbon process.
3. All computer tickets are sorted out train wise, date wise and recorded.
4. All paper tickets should be entered separately in the register.
5. At the end of the day, highest number of ticket for all stations should be picked up and bundled separately.
6. All tickets collected, cancelled and entered in TCR are put into bags date wise, sealed and secured properly to be checked by TIAs/CIs, except paper tickets.

The card tickets and PRS tickets on nominated days will be disposed as stated below.

1. Printed card tickets collected at stations on the last day of the month and first & second day of the following month should be sorted out destination station wise, class wise and via wise.

2. The highest number of printed card tickets of all stations for the three days should be bundled and sent in distinct pink paper along with following months TCR duly indicating the details of the forwarding station, month of collection and highest number to Accounts Office.
3. All paper tickets (BPT, EFT & Concession Tickets) after cancelling and recording in the TCR should be sent to Accounts Office every day.
4. The computer(Reservation) tickets for 5 days in a month, atleast one ticket from each train collected from passengers, duly furnishing PNR and the random number in TCR should be sent to Accounts office by 5th of the following month.
5. At stations where CTIs are posted, they are made responsible to burn the collected tickets in the presence of RPF at the end of every 10 days and at other stations, CCI's are responsible.
6. Where ever TIAs are headquartered, they also witness the burning of the tickets.
7. All PCTs of last day of the month and first & second day of the following month will continue to be sent to accounts office.

Tickets left behind (GIMLET):

When passengers leave their reserved tickets behind, the Station Manager concerned on finding/getting such tickets will send a control message through control phone or any other mode of communication, free of charge to the nearest convenient station giving the details of the tickets viz, PNR Number, Coach Number, Berth/Seat, Class, Station from Station to and the name of the passenger if known. The Station Master of the message sending station will ensure that the message has reached at the desired destination. The Station Master of the message sending station to whom the message has been communicated will on receipt and the authority of this message, issue a free excess fare tickets to destination and hand it over to the passenger. The Station master of the station, where the left behind tickets are found made available, will cancel the original tickets and submit the same along with his report to the Traffic Accounts Office,. A copy of the report should also be send to Sr Divisional Commercial Manager/ Divisional Commercial Manager.

Loss of EFT:

The staff whose EFT book has been lost will immediately issue a message to the CTI of the base station, Divisional Office& Accounts Office, giving details of the lost book / foils. On receipt of the message the Divisional Office shall arrange to notify the loss of EFT through railway Gazette, warning the staff to guard against the fraudulent use of missing tickets. CCM & FA & CAO of all railways to instruct the Staff concerned to be on lookout for the tickets in daily collections and to question the persons found in procession of such tickets.

A Committee to be constituted comprising ACM/AAO of the Division to conduct enquiry based on FIR and relevant collateral evidence / documents to ascertain the cause of loss.

The committee will examine the material on record and

- Outcome of the Gazette Notification
- Service record of the employee
- General performance including earning for the last 3 years
- Cases of short and delayed cash remittances
- And any other irregularities

Committee should submit the enquiry report to DRM within one month from its constitution. If enquiry establishes negligence on the part of the enquiry action under D & AR for Major penalty may be initiated. Recovery for loss of book as accessed by the account branch (unused foils) can be ordered by the divisional office from the salary of the employee, within two months from the reported loss. D & AR action has no bearing on the recovery of loss from the Employee.

If the enquiry shows that the tickets were lost due to robbery, dacoity and floods etc i.e. circumstances beyond the control of the employee, a proposal to write off the loss to be forwarded to by DRM to CCM for further processing in consultation with FA & CAO and AGM. The Debits raised by Accounts Office towards value of missing tickets will be withdrawn.

Later when lost foils / book are found misused, the matter will be reported to Accounts Office and debits will be raised for the value of the lost tickets against the concerned staff besides taking D & AR action.

Rough Journal Book:

Every ticket checking staff is required to maintain a rough journal book, wherein the daily movements and details of duties performed are recorded.

The following particulars should be recorded in the rough journal book.

- Date of working
- Declaration of Private Cash in figures and words
- Train No., Journey from and to stations with timings.
- Details of coaches checked (Coach indication numbers and printed number of coaches)
- BPTs checked with the number, from and to stations, illegibly dated tickets, undated tickets and cases of special nature detected etc.
- Details of money value books in procession (EFT books, coupon books etc.) and the commencement and closing numbers of money value books.
- Details of without ticket / irregular ticket, excess fare realized, station at which cash has been remitted and money receipt number with date.

In case of conductors manning upper coaches they should record the composition of the train, names of the TTE's , AC Mechanics, Mobile GRP, RPF escorting the train, instances of ACP (alarm chain pulling) and any Special / Unusual occurrence, if any.

TICKETLESS TRAVEL

The following are reasons for ticket less travel.

1. Lack of civic sense among public.
2. Poverty and illiteracy among public.
3. Inadequate and incorrect information to the passengers at stations.
4. Booking windows not opened in time causing overcrowding at counters.
5. Passengers not turning up in time.
6. Ignorance of rules and their interpretation by staff.
7. Not issuing tickets up to their destinations.
8. Non – cooperation of passengers.
9. Misuse of power by influenced persons.
10. Improper dealing by ticket checking staff.
11. Lack of security to ticket checking staff.
12. Extension of journey not being granted by ticket checking staff.
13. Connivance of GRP / RPF with irregular travelers.
14. Insufficient staff by trains and at stations.
15. Overcrowding of trains due to less number of general coaches.
16. Improper fencing at stations.
17. Low morale of the staff.

Measures taken by Railways to eradicate ticket less travel:

1. Educating the public by means of film shows, press, posters, PA system and CCTVs.
2. Delivering lectures in schools/colleges.
3. By providing correct information to the public.
4. Station masters must ensure that the booking windows are opened in time.
5. Passengers must be advised to come in time for purchasing tickets.
6. Railway administration must ensure that all the staff are attending periodical refresher courses and updating the rules.
7. Station master must ensure that tickets are issued up to the destination station of the passengers
8. Booking supervisors must ensure that sufficient stock of tickets are there on hand
9. Imposing strict punishments for ticket checking staff dealing improperly.
10. Providing security to staff at sections / stations where ever required.
11. Posting full strength of staff at stations and on trains.
12. Extension of journey should be granted by ticket checking staff.
13. General Coaches / sectional coaches to be increased to clear extra crowd during speak seasons.
14. Proper fencing should be developed around stations.
15. Conducting surprise checks on the ticket checking staff working on trains etc.

SPECIAL POINTS TO BE KEPT IN VIEW DURING CHECKING OF TICKETS

Aspects that are to be observed while checking a ticket / pass

1. Whether the ticket/pass etc. is for the class of carriage and type of train (Mail/Express/Ordinary) in which the passenger is travelling.
2. Whether the ticket / pass etc., covers the journey and route.
3. Whether the ticket/ pass etc. is valid for the entire journey.
4. Whether passenger is holding valid identity card i.e. Original Photo Identity card for upper classes and Attested copy of Photo Identity card in cases of Second class reserved and Sleeper classes.
5. Whether the holder of child ticket is below 12 years of age (a full ticket is required to be purchased if the child is 12 years and or above).
6. In computerized reservation ticket, whether pre-printed number tallied with the computer printed number (below the original ticket number) and also the random number.
7. In case of UTS tickets whether four digits of the pre-printed ticket number last is same and also the random number.
8. In case of tickets exchanged for PTOs, Rail Travel Coupons, Tickets issued on concession vouchers, Military warrants, Police warrants, Jail warrants Circular journey tickets, Free Passes, and E-tickets whether travel authority is also carried and produced along with reservation tickets and the person travelling on the ticket is the same who is properly entitled to use the tickets.
9. Season ticket holders carry Photo Identity cards; serial number of the Identity card is furnished on the Season ticket, to cross check the name and age of the holder. Whether season ticket holder affixed his signature in the season ticket and also the details such as Name, age and address are filled in by the holder before making use of it. it tallies with signature affixed in the Identity card.
10. In case of Concession tickets purchased On Photo Identity card by Press Correspondent, carries Photo Identity card and a genuine person is travelling or otherwise. Station Masters are personally responsible for making adequate arrangements to ensure that passengers leave the platforms only through exit gate duly surrendering their tickets. All tickets collected should be cancelled. All paper tickets and computer tickets should be cancelled duly endorsing the word "Cancelled" in ink with date of collection and signed by the staff collecting the tickets to put out of circulation and prevent reuse.

Excess Charge:

Excess charge is the amount equal to the amount of fare payable or Rs.250/- whichever is more. Excess charge is collected from

- The last ticket checking point or
- The train starting station whichever is near or
- The journey starting station, if known.

Ticket Checking Points on S.C.Railway:

Secunderabad	Wadi	Purna	Manmad
Khandwa	Vijayawada	Guntakal	Renigunta
Balharshah	Kachiguda	Bangalore	Vishakapatnam
Chennai	Katpadi	Nanded	Tirupati

Handing Over Memo:

Passengers detected travelling without tickets by TTE's and who decline to pay the charges due to the railways should be handed over to the station staff for recovery of the amount due with a Handing Over Memo.

These forms are machine numbered, printed and supplied in sets of four foils viz Record, Accounts, Station and DRM. The foil marked Record is retained by TTE, Station foil is made over to the station staff along with the passenger, Accounts foils is sent to the Traffic Accounts Office and DRM is sent to the Division Office. The signature of the station staff should be obtained on the record foil.

Station staff should advice the Division & Accounts office the result of the action taken and whether the passenger has declined to pay or was unable to pay and whether prosecution was launched to recover the railway dues.

Passengers fail to pay dues should be handed over to RPF/GRP to be produced before Magistrate within 24 hours for further prosecution. The result of prosecution, if launched, on receipt from the Magistrate should be intimated to DRM and Accounts Office.

The HOM books should be treated as other money value books in the matter of supply, issue and custody. Station staff on collection of fare plus excess charge, issue a EFT, reference to the ticket being noted on the reverse of the record foil of HOM.

RETURNS: DEPOST OF CASH**JOINT COMMERCIAL AND ACCOUNTS PROCEDURE OFFICE ORDER 2012**

1. This procedure order is being issued in order to lay down the procedure for receipt and maintenance of EFT books, remittance of cash, and submission of returns, Check of EFT/Money Value books by Commercial staff working at stations or on the trains.

2. Action by TTE:

- a) He/She shall draw EFT books only from the nominated CTI.
- b) He/She shall at the time of drawing an EFT book check the numbering of the book duly stamped on each foil and certify the correctness of "all foils intact" on the back of the Record foil of the last foil of the EFT book. In case of any discrepancy the same shall be recorded on the back side of Record foil of the last foil of the book and signature of the CTI obtained in token of its correctness.
- c) He/She shall prepare legible EFTs, using double sided carbon. No over writing shall be permitted in EFTs. Instead, such EFTs should be cancelled and fresh one should be issued.
- d) The TTE manning FC and AC class coaches, in the event of providing accommodation by collection of difference of fare should collect service tax as due from the passengers. It may be noted that the service tax shall be collected as due on full fare of the class of travel. The amount should be recorded separately under each head viz. service tax, education cess, and higher education cess.
- e) Remittance of earning; service tax at stations; the amount of service tax collected should be recorded head wise viz. service tax, education cess, higher education cess (along with earnings) in cash remittance memo (CRM). In the EFT returns prepared at the end of the month, TTE shall indicate the amount collected head wise accordingly.
- f) TTEs shall deposit the amount realized through EFT's issued immediately at the station where his/her duty schedule terminates. For instance, say a TTE with headquarters at KZJ (on SCR) performs outward journey on duty to BZA (on SCR) takes rest performs 2nd part of duty schedule in another train and proceeds from BZA to BPQ (on CR) and later after rest takes other part of duty scheduled in another train at BPQ and finally terminates at WL (on SCR) and returns spare to KZJ. In this entire duty round TTE shall remit cash at the end of each schedule i.e. at BZA, BPQ & WL.

g) TTEs will prepare Cash Remittance Memo (CRM) in duplicate. In this CRM all relevant details such as TTEs name PF No. EFT nos. from to ____ stations, issued date, break-up of the total earnings, i.e. fare, penalty, unbooked luggage earnings and total thereof should be recorded and one copy handed over to Booking Clerk. The Booking Clerk in turn, after receipt of cash shall generate a UTS money receipt duly feeding break-up of the remittance and handover the money receipt to the TTE. The Booking Clerk shall mention the UTS money receipt number and date on the duplicate copy of the CRM in token of correctness of the entries recorded therein under clear signature/ station stamp. The Booking Clerk should preserve the original copy of the CRM along with daily reports. The TTE shall paste the duplicate CRM on the back of the last record foil of the EFT used. The Booking Clerk shall mention the UTS money receipt number and date under clear signature/ station stamp on the backside of the last record foil of the EFT used.

h) The TTE will not keep more than two EFT books at a time. He/She may however draw the third book only if 15 or less blank foils are left in the previous book,

i) He or she shall submit monthly returns in duplicate latest by 7th of the following month to the CTI comprising of the following statement.

- a) Account copies of the EFTs.
- b) UTS money receipts.
- c) Summary of EFTs i.e., Excess fare ticket return, in the return in addition to the fare, penalty, UBL, service tax amount should be shown separately.
- d) Summary of UTS/money receipts.
- e) He/She shall return the EFT books as it is consumed. He / She should also return the used / unused EFT books in case of transfer, suspension, and proceeding on leave for a [period of more than 15 days,

The following procedure should be adhered in dealing in cases of loss of EFT book.

1. The staff whose EFT book has been lost should lodge a report of Loss of EFT foils, with numbers at the nearest GRP or Police Station within the limits of which the EFT book is lost and obtain FIR number and shall immediately issue XXR message on the same day to CTI of the base station, Divisional Office and TAO giving details of the lost book / foils, along with FIR number.

2. The copies of the complaint lodged, FIR registered and the XXR message sent shall be preserved by the TTE for producing the same, during the enquiry to be held subsequently.

3. Action by Booking clerk

- a. The Booking Clerk after receipt of cash shall generate a UTS money receipt duly feeding breakup of remittance and handover the money receipt to the TTE.
- b. The Booking Clerk shall acknowledge one copy of CRM given by TTE and preserve the Original CRM alongside daily reports. He/She shall also endorse on the last record foil of the EFT pertaining to the remittance showing the amount collected and Money Receipt No. and put clear and legible station stamp with his/her signature in full and date.

4. Records to be kept by CTI:

- a. He/she shall keep proper account of blank EFT books received and keep them in safe custody.
- b. He/she shall maintain TTE-wise register showing serial number of EFT book issued and received back with dates thereof.
- c. He/she shall keep EFT books returned by the TTEs preserved for 3 years serially arranged under safe custody.
- d. The TAO debits must be admitted on receipt of the Error sheet after verification of particulars furnished therein and the proposed month for commencing recovery of debits may be advised to Traffic Accounts by return. In case of any dispute against the items, reasons for such disputes must be furnished to Traffic Accounts Office.
- e. If any debit is outstanding against TTE, concerning any EFT book, the particular EFT book shall be kept under safe custody beyond 3 years, till the debit is cleared.
- f. Copy of statement of Home Railway TTEs making remittances on Foreign Railway should be sent to EFT section of TAO along with their monthly returns, in order to raise debits on foreign Railways in time.

5. Checks to be exercised by CTI's

- a) He/she shall check whether the TTEs and the Booking Clerk have taken action as per the procedure detailed above.
- b) He/she shall check that TTE returns contain all the five items as mentioned above and have been correctly filled by the TTE failing which he shall not issue a fresh EFT book and will not certify the TTE's TA bill for the month.
- c) He/she shall compare the total amount shown in the summary of the money receipt with the total shown in the summary of the EFTs and in case of discrepancy shall get it reconciled before forwarding the returns to Accounts.
- d) He/she shall after exercising the checks as per items (b) & (c) above, forward one copy of the returns of all the TTEs working under his control to traffic Accounts by 15th of the following month and retain the second as record copy.

In case of loss of EFT book reported by TTE, CTI shall ensure follow-up action as envisaged in Railway Boards commercial circular No,8 of 2007, circulated vide CCM/SC commercial circular No. 51 of 2007 dated 22.2.2007.

6. Statement to be submitted by CTI to Sr.DCM/DCM:

- a) He/she shall prepare a Monthly statement in triplicate showing the names of TTEs who have not submitted returns in time or who have not deposited the used EFT books during the last month, one copy will be sent to Sr.DCM and the second to TAO.
- b) He/she shall prepare a Monthly statement in triplicate of the EFT books received from the Printing Press or received on loan in unavoidable circumstances. One copy shall be sent to Sr.DCM and second to TAO.
- c) He/she shall prepare Monthly statement in triplicate showing the names of TTEs having debit outstanding. One copy shall be sent to Sr.DCM and the second copy to TAO and one copy will be retained as record copy.
- d) He/she shall prepare monthly statement in triplicate showing the names of TTE's joined/relieved in the last month at his HQ indicating the new place of posting or from where the employee joined sending one copy to Divisional Office, one to the nominated station collecting cash and one to TAO.
- e) He/she shall prepare quarterly statement in duplicate of TTEs working under him retaining one copy as record and forward the other to TAO.
- f) He/she shall report loss of EFT Book to TAO and to DCM for publication of loss of EFT books with folio numbers in Railway Gazette, duly acknowledging the TTEs copy with date and signature.
- g) He/she should also ensure that the debits outstanding against the TTE who has been transferred to other divisions or transferred through a debit memo to the Division where he is posted.
- h) In case of loss of EFT Books of TTEs a report for last three years (month wise) earnings of the TTEs should be made available to the ACM/AAO coaching at the time of enquiry as per Railway Board instructions.

7. Action by DRM Office.

- a) It shall maintain CTI wise register showing the dates of receipt of TTE monthly returns with the name of the TTEs whose returns have not been received.
- b) It shall forward the TTEs monthly returns as also the TTE wise statement received from the CTI as per 5 (a) above to the TAO on or

before 15th of the following month per bearer who shall obtain acknowledgement_____of the TAO showing the date of delivery.

- c) Severe action shall be taken against the defaulting staff who failed to deposit monthly returns or delay in submitting the used EFT books. A Headquarter wise list of
- d) He should ensure that the service records of the TTEs duly updated and made available at the time of conducting enquiry into the loss of EFT books and also acknowledged copy of message given for the loss of EFT foils and reply given by GRP/Police Station based on the FIR lodged by the TTE.

7. A. The following procedures shall be adhered to in dealing with the cases of loss of EFT book by Divisional Office.

- (a) The staff, whose EFT book has been lost shall immediately issue XXR message on the same day to CTI at the base station, Division Office and Traffic Accounts Office, giving details of the lost book / foils.
- (b) On receipt of the message the Divisional Office shall arrange to notify the loss through Railway Gazette warning the staff to guard against the fraudulent use of missing tickets and to CCM and FA&CAO /T of all Railways including Home Railway to instruct the staff concerned to be on the lookout for the tickets in daily collection and to question the persons found in possession of such tickets as to source thereof and send a report of action taken and outcome within a month's time.
- (c) Apart from the above, a Committee should be constituted comprising ACM of the concerned Division and AAO of the Traffic Accounts Office who shall make arrangements to conduct enquiry based on FIR and relevant collateral evidence / documents to ascertain the cause of the loss. (Please refer to Commercial Circular no. 57 of 2007).
- (d) The committee shall examine the material on record including the outcome of the notification referred to in Para 2 above, service record of the employee concerned, his general performance including earnings during the last 3 years taking into account cases of short and delayed cash remittances and other irregularities.
- (e) Enquiry report of the committee should be put up to DRM within one month of its constitution.
- (f) However, if the enquiry establishes negligence on the part of the employee, action under D&AR for major penalty may be initiated. Recovery for the loss of the EFT book as assessed and advised by Traffic Accounts Branch may be ordered by the Divisional Office from the salary of the Employee within two months of the reported loss. D&AR action has no bearing on the recovery of the loss from the employee.

- (g) In case the report of the Enquiry Committee does not hold the employee responsible for the loss and the result of the enquiry shows that the tickets were lost due to fire, dacoits, floods, any other genuine cause, i, e, circumstances beyond the control of the employee, a proposal to write off the actual loss may be prepared by DRM and forwarded.
- (h) In case where EFT book / foils reported loss is subsequently found mis-used, the matter shall be reported to Traffic Accounts Office and debits shall be raised for the value of the lost tickets against the concerned staff besides taking him /her under D&AR suitably.

8. Checks to be exercised by TIAs

- (a) He /she shall check whether the TTEs, CTIs and Booking Clerks have taken action maintained records and submitted returns and statements as prescribed above.
- (b) He /she shall check, the amounts shown in the record foils of EFTs with the amount shown in the record copy of the summary of EFTs submitted with the monthly returns.
- (c) He /she shall check the amount shown in the record foils of EFTs with the amount shown in the CRM pasted or recorded on the back in the EFT foil where summary of the remittances is made.
- (e) He /she shall check from the CTI register that the completed EFT books having been received by CTI and are kept under safe custody.

9. Action by Traffic Accounts Office.

- (a) It shall check the continuity of the serial numbers of EFTs from the Accounts foil of the EFTs received with TTE's monthly returns.
- (b) It shall check if the returns have been received in time.
- (c) It shall check the serial number of the EFT books shown in the TTE's monthly returns with the dispatch advice of the Blank EFT books received from the printing press. The check should also include account of complete supply from printing press.
- (d) It shall check the totals of the amount collected against each EFT book and the totals of amounts remitted under the Money Receipts.
- (e) It shall check EFTs as per extent orders for correctness of charge. In case of any less collection, necessary Error sheets shall be raised.
- (f) It shall exercise necessary checks as provided for in the Code for the Accounts department.
- (g) It shall raise debits against the station for unaccounted EFTs at II class Mail /Express fare rates for the farthest station in the Foreign Railway.

This procedure office order is issued in supersession of the Joint Procedure Office order No.2009 issued vide letter No. C.568/TC/EFT/Policy/2008-2009 dated 03.06.2009. All the staff concerned to note and act accordingly.

VARIOUS TYPES OF CHECKS

Sl No	TYPE OF CHECK	OBJECTIVE	PLACE/DURATION	PROCEDURE	STATEMENTS	REMARKS
1.	Spot	To eradicate the TLT & to assess the percentage of TLT	Particular Station /Not less than 8 hours & upto 24 hours.	Census of passengers travelling by each train during the check along with the percentage of ticket less travelers is recorded	<ol style="list-style-type: none"> 1. Date, Station, & Duration. 2. No. of trains checked, No. of cases, & Amount realized. 3. No. of persons prosecuted. 4. No. of TTE/RPF/GRP participated. 5. CC of the train Actual No. of passengers travelling by each train & percentage of ticket less travelers. 	If the percentage of TLT is more than 3% , it is a BAD SPOT

2.	Concentrated sectional check	To determine the level of the section with the standard section in all purpose.	Particular section /Not less than 12 hours.	<p>Census of the trains is recorded Total train /Kms (i.e. Distance x No. of trains) is calculated. The average earnings per TTE per Km. is worked out and compared with the average earnings of regular TTEs working in the section .i.e.</p> $\text{Average earnings per TTE per Km} = \frac{\text{Fare} + \text{EC} + \text{UBL}}{\text{No. of TTE} \times \text{Train Kms.}}$	<ol style="list-style-type: none"> 1. Section Name & Duration. 2. No. of cases detected & Amount realized. 3. No. of persons prosecuted & its results. 4. Average earnings per TTE per Km. 5. No. of staff engaged and expenditure incurred. 	The average earnings of the TTEs are compared with the sectional TTEs and if the difference is considerably high it is declared as a BAD SECTION.

3.	Mobile check	To eradicate TLT & to give a surprise to the passengers as well as the train staff.	Wayside or Roadside stations . /Till the check is completed	The checking staff with RPF & GRP will reach the station by bus. Immediately on arrival one member will enter station masters office to ensure that the information is not leaked out. On arrival of the train the staff will enter each and every compartment from both sides without allowing anybody to escape and conduct the check. The books of the train staff and the contents in the BV will be checked.	<ol style="list-style-type: none"> 1. Date, Train No.& Station. 2. No. of cases detected & Amount realized. 3. No. of persons prosecuted & its results. 4. No. of staff engaged and expenditure incurred. 5. Percentage of TLT 	If the percentage of TLT is more than 5% it is a BLACK LISTED STATION.
4.	Ambush check	To eradicate TLT & to create moral fear among the Travelling public.	Mid section /Till the check is completed.	The train is stopped in the mid section by placing 3 detonators, 10 mts. Apart, at a distance of 1200 mts. Over BG & 800 mts. Over MG. Care should be taken that there are no Gang quarters within 50 mts. Radius. The entire staff will be hiding in bushes on either side of the track. One staff will display a red flag at the place where the train is to be stopped. As the train stops, the staff will enter each and every compartment from both sides, without allowing anybody to escape and conduct the check. The books of the	<ol style="list-style-type: none"> 1. Date, Train No. & Place of check. 2. No. of cases & Amount realized. 3. No. of persons prosecuted & its results. 4. No. of staff engaged and expenditure incurred. 	

				train staff and contents in the BV .will be checked. The in charge after satisfying that all his staff have boarded the train, will allow the train to proceed.		
5.	Magisterial check	To eradicate TLT & to create moral fear among the Travelling public committing various offences under the Railways Act	Station / Section any number of times in a month as per the programme given by the magistrate.	According to the programme, the squad move sin the section and conducts checks collecting the defaulters committing various offences. A number of staff will be authorized with a power of authority to file the charge sheets. The magistrate trials the cases and imposes penalty / punishments.	<ol style="list-style-type: none"> 1. No. of checks conducted 2. No. of cases deducted under various sections of RA. 	
6	Replacement Check	To eradicate TLT. To assess the efficiency of staff working. To fix or	Station / Section . 3 continuous days in a month	Fresh staff from other stations / sections is utilized replacing the regular staff working in the station / section. The check is conducted by strictly adhering the link programs of the station / section.	<ol style="list-style-type: none"> 1. Out ward and Inward figures of traffic. 2. Earnings of the staff 3. Sale of PF tickets 4. Comparative figures of the same date of the previous month 	

		re fix the target				
7	Fortress Check	To eradicate TLT and to educate the travelling public of correct usage of the Railways	Station 5 days / 7 days	The check is conducted with the help of voluntary organizations like Bharat Samaj sevak. Scouts & Guides, NCC, NSS. During the period of check, all the passengers are regulated through proper gates. The passengers are requested to form queue at the counter to purchase journey or PF tickets. Where ever foot over bridge is provided passengers are asked to make use of them, passenger carrying heavy luggages are directed to luggage office for booking. Passengers carrying bulky articles are advised to book it in the BV.	<ol style="list-style-type: none"> 1. Station and period of check 2. No. of cases deducted and amount realized 3. No. of persons prosecuted and its result. 4. No. of staff engaged. 	
8	Massive Check	Punitive, preventive and statistical	Junction station as base / 3 days.	This check is conducted by HQ squad and some times by CTI of Railway Board with assistance of GRP and RPF. A junction is selected as a base and the total staff are divided into a number of batches and utilized to work at station / section. Separate batches are formed to conduct mobile check and ambush check. Inward and outward figures of	<ol style="list-style-type: none"> 1. Date of checks, base station and sections conducted check. 2. No. of cases deducted and amount realized 3. No. of persons prosecuted and its result. 4. No. of staff engaged and amount of expenditure incurred. 5. Special occurrences if 	

				traffic and earnings of all stations in the section during the period of check, 3 days prior to and 3 days after the check with comparative figures of the same dates and month of the previous years are recorded.	any.	
9	CRB check	To eradicate TLT & to create moral fear among the Travelling public.	All over Indian Railways / for 96 hours	This check is conducted in the name of CRB. During the course of check, officers from all departments are deputed section wise, for supervising the check. At the end of every day, the excess fare earning figures are collected by the division from all sections and sent to Zonal Office from where a computed statement of the Zone is submitted to the Railway Board.	-	-

IRREGULAR TRAVEL

Travelling without ticket or pass or in contravention of the ticket or pass held is known as irregular travel. The different cases of irregular travel and the rules under which they are dealt are as follows.

S.No	Case	Rule
1	<i>Passenger detected travelling without a ticket / pass</i>	Fare + EC up to the point of detection and single fare onwards
2	<i>Passenger travelling without ticket but informs before being detected</i>	Fare + EC up to the point of detection and single fare onwards
3	<i>A child detected travelling without ticket</i>	Half Fare + EC up to the point of detection and Half fare onwards
4	<i>A child detected travelling without ticket with parent</i>	Half Fare + EC up to the point of detection and Half fare onwards as per the ticket of the parent
5	<i>Adult travelling on child ticket</i>	Difference of Fare + EC up to the point of detection and difference of fare onwards.
6	<i>Passenger found travelling without ticket in dining car</i>	First class Fare + EC up to the point of detection and removed from the dining car
7	<i>Passenger found travelling without ticket in workmen's train</i>	First class Fare + EC up to the point of detection
8	<i>Passenger found travelling without a proper authority in guards brake van /RMS compartment saloon / engine.</i>	First class Fare + EC up to the point of detection and removed from the Brake Van /RMS compartment /Saloon /Engine
9	<i>Passenger found on railway platform without platform ticket / journey ticket</i>	He should be removed from the railway premises and if refuses, to be handed over to RPF.
10	<i>Passenger found travelling by M/E holding ordinary ticket</i> a. <i>If informs before starting journey</i> b. <i>If detected</i>	a. Difference of fare only b. Difference of fare + EC upto point of detection and difference of fare onwards
11	<i>Passenger found traveling in a higher class holding lower class ticket</i>	Difference of fare between two classes upto the point of detection + EC and difference of fare onwards (if accommodation is available)
12	<i>Passenger found traveling by other than the booked route</i>	Difference of fare of the routes <u>without EC</u>
13	<i>Passenger found traveling beyond the booked destination</i>	Fare + EC beyond the booked destination upto the point of detection and single fare onwards

14	<i>Passenger found in a super fast train without a super fast surcharge ticket</i> a. <i>If boarded from the ticket issuing station</i> b. <i>If boarded enroute</i>	a. Super fast surcharge + EC b. Only super fast surcharge
15	<i>Passenger found traveling without ticket in a restricted train</i>	Fare up to the restricted point or up to the point for which the booking is open + EC
16	<i>Passenger holding short distance ticket found in a distance restricted train</i>	Fare up to the restricted point or up to the point for which the booking is open minus fare paid.
17	<i>Passenger found traveling in a higher class in a distance restricted train holding a lower class ticket</i>	Fare up to the restricted point or up to the point for which the booking is open minus fare paid + EC

II. Concession Ticket Holders

S.No	Case	Rule
1	<i>Concession / PTO holders travelling with un exchanged concessions</i>	Fare + EC up to point of detection and single fare onwards without concession
2	<i>Travelling in higher class holding lower class concession ticket</i>	Difference of fare of two classes treating the concession as fully paid + EC up to point of detection and difference of fare onwards
3	<i>Travelling by other than the booked route</i>	Fare + EC for that portion of journey not covered in the concession order
4	<i>Concession ticket holders travelling beyond the booked destination</i>	Fare + EC beyond the booked destination up to point of detection and single fare onwards

III. Railway Employees

1	<i>Travelling without ticket or pass</i>	Fare + EC up to point of detection and single fare onwards (Special report to controlling officer to be sent)
2	<i>Travelling in higher class</i>	Difference of fare + EC up to point of detection and difference of fare onwards (Special report to controlling officer to be sent)
3	<i>Travelling by other than the booked route</i>	Fare + EC for that portion of journey not covered in the pass
4	<i>Travelling beyond the booked destination</i>	Fare + EC for that portion of journey not covered in the pass

IV. Season Tickets

1	<i>Travelling in higher class</i>	Difference of fare + EC up to point of detection
2	<i>Travelling in other than the booked route</i>	Fare + EC up to point of detection and single fare onwards
3	<i>Travelling beyond the destination</i>	Fare + EC beyond the booked destination up to the point of detection and single fare onwards
4	<i>Travelling by restricted / super fast express train</i>	Fare + EC beyond the booked destination up to the point of detection and single fare onwards
5	<i>Travelling in reserved coaches</i>	Fare + EC up to point of detection and detained
6	<i>Travelling without proper identity card</i>	Fare + EC up to point of detection and single fare onwards
7	<i>Travelling on unsigned season ticket</i>	Fare + EC up to point of detection and detained
8	<i>Travelling on date expired season ticket</i>	Fare + EC up to point of detection and single fare onwards for that journey only
9	<i>Travelling on consecutive season tickets</i>	Fare + EC up to point of detection and single fare onwards (One season ticket is forfeited)

PROCEDURE ORDER FOR HAND HELD TERMINALS FOR TTEs

A. Salient features of Reservation Rules

1. A Passenger can secure reservation as per ARP of the train from any PRS Counter or through IRCTC Website or through an authorized agent of IRCTC.
2. Reservation charts are prepared at least 4 hours before the sch.dep of the train. Thereafter, the available accommodation is open for booking across PRS Counters as well as on internet till preparation of second reservation chart. The timings of preparation of second reservation chart are decided by Zonal Railways depending upon the distance of the charting location and the platform from which the train is scheduled to depart. This time can be between 30 minutes and 5 minutes before the scheduled/re-scheduled time of departure of the train. If second reservation charts are not taken out up to 5 minutes before the scheduled /rescheduled departure of the train, system will automatically finalize the charts and vacant accommodation is transferred to the next remote location.
3. A consolidated report called as Captaincy Report on Coach-wise non-turned up passengers, vacant accommodation, any other instance worth reporting like deficient coach fittings, etc., obtained from each TTE, is to be submitted by the Train Superintendent/Captain of the train at the TTEs Lobby.

B. Existing manual procedure vis-à-vis proposed procedure for checking of Reserved Passengers through HHT by the TTEs:

C.

SL.NO	(EXISTING MANUAL PROCEDURE)	(PROPOSED PROCEDURE FOR HHT APPLICATION)
	REPORTING FOR DUTY AND SIGNING-ON FOR DUTY	
	The train manning TTEs report at the TTEs Lobby for duty. Signing- on is done in the signing-on register manually by each TTE.	TTEs will report for duty at the TTEs Lobby. The TTE will sign-on in the TTE Lobby application as well as in manual register.
	DECLARATION OF PRIVATE CASH.	
	TTE declares his private cash in the private cash register as well as on EFT Book.	TTE will declare his private cash in the TTE Lobby application as well as on the EFT Book. Personal details of the TTE including the Private cash declared at the time of Sign on Duty in TTEs Lobby application will also get reflected in the HHT Device of the concerned TTE.
	ALLOCATION OF COACHES	
	Conductor/Captain/TS allocates coaches to the TTEs and in some	Conductor/Captain of the train will assign Coach Numbers to the respective

	<i>Railway, Coaches are allocated by the CTI/Roaster.</i>	<i>TTEs in TTE Lobby application. TTEs shall ensure that their correct Ids/Name are fed in the system as it in turn would have direct bearing in performing the duty on the assigned train and also preparation of TA and Night Duty Allowance etc. In the event of last minute non-turning up of any TTE or replacement thereof, Train Supdt./Captain of the train will be able to re-assign the Coaches and/or replace the name of the non-turned up TTE with the one performing duty in lieu thereof in the HHT device. It will in turn update the position in the TTEs Lobby application.</i>
	Handing over of Charts	
	<i>Reservation charts for each coach are delivered to the respective TTE including the 2nd chart.</i>	<i>TTEs will download reservation charts of their assigned coaches/train onto the HHT after the second charting is completed using either GPRS SIM's on their HHT devices or through Wi-Fi in the Lobby.</i> <i>The cancellations of reservations made after downloading the charts onto the HHT device will also get reflected on the HHT on an hourly basis and name of the passenger will be shown in red.</i>
	Checking the Coaches	
	<i>TTE checks the turned up passengers as per the PNR Number indicated on the Ticket & Passenger ID and match the particulars with the reservation chart. Passengers having correct ticket & ID particulars are marked as round on the reservation chart.</i>	<i>After physical verification of passenger as per the PNR and ID, TTE will mark presence/turned up status of the passenger in the reservation chart available in the HHT.</i> <i>TTE will mark turned up/non-turned up status in HHT as per actual available number of passengers against the booked PNR numbers.</i>
	Allotment of Vacant Berths and Preparation of Captain's report	
	<i>Vacant berths after chart preparation are transferred to next remote location. The TTE can allot such berths only up to the next remote location</i>	<i>Vacant accommodation, if any after preparation of second reservation chart would implicitly get transferred to the next remote location. TTEs on train can book such vacant accommodation up to next remote location.</i>
	<i>The berths vacant due to non-turn up of passengers are allotted to RAC/Partially Waitlisted passengers on priority up to the</i>	<i>Accommodation found vacant due to non-turning up of passenger can be re-allotted by ticket checking staff only up to destination station of the non-turned</i>

	<p><i>destination station of NT passenger.</i></p>	<p><i>up passenger or up to next remote whichever is later.</i></p> <p><i>Allotment can be made in the following order i.e., first to RAC and then to partially waitlisted passengers.</i></p>
	<p><i>There is no provision for communication of vacant berths between the two TTEs of same train.</i></p> <p><i>Details of the non-turned up passengers and finally vacant accommodation after accommodating RAC/Waitlisted passengers on board in train is prepared by each TTE including any other matter worth reporting made over to the Captain of the train.</i></p> <p><i>Train Captain consolidates such details in the Captain's Report and makes over at the TTE's Lobby of the duty completion beat.</i></p> <p><i>In case the duty completion beat station happens to be the train destination station, the reservation charts of the all the coaches are to be deposited at the TTEs lobby along with the Train Captains Report.</i></p>	<p><i>After accommodating all RAC/Partially Confirmed passengers, the TTE will send communication electronically through HHT to the Conductor/Captain regarding the remaining vacant accommodation if any:</i></p> <ol style="list-style-type: none"> <i>Vacancy in the final reservation chart and/or</i> <i>Non- turning up of passengers.</i> <p><i>The TTEs will also send communication to the Conductor/Captain of the train electronically through HHT device regarding the details of RAC/Partially waitlisted passengers left unadjusted in his/her coaches due to non-availability of vacant accommodation.</i></p> <p><i>Allotment of vacant accommodation to the left over RAC/Partially waitlisted passengers as per the priority will be done by the Conductor/Captain of the train based on final vacancy position of the coaches manned by all the TTEs of his/her team, through HHT device.</i></p> <p><i>A prompt of such allotment will pass from the HHT device of Conductor/Captain of the train to HHT device of concerned TTE in whose coach the passenger is presently seated/available so that he may guide the concerned passengers to shift to the coach where accommodation has been allotted to them.</i></p> <p><i>The TTE of the coach in whose coach the passengers got shifted will mark them turned up/non-turned up in the HHT device. Thereafter the TTE will send the final vacancy position to the Conductor/Captain of the train for consolidation of the vacancy position.</i></p> <p><i>Subsequently, any accommodation left vacant can be allotted to WT & travel authority holders (Pass, warrant) by the ticket checking staff. However,</i></p>

		<p>accommodation found vacant due to non-turning up of passenger can be re-allotted by ticket checking staff only up to destination station of the non-turned up passenger or up to the next remote whichever is later.</p> <p>Conductor/Captain of the train will communicate to the next Remote location through HHT device/PRS server. Finally consolidated class-wise and coach-wise vacant accommodation, which in turn would update the regular current vacancy availability position of the next remote location and will update the waitlisted passengers implicitly at that very time and also at the time of preparation of final reservation charts of that remote location.</p> <p>After transferring the vacancy position to PRS of the next remote location, TTE of the train will not be allowed to book such vacant accommodation to passenger beyond the next remote location.</p> <p>The HHT device will also have the following provisions-</p> <ol style="list-style-type: none"> Shifting of passenger from one berth to another in same or other coach. In case of late boarding, change/modification in chart in regard to actual boarding point. Change of destination, in the event of alighting of passengers short of booked destination.
	EDR REPORT	
	of non-turned up passengers is fed in Web Enabled Coaching Refund System's (WECRS) EDR Module for updating of EDR which in turn facilitates in grant of refund on unused reserved tickets.	List of Non-turning up passengers would implicitly update the EDR status in Coaching Refund Application as HHT application is also integrated with the Web Enabled Coaching Refund application for auto-up dation of EDR which in turn will facilitate grant of refund on untraveled tickets. There will be no need to prepare EDR.
	Other Features of HHT	
	TTE of the coach can also communicate to the conductor regarding :	

	<ul style="list-style-type: none"> a. No water in any coach. b. No electricity in any Coach. c. Deficient Coach Fittings. d. Non-supply of bed rolls. e. Toilet/Coach requiring cleaning. f. Patient Passenger requiring health care, etc.,
	<p><i>In the event of communication/device failure, the following procedure will be observed-</i></p> <ul style="list-style-type: none"> a. <i>The charts of all coaches are visible on the device of all the Captain/TSs/TTEs, though, they may only work on the charts pertaining to the coaches manned by them. Data once synced, is updated on devices of all Captain/TSs/TTEs.</i> b. <i>In case of failure of one device, the synced information is available on other devices on the train. The captain of the train may reassign the coaches of the failed device to some other TTEs/Devices.</i> c. <i>In case the Captain's device fails, he can take over the device of any other TS/TTE by signing on the device with his ID.</i> d. <i>A toll free number shall be provided at the Help Desk manned round the clock to assist all the HHT users in the event of any sort of failure or device becoming faulty which will be attended to if possible through remote connectivity using GPRS enabled SIM and if that is not possible then at the lobby where the TTE is signing off.</i>
	<i>The functionality of Excess Fare Ticket (EFT) Generation and enabling payments through POS Machine will be incorporated in the Phase-II of the HHT for TTEs project.</i>
	<i>Possession/Handling of HHT and Codal Life</i>
	<i>Each TTE and Train Supdt./Captain will be provided with a HHT device as his/her personal equipment on trains. In case the staff is expected to be away from duty for longer period the device shall be deposited with the lobby in-charge.</i>
	<i>Procedure to deal with the loss of HHT Device</i>
	<ul style="list-style-type: none"> i. <i>The Staff whose HHT device has been lost will immediately report the same to the CTI/In charge and will register FIR at the nearest police station.</i> <p style="text-align: center;"><i>CTI/In charge shall ensure that the lost device/devices are made inoperative with immediate effect in co-ordination with CRIS.</i></p> <ul style="list-style-type: none"> ii. <i>The Divisional office will shall arrange to notify the loss through Railway Gazette.</i> iii. <i>The staff will have to submit the following cost of HHT device:</i> <ul style="list-style-type: none"> a. <i>Lost during 1st Year - 80% of the Cost</i> b. <i>Lost during 2nd Year- 60% of the Cost</i> c. <i>Lost during 3rd Year- 40% of the Cost</i> d. <i>Lost during 4th Year- 30% of the Cost</i> e. <i>Lost after 4th Year - 20% of the Cost</i>

	<p>iv. <i>In addition to the cost of the device, a committee should be constituted comprising of ACM of the concerned division and AAO from Traffic Accounts Office who shall make arrangement to conduct enquiry based on FIR and relevant collateral 3evidence/documents to ascertain the cause of loss.</i></p> <p>v. <i>The committee shall examine the material on record including outcome of the gazette notification, service record of the employee during the last three years taking into account the irregularities committed by him.</i></p> <p>vi. <i>Enquiry report of the committee should be put up to DRM within one month of its constitution. In case negligence is established on part of the employee, major penalty D&AR action shall be initiated.</i></p>
	<p><i>There shall be a warranty of 03 years on the device with two years extended warranty. Provision shall also be made to rectify the failure/faulty HHT device of any TTE at the TTE's Lobby where the concerned TTE will approach for Sign off. The concerned TTEs will deposit the faulty HHT device in the lobby (TTEs HQ) at the time of Signing off. If fault arises on a moving train, the concerned TTE will hand over the device in the lobby (TTE HQ) at the time of Signing off. A complaint will be registered with the Helpdesk/directly to the vendor who will collect and repair/replace the faulty device within 24 hours as per the conditions of procedure framed for repair of faulty HHTs.</i></p>

Extension of Journey tickets

- i. If a passenger approaches the Railway Ticket checking staff for extension of journey either before the termination of booked journey or after the completion of the booked journey he should be issued an EFT for the extended portion without giving the benefit of telescopic rates. The actual fare due for the extended portion of the journey should be collected and the authority for the previous journey (namely Printed card ticket, BPT, EFT, passenger foils of concession voucher etc.) should be duly quoted on the EFT for the extended portion.
- ii. In the case of a combined ticket issued for a group of passengers when one or more members of the party break their journey at some station and the others want to continue their journey, free EFT may be given for both the sub-groups after collecting the original ticket and making endorsement on both the free EFTs indicating the details of the original ticket including the name of the station of issue. Similar cross reference should also be given on the original collected ticket and also about the free EFT issued.
- iii. when the party wants extension of journey also along with splitting of ticket, at the time of making a request for split ticket(s), the original ticket should be collected and two or more free EFTs should be issued for the sub-groups, the sub-group which wants journey extension ticket will be issued an EFT and the amount corresponding to the

difference between the fares due for the new destination and the fare already realised for the passengers travelling on this ticket should be collected in accordance with the sub rule (i) above .The particulars of the original ticket showing the full details should be entered on the EFTs.

The Ministry of Railways have decided that the original ticket may not be collected in case the passenger approaches the TTE for extension of journey ticket before or after termination of the booked journey. However in case of split tickets, the original ticket will continue to be collected by the Ticket checking staff and sent to the Traffic Accounts Office.**(TRC No. 03 OF 96)**

Free EFT is issued under following circumstances.

<i>S.No</i>	<i>Case</i>	<i>Action to be taken</i>
1	<i>When a high official is detected with un-exchanged HOR</i>	<i>HOR is to be collected and handed over in booking office. Cost of the entire journey is shown as value of the voucher. No Excess Charge is collected. Amount to be shown in the EFT. EFT particulars to be written on both the portions of HOR. Journey portion is given to the passenger along with EFT.</i>
2	<i>When Military personnel are detected with un-exchanged Warrants IAF 1752/ IAF 1707 along with Guard Certificate</i>	<i><u>1752:</u> Fare for the entire journey is to be collected and shown in the EFT. Upper portion is collected and lower portion is handed over to the passenger along with EFT. Upper portion is handed over in the booking office as Voucher. <u>1707:</u> Fare for the entire journey is to be calculated and shown in the EFT. The entire warrant is collected and handed over in the booking office as voucher.</i>
3	<i>When a passenger is detected with mismatched UTS/PRS tickets and tickets with double numbers</i>	<i>The ticket is collected and a Free EFT is issued to the passenger Up to destination. The collected tickets are sent to DCM's office.</i>

4	<i>When there is a suspicion that a Pass holder is misusing the Pass</i>	<i>The pass is to be confiscated. A free EFT is issued up to the destination with Break Journey points as mentioned in the original pass. A separate free EFT is given for return journey with mentioned Break Journey points. The confiscated pass is sent to the DCM's office and a report is sent to the Controlling officer and FA & CAO</i>
5	<i>Concession holder traveling in shorter route</i>	<i>Ticket is collected and a free EFT is issued Up to destination.</i>
6	<i>When some passengers in a combined PNR of a PRS ticket want to terminate their journey short of reserved destination</i>	<i>Separate free EFTs are issued to individual passengers. Original PRS ticket is collected. Cross reference of PNR number on EFTs and EFT numbers on PRS tickets are mentioned. Collected PRS ticket is sent to accounts office along with concerned EFT foils.</i>
7	<i>When tickets are left behind (GIMLET)</i>	<i>When passengers leave their reserved tickets behind, the Station Manager concerned on finding/getting such tickets will send a control message through control phone or any other mode of communication, free of charge to the nearest convenient station giving the details of the tickets viz, PNR Number, Coach Number, Berth/Seat, Class, Station from Station to and the name of the passenger if known. The Station Master of the message sending station will ensure that the message has reached at the desired destination. The Station Master of the station to whom the message has been communicated will on receipt and the authority of this message, issue a free excess fare tickets to destination and hand it over to the passenger. The Station Master of the station, where the left behind tickets are found made available, will cancel the original tickets and submit the same along with his report to the Traffic Accounts Office,. A copy of the report should also be sent to Senior Divisional Commercial Manager/ Divisional Commercial Manager.</i>

CARRIAGE OF PASSENGERS IN BRAKE VANS OF PASSENGER AND GOODS TRAINS.

- (a) Passengers must not be allowed to travel in brake vans of passenger trains except in the case of railway officers and staff, and others travelling on duty and holding railway passes authorising them to so travel.
- (b) Station Masters may, however, permit travel in brake vans of goods trains in the following cases:
 - (i) members of the public holding a certificate from the Station Master showing that their need is urgent.
 - (ii) Magistrates and other Government Officials belonging to the Civil and Railway Police, Posts and Telegraphs Department, Excise and Forest Departments, etc., whose duties render it necessary to travel by goods train: in such cases the railway administration may require the production of a certificate or other suitable evidence from them to establish the identity of Government Officials.
 - (iii) railway officers and staff holding passes authorizing them to travel in brake vans of goods trains; and
 - (iv) Government Officials belonging to other departments, in emergent cases, when travelling on duty.
- (c) When permission to travel in brake vans of goods trains is granted in the cases referred to in (b) (i), (ii) and (iv) above, the passengers will be required to purchase first class tickets and also warned that the railway is relieved of all responsibility for any injury or damage that may be caused to them as a result thereof. Each of the passengers permitted to travel in the brake van of a goods train will execute an indemnity note, a specimen of which is given below.

(Specimen form of Indemnity Note)

"To The President of India In consideration of your having granted me special permission to travel from to..... in the brake van of the goods train No.....of the Railway, I do hereby undertake and agree that the President of India, his servants and agents shall be free from all responsibility and shall not be liable for any delay or for any injury including injury resulting in death or loss to me or to my property of any kind whatsoever either belonging to me and/or accompanying me however occasioned during the journey for which the special permission is granted. I hereby undertake that I shall not interfere with or obstruct the Guard of the train in the performance of his duties and shall also obey all directions which the said Guard may give me. The stamp duty payable in respect of this instrument shall be borne by the Government.

Date.....
Signature.....
Place.....
Designation.....
Full Postal Address.....

Accepted
For and on behalf of the President of India

.....
The indemnity note after execution will be submitted to the Station Master on duty at the station before commencing the journey who will accept it under his dated signature and keep it as record.

(d) On controlled sections, the Station Master must obtain permission of the Deputy Chief Controller before giving permission to any person to travel in the brake van of a goods train. On non-controlled sections the Station Master on duty may exercise his discretion and grant such permission where considered necessary. It should, however, be noted that permission to travel in the brake van of a goods train should be granted only in exceptional emergent circumstances and not as a matter of routine.

Special permission may, in normal circumstances, be given only when no suitable passenger train is available.

(e) The number of persons permitted to travel in the brake van of goods train in addition to the Guard should not exceed five. Lady passenger and minor shall not be allowed to travel in the brake vans of goods or passenger trains. This, however, does not refer to cases of injured women being carried to a station for Medical Assistance.

Note. In the case of Government Officials, railway administration may permit travel in brake van of goods train on recovery of fares lower than first class i.e. second class fares in accordance with any practice in force over that railway.

PROHIBITION OF CARRIAGE OF DANGEROUS AND EXPLOSIVE GOODS IN PASSENGER COMPARTMENTS

Ticket Checking Staff by the trains should watch for any Dangerous goods and explosives by the trains. If any such articles are found immediately should call for GRP/RPF.

Rules contained in Coaching Tariff Part I (Volume-I) regarding booking of Explosive, Dangerous, Inflammable articles, empty gas cylinders, dry grass and leaves, waste paper, acids, corrosive substances enumerated in the Red Tariff must not be booked as luggage by passenger trains. Dangerous articles, such as explosives of any variety including fireworks, inflammable materials such as oil, grease, ghee, paint, dry grass and leaves of any variety, waste papers, acids and other corrosive substances are prohibited to be carried by any person in the compartment.

Rules regarding booking and carriage of any type of explosives and inflammable materials including LPG cylinders, kerosene stoves, etc., other than those required for security purposes or by the armed forces, by any passenger carrying train must be strictly enforced.

System for lodging of FIR in case of Theft / Robber / Dacoity.

System for lodging of FIR in case of Theft/Robbery/Dacoity. In case of theft of luggage, robbery/dacoity in running trains, a passenger can approach train conductor/coach attendants/guards or GRP/RPF escort. They will give 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. The passenger need not break his journey to lodge a complaint with the police. The passenger can also approach the RPF Assistance Posts at major railway stations for any assistance in lodging the complaint.

(See FIR Form Below)

FORM FOR LODGING OF FIR / COMPLAINT IN CASE OF THEFT / ROBBERY / DACOITY

Form to lodge First Information Report / complaint to Police are now available with Coach Attendants, Conductors, Guards, Railway Protection Force (RPF) and Train escorts in running train and with RPF assistance posts, RPF posts in important Railway stations. The affected passengers are requested to fill in the forms with relevant information and hand over to the above mentioned Railway officials /RPF personnel. The same shall be promptly forwarded to the Government Railway Police (GRP) concerned for registration and further action. Passengers are not required to break their journey for lodging their report with the Police.

FORM FOR LODGING OF FIR/COMPLAINT IN CASE OF THEFT/ROBBERY/ DACOITY

Sl.no. _____ copy of: GRP /RPF/complaint

Train no.:_____ Date: _____

Date and time of report: _____

Place:_____

O1. Complainant /Informant

- a. Name : _____
- b. Father / Husband's name : _____
- c. present address : _____
- d. Nearest railway station to the above address : _____
- e. Telephone no. (P&T / mobile): _____
- f. Date of birth / age : _____
- g. Nationality : _____
- h. Occupation : _____

O2. Train / Place

- a. Train no. & name : _____ Date of journey _____
- b. class : _____ Bogie no. _____
- c. PNR no : _____ Ticket no. _____
- d. Berth no. /seat no. : _____ e. No. of passengers in that To _____
- f. from /boarding _____ / destination _____

O3. Details of Occurrence

- a. Date of occurrence: _____
- b. Place of occurrence: _____
- c. Place where the complainant detected the occurrence: _____
- d. Name of stations between which the occurrence took place : _____

e. Nature of crime (Theft /Robbery / Dacoity etc)

: _____

f. Particulars of property lost with approx. cost, if any, description
(attached separate sheet, if any) _____

04. Suspects / Criminals

a. Name of persons suspected with name and address (if known): _____

b. Station where the suspect entrained : _____

c. Station where the suspect detrained : _____

d. Station where the suspect wanted to go : _____

e. No. of suspects / criminals : _____

f. Type of arms being carried /used : _____

g. Description of suspect / criminals (attach separate sheet, if any): _____

h. Modus operandi of the Suspect / criminals: _____

05. Witness / co-passengers

a. Name: _____ Male /Female : _____

b. Father's /Husband's name : _____

c. Present address : _____

d. Nearest Railway station to the above address _____ Telephone no. _____

e. Date of Birth /age. _____ Ticket no. _____

f. PNR no. _____ Bogie No. _____

g. Berth /seat no. _____

h. From /Boarding _____ To /destination _____

06. Particulars of property looted from Co-passengers, if any : _____

**07. Did you inform Railway officials / Escort party accompanying the train
about the incident, if so, did they help and take prompt action**

a. Name of the stations where you informed the train guard/ conductor
/TTE /attendant _____

b. Name of the persons informed (w.r.t. 07a) _____

08. Brief facts of the incidents (attach separate sheets, if any) _____

Signature with Name & Designation of the official who received the report

Signature of the complainant

Date and time of receipt _____

RAILWAYS ACT 1989 - IMPORTANT SECTIONS

CARRIAGE OF PASSENGERS (Statutory obligations of the Railways):

Section – 49: *Exhibition of certain timings & tables of fares at station*

- A table of times of arrival and departure of trains which carry passengers and stop at that station.
- List of fares from such stations to other stations as it may consider necessary.
- Lowest ticket should be printed in three languages.
- Particulars should be shown on the tickets.

Section – 50: *Supply of tickets on payment of fares*

Any person desirous of travelling on a railway shall upon payment of the fare be supplied with a ticket which shall contain the following particulars

- Date of issue
- Class of carriage
- Place from and place to
- Amount of fare

The railway shall display the hours during which booking windows at a station are kept open.

In case of lowest class of carriage, Class of carriage and Place from & to be printed in Hindi, English and regional language. In other class of carriage in Hindi and English.

Section - 51: *Provision for case in which ticket is issued for class or train not having accommodation for additional passengers*

- When a ticket is issued it is deemed that accommodation is available in the class of carriage and train for which the ticket is issued.
- If no accommodation is available in the class of carriage for which a ticket is issued and the passenger travels in lower class, he shall on returning the tickets be entitled to a refund.

Section – 52: *Cancellation of ticket and refund*

If a ticket is returned for cancellation, the Railway Administration shall grant refund as per rules.

Section – 53: *Prohibition against transfer of certain tickets*

A ticket issued in the name of a person, shall not be transferred to another person. Mutual transfer of seat / berth by passengers travelling by the same train is permitted. However transfer of tickets in certain cases will be permitted by railways.

Section – 54: *Exhibition & surrender of pass / ticket*

Every passenger on demand should exhibit pass / ticket and surrender the pass / ticket on completion of journey.

Section – 55: *Prohibition against traveling without pass or ticket*

No person shall enter or remain in carriage without pass or ticket or guard certificate.

Section – 56: *Power to refuse to carry persons suffering from infectious or contagious diseases*

Person suffering from such infectious or contagious diseases shall not enter or remain in any carriage in a railway or travel in train without the permission of a railway servant authorized in this behalf.

Section – 57: *Maximum number of passengers for each compartment*

Shall be earmarked and stenciled in each passenger carrying compartment.

Section -58: *Earmarking of compartment for ladies*

A separate compartment shall be earmarked for ladies by every passenger carrying train and also required number of berths / seats earmarked for travel of ladies.

Section - 59: *Communication between passengers and railway servant in charge*

A railway administration shall provide communication in every passenger carrying train between the passengers and the railway servant in charge of the train.

Penalties and offences:

Section 137:*Fraudulently traveling or attempting to travel without proper ticket or pass.*

- Enters or remains in any carriage on a railway or travels in a train in contravention of section 55 or
- Uses or attempts to use a single pass or a single ticket which has already been used on a previous journey, or in the case of a return ticket, a half thereof which has already been so used.
 1. He shall be punished with imprisonment for a term which may extend to 6 months or with a fine which may extend to Rs.1000/- or with both.
 2. In absence of adequate reasons such punishment shall not be less than a fine of Rs.500/-
 3. He shall be liable to pay the excess charge also.
 4. The excess charge shall be a sum equal to the fare payable subject to minimum of Rs. 250/- which ever is more.
 5. In default of payment of any fine, shall suffer imprisonment extend up to 6 months.

Section 138: *Levy of excess charge and fare for travelling without proper pass or ticket or beyond authorized distance.*

- Being in or having alighted from a train fails or refuses to present for examination or to deliver his pass or ticket immediately on a demand being made therefore under section 54 or
 - Travel in a train in contravention of the provisions of section 55.
1. He shall be liable to pay on the demand the excess charge, in addition to the fare. (Either from train starting station or from the last ticket checking point which ever is nearer)
 2. The excess charge shall be a sum equal to the fare payable subject to minimum of Rs. 250/- which ever is more.
 3. In default of payment of any fine, shall suffer imprisonment which may extend up to one month but not less than 10 days.
 4. Any sum recovered under this section will be paid to railway administration.

Section 139: *Power to remove persons.*

- Any person failing or refusing to pay fare and the excess charge referred to in section 138 may be removed by any authorized railway servant.
- He may call to his aid any other person to effect such removal.
- However, nothing in this section precludes a passenger removed from a higher class from continuing his journey in carriage of a class for which he holds a pass or ticket.
- A woman or a child if unaccompanied by a male passenger shall not be removed except either at the station from where she commences journey or at a junction station or terminal station or at headquarters of a civil district and such removal shall be made only during the day.

Important penalties and offences:

<i>Section</i>	<i>Reason</i>	<i>Penalty</i>
137	Fraudulently travelling or attempting to travel without proper pass or ticket	Fine up to Rs.1000/- or imprisonment up to 6 months or both
138	Travelling without proper pass or ticket or travelling beyond the authorized distance.	Levy of fare + excess charge
139	Persons failing or refusing to pay the fare and the excess charge as per section 138	Will be detained
141	Needlessly interfering with means of communication in a train	Fine upto Rs.1000/- or imprisonment upto 1 year or both
142	Transfer of tickets without business motive	Fine up to Rs.500 or imprisonment upto 3 months or or both
143	Unauthorized carrying on of business of procuring and supplying of railway tickets.	Fine upto Rs.10,000/- or imprisonment upto 3 years or both.
144	Prohibition on hawking , begging etc.	Fine upto Rs.2000/- or imprisonment upto 1 year or both
145	Drunkenness or nuisance	First offence: Fine upto Rs.100/- . Subsequent offence: Fine upto Rs.250 or imprisonment upto 1 month or both.
157	Altering or defacing pass or ticket.	Fine upto Rs.500/- or imprisonment upto 3 months or both.
162	Male traveling in ladies compartment	A fine up to Rs. 500/-
164	Unlawfully bringing dangerous goods into railway premises.	Fine upto Rs.1000/- or imprisonment upto 3 years or both.
165	Unlawfully bringing offensive goods into railway premises.	Fine up to Rs.500/- and shall also be liable for any loss, injury or damage caused by bringing such goods
167	Prohibition of smoking	Fine upto Rs. 200/-

COGNIZABLE AND NON-COGNIZABLE OFFENCES

Classification of Crimes.

The Criminal Procedure Code (Cr.P.C.) classifies all the crimes into two categories: (i) Cognizable and (ii) Non-Cognizable.

A Cognizable offence or case is defined as the one which an Officer in-charge of a Police Station may investigate without the order of a magistrate and effect arrest without warrant. The Police have a direct responsibility to take immediate action on the receipt of a complaint or of credible information in such crimes, visit the scene of the crime, investigate the facts, apprehend the offender and arrange him before a Court of Law having jurisdiction over the matter.

Non-Cognizable crimes are defined as those which cannot be investigated by police without the order of a competent magistrate. The Police do not initiate investigation in Non-Cognizable crimes except with magisterial permission.

Section	Topic
137	<i>Fraudulently travelling or attempting to travel without proper pass or ticket.</i>
138	<i>Levy of excess charge and fare for travelling without proper pass or ticket or beyond authorized distance</i>
139	<i>Power to remove persons</i>
140	<i>Security for good behavior in certain cases</i>
141	<i>Needlessly interfering with means of communication in a train</i>
142	<i>Penalty for transfer of tickets.</i>
143	<i>Penalty for un-authorized carrying on of business of procuring and supplying of railway tickets.</i>
144	<i>Prohibition on hawking, etc., and begging</i>
145	<i>Drunkenness or nuisance.</i>
146	<i>Obstructing railway servant in his duties</i>
147	<i>Trespass and refusal to desist from trespass.</i>
150	<i>Maliciously wrecking or attempting to wreck a train.</i>
151	<i>Damage to or destruction of certain railway properties.</i>
152	<i>Maliciously hurting or attempting to hurt persons travelling by railway</i>
153	<i>Endangering safety of persons travelling by railway by willful act or omission</i>
154	<i>Endangering safety of persons travelling by railway by rash or negligent act or omission.</i>
155	<i>Entering into a compartment reserved or resisting entry into a compartment not reserved.</i>
156	<i>Travelling on roof, step or engine of a train</i>
157	<i>Altering or defacing pass or ticket.</i>
159	<i>Disobedience of drivers or conductors of vehicles to directions of railway servant, etc.</i>
162	<i>Entering carriage or other place reserved for females</i>
164	<i>Unlawfully bringing dangerous goods on a railway</i>
165	<i>Unlawfully bringing offensive goods on a railway</i>
166	<i>Defacing public notices</i>
167	<i>Smoking.</i>
172	<i>Penalty for intoxication</i>
174	<i>Obstructing running of train, etc.</i>

179. Arrest for offences under certain sections.—

(1) If any person commits any offence mentioned in sections 150 to 152, he may be arrested without warrant or other written authority by any railway servant or police officer not below the rank of a head constable.

(2) If any person commits any offence mentioned in sections 137 to 139, 141 to 147, 153 to 157, 159 to 167 and 172 to 176, he may be arrested, without warrant or other written authority, by the officer authorised by a notified order of the Central Government.

(3) The railway servant or the police officer or the officer authorised, as the case may be, may call to his aid any other person to effect the arrest under sub-section (1) or sub-section (2), as the case may be.

(4) Any person so arrested under this section shall be produced before the nearest Magistrate within a period of twenty-four hours of such arrest excluding the time necessary for the journey from the place of arrest to the court of the Magistrate.

180. Arrest of persons likely to abscond, etc.—

(1) If any person who commits any offence under this Act, other than an offence mentioned in sub-section (2) of section 179, or is liable to pay any excess charge or other sum demanded under section 138, fails or refuses to give his name and address or there is reason to believe that the name and address given by him are fictitious or that he will abscond, [the officer authorised may arrest him without warrant or written authority.

(2) The officer authorized may call to his aid any other person to effect the arrest under sub-section (1).

(3) Any person arrested under this section shall be produced before the nearest Magistrate within a period of twenty-four hours of such arrest excluding the time necessary for the journey from the place of arrest to the court of the Magistrate unless he is released earlier on giving bail or if his true name and address are ascertained on executing a bond without sureties for his appearance before the Magistrate having jurisdiction to try him for the offence.

(4) The provisions of Chapter XXIII of the Code of Criminal Procedure, 1973 (2 of 1974), shall, so far as may be, apply to the giving of bail and the execution of bonds under this section.

180A. Inquiry by officer authorised to ascertain commission of offence.—For ascertaining facts and circumstances of a case, the officer authorised may make an inquiry into the commission of an offence mentioned in sub-section (2) of section 179 and may file a complaint in the competent court if the offence is found to have been committed.]

180B. Powers of officer authorised to inquire.—While making an inquiry, the officer authorised shall have power to,—

- (i) summon and enforce the attendance of any person and record his statement;
- (ii) require the discovery and production of any document;
- (iii) requisition any public record or copy thereof from any office, authority or person;
- (iv) enter and search any premises or person and seize any property or document which may be relevant to the subject-matter of the inquiry.

180C. Disposal of persons arrested.—Every person arrested for an offence punishable under sub-section (2) of section 179 shall, if the arrest was made by a person other than the officer authorised, be forwarded, without delay, to such officer.

180D. Inquiry how to be made against arrested person.—

(1) When any person is arrested by the officer authorised for an offence punishable under this Act, such officer shall proceed to inquire into the charge against such person.

(2) For this purpose, the officer authorised may exercise the same powers and shall be subject to the same provisions as the officer in charge of a police station may exercise and is subject to the provisions of the Code of Criminal Procedure, 1973 (2 of 1974), when investigating a cognizable case: Provided that—

(a) If the officer authorised is of the opinion that there is sufficient evidence or reasonable ground of suspicion against the accused person, he shall either admit him to bail to appear before a Magistrate having jurisdiction in the case, or forward him in custody to such Magistrate;

(b) If it appears to the officer authorised that there is no sufficient evidence or reasonable ground of suspicion against the accused person, he shall release the accused person on his executing a bond, with or without sureties as the officer authorised may direct, to appear, if and when so required, before the Magistrate having jurisdiction.]

180E. Search, seizure and arrest how to be made.—All searches, seizures and arrests made under this Act shall be carried out in accordance with the provisions of the Code of Criminal Procedure, 1973 (2 of 1974), relating respectively to searches and arrests made under that Code.

180F. Cognizance by Court on a complaint made by officer authorised.—No court shall take cognizance of an offence mentioned in sub-section (2) of section 179 except on a complaint made by the officer authorised.

180G. Punishment for certain offences in relation to inquiry.—Whoever intentionally insults or causes any interruption in the inquiry proceedings or deliberately makes a false statement before the inquiring officer shall be punished with simple imprisonment for a term which may extend to six months, or with fine which may extend to one thousand rupees, or with both.

LIABILITY OF RAILWAY ADMINISTRATION FOR DEATH AND INJURY TO PASSENGERS DUE TO ACCIDENTS AND UNTOWARD INCIDENTS:

Sections 123 to 129 of Railways Act 1989, deals with the liability of railway administration for death and injury to passengers due to accident. They are as follows.

Sec 123: Deals with definitions of various words and expressions used in this chapter:

Accident: An accident is an occurrence or event, which is unforeseen and startles one when it takes place. It is the happening of the unexpected but not the happening of the expected, which is called an accident. An accident means any occurrence being either collision between trains one of them being a passenger carrying train or derailment or other accident to a train or any part of a train carrying passengers, which endangers the safety of passengers or their baggage.

Section 124: Extent of Liability

Deals with the extent of liability of the railway administration in case of death or injury to a passenger or damage to his goods in an accident. Compensation in case of death is Rs.8,00,000/- Exgratia is as follows.

<i>Train accident</i>	Amount
Death	Rs.50,000/-
Grievous injury	Rs.25,000/-
Simple injury	Rs.5000/-
<i>Accident at manned level crossing gate (prima facie liability of Railway)</i>	
Death	Rs.50,000/-
Grievous injury	Rs.25,000/-
Simple injury	Rs.5000

Note: Exgratia means immediate relief rendered to the victims at the spot of any accident as a measure of immediate relief.

- Exgratia will be paid on certification of Railway Doctor in case of grievous or simple injury
- After payment is made to victims the acknowledgement of the party should be obtained
- Exgratia is paid in addition to the compensation allowed as per rules by RCT in case Train Accident or Untoward incident.

The rate of ex-gratia in case of grievously injured passengers who are hospitalized in case of Train Accident is as follows:

1. Rs. 25,000 lumpsum for hospitalization upto 30 days to take care of initial expenses

2. Thereafter Rs.300 per day be released at the end of every 10 day period or discharge, whichever is earlier

- This ex-gratia payment will be exclusively for passengers who are grievously injured in train accidents or untoward incidents as defined under Section 123 of the Railways Act, 1989 and stay in hospital as indoor patients.
- The maximum period for which ex-gratia payment is payable to the grievous injured will be 12 months.
- The period for treatment as indoor patient for more than 30 days would need to be certified by a Railway Doctor for the purpose of further ex-gratia payment up to the period of 11 months. In case where the injured is taking treatment in other than Railway hospital, the treatment has to be certified by Railway Doctor.
- Sr. Divisional Medical Officers shall also keep track of such injured persons taking treatment in other than Railway hospitals. Sr.DCM / DCM shall keep coordination with Sr.DMO for the purpose and arrange payment of ex-gratia every week at the doorstep of injured person. Every care shall be taken by Sr.DCM / DCM to avoid any inconvenience to injured person in such cases.

Section 124 A: Compensation on account of untoward incident

Deals with compensation payable in case of untoward incidents, provided that no compensation shall be payable under this section by the railways if the passenger dies or suffers injury due to.

- Suicide or attempt to suicide by him / her
- Self inflicted injury
- His / Her own criminal act
- Any act committed by the passenger in a state of intoxication or insanity
- Any natural cause or decease or medical or surgical treatment unless such treatment becomes necessary due to injury caused by the said untoward incident.

Explanation: For the purpose of this section, “passenger” includes

- A railway servant on duty
- A person who has purchased a valid ticket for traveling, by a train carrying passengers on any date or valid platform ticket and becomes a victim of an untoward incident.

Exgratia is as follows.

<i>Untoward incident</i>	Amount
Death	Rs.15,000/-
Grievous injury	Rs.5,000/-
Simple injury	Rs.500 /-

The rate of ex-gratia in case of grievously injured passengers who are hospitalized in case of untoward incident is as follows

	Rate of ex-gratia
Upto 30 days of hospitalization	Rs. 5000/- (Rs. Five thousand)
Upto further six months of hospitalization.	Rs. 1000/- (Rs. One thousand) per week or part thereof the period for indoor treatment.
Upto further five months of hospitalization	Rs.500 (Rs. Five hundred) per week or part thereof the period for indoor treatment.

For settlement of loss and damage claims as well as settlement of accident and untoward incidents claims, as under:- (RB No.2017/TC-III/2/1, dt.17/03/2017)

S.No.	Designation	Monetary Powers
01	General Manager	Unlimited powers
02	Chief Commercial Manager	Rs.8,00,000/-
03	Chief Claims Officer	Rs.8,00,000/-
04	Dy. CCM/Dy. CCO	Rs.2,00,000/-
05	Senior Commercial Officer	Rs.50,000/-
06	Assistant Commercial Officer	Rs.25,000/-

Further it has been decided to delegate power for sanctioning other expenses i.e. interest awarded by Court, Legal expenses etc. to any extent in addition to monetary powers mentioned above only in cases of Train Accidents or Untoward incident as defined under Section 124 and 124A of the Railway Act, 1989.

Section 125: Application for compensation

This section lists out the persons who can make an application for compensation and the time within which such application can be made. Application can be made to the concerned claims.

- By the person who sustained the injury or suffered loss or
- By any agent duly authorized by such person on his behalf or
- Where such person is a minor by his guardian or
- Where death has resulted from the accident or the untoward incident by any dependent of the deceased or
- Where such a dependent is a minor by his guardian.

Section 126: Interim relief by Railway Administration:

When a person wants interim relief as per section 126, he may apply to railway administration, which may pay interim relief as per case, which may not be more than the amount of compensation payable by *Railway Claims Tribunal* after taking into account of the interim relief.

Section 127: Determination of compensation in respect of any injury or loss of goods.

(I) Subject to such rules as may be made, the rates of compensation payable in respect of any injury shall be determined by the Claims Tribunal.

(2) The compensation payable in respect of any loss of goods shall be such as the Claims Tribunal may, having regard to the circumstances of the case, determine to be reasonable.

Section 128: Saving as to certain rights.

(1) The right of any person to claim compensation under section 124 shall not affect the right of any such person to recover compensation payable under the Workmen's Compensation Act, 1923, or any other law for the time being in force; but no person shall be entitled to claim compensation more than once in respect of the same accident.

(2) Nothing in sub-section (1) shall affect the right of any person to claim compensation payable under any contract or scheme providing for payment of compensation for death or personal injury or for damage to property or any sum payable under any policy of insurance.

Section 129: Power to make rules in respect of matters in this chapter

(1) The Central Government may, by notification, make rules to carry out the purposes of this Chapter.

(2) In particular, and without prejudice to the generality of the foregoing power, such rules may provide for all or any of the following in this matters, namely – (a) the compensation payable for death; (b) the nature of the injuries for which compensation shall be paid and the amount of such compensation.

PUBLIC GRIEVANCES REDRESSAL MACHINERY (PGRM)

Indian Railways is the fourth largest railway system in the world. It is a public enterprise with enormous social responsibility. It links places to people and provides rapid, reliable, large scale and low cost transport.

The expectations of the people from the government are always on the rise. With increase in literary level and people's awareness, the demand for quality service has increased. Any lapse in the service provided results in displeasure / dissatisfaction / inconvenience of the consumer and leads to public complaints.

Railways, being the single largest transportation provider in the country, started an organization called '**Public Grievances Redressal Machinery**' to effectively deal with the public complaints. This PGRM was formulated in the year 1985 on the recommendations of the then prime minister late Sri. Rajiv Gandhi. It was established not only to redress the complaints but also to find the root causes of complaints and eliminate them.

PGRM was set up in railways at 3 levels.

- Railway Board level
- Zonal level and
- Divisional level.

Railway board level:

At Board level:

Executive Director/Public Grievances assisted by Director/PG and Joint Director/PG

- ☐ Comprises of Member Staff, Director (Efficiency Bureau), Director of Public Relations, Nominee of the DP & AR (Department of personal & Administrative Reforms) and Secretary of the Railway Board.
- ☐ All complaints addressed to railway board are referred to the concerned zone.
- ☐ The zonal railway makes all the enquiries and submits report to railway board.
- ☐ Reply to the party is given by the railway board.
- ☐ Action will be initiated as per the directions of the board.

Zonal level:

- ☐ Additional General Manager is the director of PGRM at zonal level, comprising of PCCM, PCPO and any other nominated officers.
- ☐ PG cell is headed by Secretary / PG and assisted by inspectors.
- ☐ All complaints addressed at zonal level are referred to the concerned division.
- ☐ The division makes all the enquiries and submits report to the zonal headquarters.

- ❑ Reply to the party is given by zonal headquarters.
- ❑ Action will be initiated as per the directions of the zonal headquarters.

Divisional level:

- ❑ Additional Divisional Railway Manager is the head of PGRM at zonal level assisted by officers of various departments.
- ❑ All complaints made at divisional level are taken up by the division concerned.
- ❑ The division makes all the enquiries and initiates action as required.
- ❑ Reply to the party is given by the concerned division.
- ❑ In case of requirement, assistance / clarifications are sought from the concerned zone.

Lodging of complaints:

Complaints can be made at various places through the following modes.

- ❑ Complaint books which are available with station master, guard, train superintendents, and in goods sheds, parcel offices, catering units etc.
- ❑ Complaint boxes provided at all important stations.
- ❑ Assistance booths provided at major stations for on the spot redressal of grievances.
- ❑ Complaints can be directly addressed to DRM / GM / Railway Board / Minister of Railways or any other nominated officer through letters, emails etc.
- ❑ Public can meet the concerned officers personally for redressal of the complaints.
- ❑ SMS complaints to the number 9717630982
- ❑ RAIL MADAD portal and Mobile application (Complaints Management System)
- ❑ Twitter
- ❑ Call and SMS to 139

Time limit prescribed for redressal:

Divisional level	- 1 week
Zonal level	- 15 days
Railway board level	- 1 month

Disposal of complaints made through complaint books at stations:

1. Complaint book is machine numbered and each form is in three foils namely, Office copy (ADRM), Party copy and Station record.
2. A carbon paper should be inserted between the foils and kept ready always.
3. Party should write the complaint duly quoting his ticket number and address clearly.
4. Party foil is handed over to the party as acknowledgement.

5. The action taken by station master should be indicated in the columns.
6. The complaint should be repeated to commercial controller through control phone immediately.
7. Office copy (ADRM) should be sent through a special messenger.
8. Complaints inspector will process the complaint and if necessary inquiry will be conducted.
9. Staff found at fault will be taken up as per rules.
10. The action taken by railway administration is communicated to the party.

Review and follow up action:

- ☐ Periodical meetings should be conducted at all levels to review the functioning of PGRM.
- ☐ Emphasis should be laid on courteous behaviour.
- ☐ Critical areas where attention needed should be discussed in detail.
- ☐ Care should be taken against the recurrence of same kinds of reasons for complaints.
- ☐ Front line staff should be educated in courteous behavior / customer relations etc. through training / seminars / lectures etc.

RAIL MADAD

- Rail Madad Portal has been developed to enable Railway passengers to lodge a complaint or give suggestion through on line, app., or SMS
- Facility to track live status of complaints and provide feedback based on their satisfaction with the resolution is also provided.
- The objective of this portal is to enhance experience of Railways passengers with swift and satisfactory resolution of complaints.
- Any complaint or suggestion relating only to 'Train' or 'Station' can be lodged.
- Passenger is required to enter his valid email id or mobile number.
- A One Time Password (OTP) will be sent to the Mobile Number or Email Id which needs to be entered.
- PNR or UTS ticket details help in correct assignment of a complaint for swift resolution.
- A facility has been provided to upload only .jpg, .jpeg & .png files as supplementary document along with complaint / suggestion. Uploading can be done with click on 'Choose File' button.
- Railways will make all sincere efforts to resolve the complaints at the earliest and also inform passenger the same.
- A message confirming resolution of the r complaint / suggestion will be sent on passenger's registered mobile number or email id.
- Passenger can track live status of complaint by clicking on 'TRACK COMPLAINT' button after login to the portal.
- After receiving the message of resolution passenger can post his feedback through the link provided in resolution SMS received from portal.
- Once submitted, no modifications/change can be made to the complaint or suggestion. However, a fresh complaint or suggestion can be submitted.
- Passenger can send complaint through post that will be accepted and processed through this portal only.

- Staff Behavior is one of the heads of the Complaint under which both 'Train' and 'Station' and complaint can be lodged against any incident of staff misbehavior.
- Passenger may also write a message 'MADAD (space) complaint ' and SMS it to 139.
- Maximum 1000 characters are allowed in web complaint
- Complaint can also be lodged over phone on the integrated helpline no. 139.
- There are three platforms available to lodge complaints in Rail Madad i.e. WEB, APP, SMS and Helpline 139.
- Complaints lodged on Web or Apps can be tracked on both of them. Complaints lodged through SMS or helpline number 139 can be tracked only on their respective channels.
- There is no such provision to reopen the complaint if passenger is not satisfied with the resolution of complaint. However another fresh complaint can be given.
- Initially Application provides default password and that can be changed later after login.
- History of lodged complaints cannot be seen.
- Complaint can be tracked with reference number.
- Passenger can update his profile on the link given for this purpose.
- Passenger can only enter a PNR within 5 days after the boarding time.

DISASTER MANAGEMENT

Disaster:

In a wider sense, disaster is a calamity, a sudden or great misfortune or unforeseen circumstance.

Management:

Is the skillful handling of affairs, art of getting things done through the available resources like men, machine, material, money and experience within the least possible time.

- Disaster in railways generally refers to train accidents involving injury or death of the travelling passengers or to any body by the movement of train.
- Intelligent planning and prompt response to the needs of the passengers sufficient and timely relief measures should be the watch word of disaster management.
- Whenever an accident to a passenger carrying train occurs the guard of the train should take over the situation immediately and should do all that should be done until an officer comes and takes over the charge at the sight.
- All railway men travelling by that train must report to guard. Any officer or senior most official at the spot will take over the charge of the accident spot until such time relief is received from headquarters.
- The senior most officer of the division who reaches the site of accident first becomes the accident manager at the spot and takes charge of the over all situation.
- The accident site should be managed well and all railway men at the site should report and take instructions from the accident manager. The accident manager should be available to the public to attend to their requirement , supported by the effective communication arrangements adequately manned
- All available manpower including medical & security of the railways should be fully mobilized to the extent required at the same time sufficient manpower should be available to provide needed attention to the passengers.

Need for disaster management:

- It is pro-active measure
- Dealing with unusual things need special skills, knowledge and training
- The mettle of an organization is revealed in a crisis. The quality of response after the disaster determines the credibility of the organization in the eyes of the public
- Dealing with critical incidents, complaints, grievances and accidents needs training i.e. preparedness.

- Railways men should be in readiness to meet the worst whenever a disaster occurs to provide prompt and adequate relief to the affected persons and also to resume normal movement of trains within the least possible time. In all cases of disaster, the railways should have its trained persons to handle the situation in the most efficient and orderly manner.
- Railways good image, to a greater extent also depends on the prompt and adequate steps taken at times of accidents. Hence railway administration is emphasizing on training different categories of staff for providing passenger oriented relief measures. The subject matter has therefore been included in the training programme for various categories of staff including commercial.

Responsibilities of commercial staff:

- The staff from commercial department are required to bestow special attention to the following aspects of relief operation
- Render first aid to the injured passengers and shift them to the nearest hospital.
- Engage ambulances / private vehicles to shift the passengers to hospitals.
- Expenditure incurred can be withdrawn from station earnings
- Prepare a list of names and addresses with ticket numbers of casualties and convey the information to the kith and kin, control office.
- Injured passenger list should be displayed for the information of the public at accident spot, train starting station, destination station, enroute important junction stations, control office, headquarters / divisional office etc.
- Arrange for adequate refreshments, drinking water to the stranded passengers free of cost.
- Plan to arrange meals for those passengers travelling in trains which are indirectly held up / stranded.
- Assistance of voluntary organizations should be welcomed from NCC, NSS, Scouts & Guides or any other recognized social organizations.
- Make arrangements for alternative transport for stranded passengers by road or by rail by diversion or by arranging special trains.
- Arrange porters / labour free of cost to shift the luggage of passengers and help them in their outward journey.
- Make necessary arrangements for refund (i) full refund for the booked journey should be arranged if any alternate transport is not arranged, (ii) Fare for the untraveled portion to be refunded if passengers refuse to avail such alternate transport arranged.
- Maintain correct account of cash received and payments made.
- Arrange exgratia payments to casualties as follows.

<i>Train Accidents</i>	<i>Train Accidents & Manned LC gates</i>	<i>Untoward incidents</i>
Death	Rs.50,000	Rs.15,000
Grievous injury	Rs.25,000	Rs.5,000
Simple injury	Rs.5,000	Rs.500

- Nature of injury whether grievous or simple will be certified by railway doctor.
- Collect belongings of the dead and injured passengers and hand over to the next kith and kin after satisfactory proof of ownership or hand over to RPF / GRP for further disposal.

Crisis management:

- Establish enquiry cum assistance booth / telephone and provide all information to public.
- Display the names of casualties.
- Give information through public address system about relief arrangements at the site of accident and also at important junctions.
- Call for sufficient number of tarpaulins required to protect passenger's luggage and parcels especially when it rains.
- Arrange for lighting during nights.
- Seek the assistance of RPF to protect the luggage of passengers and property of railways.
- Arrange to accept telegrams from passengers free of charge.
- Help the kith and kin in obtaining special free passes to reach the site of accident by special trains, if arranged.
- Arrange for disposal of perishables as per section 84 / 85 of Railways act'1989.
- Secure samples, marks on packages, seal cards of wagons etc. to facilitate settlement of claims.
- Never leave the accident spot without informing the accident manager.
- Submit a general report and a copy of detailed report of accident to Sr.DCM and CCM if necessary.

Media management plan:

- Inform CPRO / PRO's immediately about the accident on priority.
- The first official available at the site should assess the situation and flash the information to the control or the nearest station.
- No information should be given to the media at the site till GM / AGM / ADRM / CPRO reach the site.
- Senior most officers available at the site is only authorized to interact with media.
- Depending on the seriousness of the accident, press and media will be taken to the site by suitable transport.
- An official videographer and photographer are sent to the site to cover the accident.
- Do everything possible to mitigate (lessen) the suffering of passengers to create feeling in the public that nothing more or better could have been done by the railway administration in the existing circumstances.

Duties of Train Superintendent / Travelling Ticket Examiner:

1. Ascertain if any doctor is travelling by seeing the reservation chart and making verbal enquiries and arrange for First Aid to the injured passengers.
2. Along with other TTEs in the train, he should assist the injured passengers to come out of their coaches. The TTEs should also help passengers trapped in the coaches to come out of their coaches.
3. Unclaimed luggage and other belongings should be handed over to the GRP with full details and acknowledgement obtained.
4. Prepare list of Dead and Injured. The List should be classified as under:
 - Dead
 - Grievously injured
 - Simple injury
5. The following details should be collected:
 - Tickets of the passengers travelling (From and To)
 - Ticket Numbers (PNR) Class
 - Coach Number and its Position from the engine
 - Address of the passengers
 - Nature of injury (simple, grievous)
6. He should keep record of the number of dead and injured (simple, grievous) if they are already transported by local people to the nearest hospital before the Railway doctors had arrived.

PASSENGER AMENITIES
(RB /L&A/001/2018 dated 09/04/2018)

Indian Railways are more than a century and a half old. During these 165 years of glorious service, Indian Railways has played a vital role in the country's need for large scale of movement of traffic – both freight and passengers. The Indian Railways are contributing a lot in the economic growth of the country as well as promoting national integration.

Indian Railways serve as the principle mode of passenger transport in the country carrying the highest volume of passenger traffic. With the quickening pace of modernization now sweeping the country, the Railway traveler expect much more from the Railways than he did in the past. To fulfill the increased expectation of the passengers, it is necessary that sufficient passenger amenities at stations and on trains have to be provided.

Indian Railways have initiated training for front line staff to help them for dealing with the rail customers in a better manner. The program aims at inculcating a value system among them and to make them helpful to the rail users. The program would also help to increase the performance level of the employees by sensitizing them to the need of the customers, thereby solving their problems more effectively and in a positive manner.
Comprehensive instructions on provision of passenger amenities:

Categorization of stations:

- Stations have been categorized into Three Grades as NSG (Non- Suburban Grade) stations, SG (Suburban Grade) stations and HG (Halt Grade) stations **depending upon the originating earnings and/or originating passenger handled at that station.**
- The categorization shall be reviewed every 5years.

Annual passenger earnings: The earnings are to be calculated on the basis of the number of passengers boarding at a particular station (both, reserved and unreserved), irrespective of the location from where the ticket has been issued. The data of passenger earning should be collected from PRS, UTS, YTSK and JTBS etc.

Passenger Handled: Passengers handled is taken on the basis of actual outward passengers handled at the station.

ANNEXURE-A

Categorization of Stations for the period 2017-18 to 2022-23

Category of stations	Criteria of Earnings	Number of stations on based on Earnings	Criteria of outward Passengers handled	Number of stations based on passengers handled	Total number of Stations
Non-Suburban stations					
NSG 1	More than 500 Crore	14	More than 20 Million	7	21
NSG 2	100 to 500 Crore	70	10 to 20 Million	7	77
NSG 3	20 to 100 Crore	218	05 to 10 Million	9	227
NSG 4	10 to 20 Crore	210	02 to 05 Million	76	286
NSG 5	01 to 10 Crore	1046	01 to 02 Million	10	1056
NSG 6	Upto 01 Crore	4238	Up to 01 Million	0	4238
Suburban stations					
SG 1	More than 25 Crore	24	More than 30 Million	11	35
SG 2	10 to 25 Crore	52	10 to 30 Million	22	74
SG 3	Upto 10 Crore	398	Up to 10 Million	0	398
Halt stations					
HG 1	More than 50 lakh	18	More than 3 lakh	12	30
HG 2	05 – 50 lakh	538	01 to 03 lakh	30	560
HG 3	Up to 05 lakh	1728	Upto 1 lakh	0	1728
	Total	8554		184	8738

* Total Stations 8738 (Non-Suburban: 5905, Suburban: 507 and Halts : 2326)

* General Managers shall have powers to categorize a station as **NSG4** category if it is a place of Tourist importance and/or is an important junction station.

Minimum Essential Amenities (MEA)

- When a station is constructed certain minimum amenities should be provided at each category of station. These were earlier termed as basic amenities / infrastructural facilities and will now be called '**Minimum essential amenities**'(MEA).
- The quantum for provision of MEAs required to be provided are enclosed as Annexure-III of RB lr. No.2018/LM(PA)/03/06, dt.09.04.2018.
- The minimum essential amenities required in each category of stations have been listed as below.

MINIMUM ESSENTIAL AMENITIES AT VARIOUS CATEGORIES OF STATIONS

Non-suburban stations	Sub-urban stations	Halt Stations
Drinking Water Piped/Hand Pump	Drinking Water Piped/Hand Pump	Drinking Water Piped/Hand Pump
Waiting Hall	Seating Arrangement	Waiting Hall
Seating Arrangement	Platform Shelter	Platform Shelter shady trees
Platform Shelter	Urinals	Platforms : High Level
Urinals	Latrines	Lighting
Latrines	Platforms High Level	Foot over bridge
Platforms High Level	Lighting	Time Table display
Lighting	Fans	Clock
Fans	Foot over bridge	Dust Bins
Foot over bridge	Time Table display	
Time Table display	Clock	
Clock	Water Cooler	
Water Cooler	Public Address System/Computer Based Announcement	
Public Address System/Computer Based Announcement	Electronic Train Indicator Board	
Parking cum circulatory area with lights	Dust Bins	
Electronic Train Indicator Board		
Signage (Standardised)		
Dust bins		

RECOMMENDED AMENITIES

The availability of amenities at stations as per norms of MEA may not be commensurate with the actual passenger traffic dealt at the station. Hence, the requirement of actual amenities based on the traffic as per the norms laid down in Annexure-IV should be worked out and augmentation based on this will be known as Recommended Amenities.

In addition to the existing provisions of recommended amenities the following amenities are added:

- a) Coach guidance system/Coach indication boards shall be provided at all stations from NSG/1-4 and SG/1-3 category stations.
- b) Insect/fly catchers shall be provided at waiting halls refreshment halls in NSG/1-3 category stations
- c) Infant Nursing Cubicle shall be provided at all stations (NSG/1-5 category stations) inside Ladies waiting halls and in Common waiting hall where separate Ladies Waiting Hall is not available.
- d) Universal Mobile Charging Points shall be provided in side Waiting Halls.
- e) Platform shelters with solar panels for lighting and fans shall be provided at NSG/1-4, SG/1-3 and HG-1 category stations.

In case quantum of amenities as worked out on the basis of norms for recommended amenities in Annexure-IV is less than quantum prescribed for MEAs in Annexure-III, the actual quantum of MEAs to be provided could be modified, with the approval of GM and Board should be intimated of the same. No further delegation is permitted for such approval.

The norms for provision of Recommended level of amenities at various category of stations are worked out based upon following parameters:

- **Nmax:** (Maximum number of passengers): Maximum number of trains dealt with in any interval of half an hour at the station and multiplies the same by the average number of passengers dealt per train at that station. The average number of passengers per train at a station shall be the average number of daily passengers dealt with at the station divided by the number of trains stopping at the station during 24 hours.
- **Ndb:** Design Figure for Number of Passengers for Non-suburban Stations to be calculated as: $Ndb = 0.3 (Nmax)$
- **Nds:** Design Figure for Number Passengers for Suburban and Halt Stations to be calculated as: $Ndb = 0.45 (Nmax)$

DESIRABLE AMENITIES:

Desirable amenities are those amenities which are considered desirable to improve customer satisfaction and interface process at the station. The

quantum of those amenities would depend upon the category of stations as given at Annexure-V of RB Ir. No.2018/LM(PA)/03/06, dt.09.04.2018. These amenities are provided based upon the need and relative importance of the station.

DISPLAY OF AVAILABLE AMENITIES:

At each station, a list shall be displayed in Station Manager/ Master's room showing the quantity of Minimum Essential Amenities required to be provided for that category of station, as per these guidelines, vis a vis the amenities actually available. The details of other amenities available at the station should also be displayed.

MAINTENANCE OF PASSENGER AMENITIES:

It is important to maintain the amenities provided at all the stations in good working order at all times. Maintenance staff shall carry out repairs needed to restore the amenity to functional order, immediately after receipt of information from the Station Master/Station Manager. Hygiene and cleanliness should be an important activity for day to day monitoring.

General Manager shall arrange to provide adequate imprest with Station Masters of stations where Railways maintenance staff are not headquartered, to enable them organize expeditious repairs to small items of passenger amenities such as hand pumps/taps, water trolleys, clock, light/fans, urinal/latrines and furniture at the station.

MEASURES FOR IMPROVING CLEANLINESS AND HYGINE:

Passengers coming to Railway Station should be educated through Public announcements, posters, TV/Radio Commercial spots to keep the station clean. Punitive measures should also be put in place to penalize people found littering, spitting, defacating at inappropriate places in Railway Premises.

IRPSM (Indian Railways Projects Sanctions and Management) Application was developed by CRIS for creation of works, modification, estimation and execution of the same.

Amenities at Railway Stations can also be provided through following modes:

- i.** CSR Funds (Corporate Social Responsibility)
- ii.** MP Local Area Development Schemes (MPLADS)
- iii.** Individuals/NGOs/Charitable Institutions etc.,
- iv.** Cost Sharing by Ministry of Tourism etc.,

MEDICAL ATTENDANCE.

1. Medical aid for travelling public is given by Railways as a matter of courtesy.
2. First Aid Box is kept with all SMs and Guards of Train.
3. For Medical help in Train the passenger has to contact TTE/Guard.
4. Help of Doctors (among passengers) is sought.
5. If need to go to Hospital, passengers will be provided assistance at the stations.
6. Details of Names of Doctors, Hospitals with phone numbers, addresses and distance details are displayed at every Railway. Station.
7. All possible help to be given by Guard/SM.
8. Consultation fee Rs.100/- per patient is to be recovered from the passenger for providing medical aid irrespective of the grade of the attending medical officer.(PCCM CC No.286 of 2018)
9. The entire amount recovered from the passenger as consultation fee and the charges for medicines, injections, etc will be credited to the railway revenue.
10. Passengers can also call “139” helpline for medical assistance.

SAFETY OF PASSENGERS:

Precautions during Journey:-

- (a) In cases of long distance through trains coming from or going to other railways, which have yet to journey through the following night, the guard or conductor or TTE shall, at a convenient station some time during the day, approach the occupants of upper class and second class ladies compartments, and request them to check up if the door latches and window catches are in good working order;
- (b) When the train arrives at a station where the TXR staff is required to attend to the safety catches, the TXR staff should be ready with the necessary material and should themselves check-up the locking devices and put right any deficiencies detected by them or reported to them by passengers.
- (c) The Conductor or TTE should also make it a point to warn the passengers at convenient stations between 21 and 22 hrs to apply the locking devices, if not already done.
- (d) Should it be found that the alarm chain has been pulled mischievously or for an unjustifiable cause or the hose pipe has been disconnected by some miscreants, the Conductor or TTE in charge must ascertain the name of the person who pulled the chain or disconnected the hose pipe. His name and address with those of other occupants must be obtained and the Conductor or TTE should make a report regarding the alarm chain pulling or the hose pipe disconnection incident and hand over the same to SM/ASM of the station at which the incident occurs, if time permits or at the next stopping station, who will take action in lodging the report with the GRP of the station in whose jurisdiction the incident has occurred.
- (e) Calling out name of station - Travelling Ticket Examiners where employed and at Ticket Checking stations, the Ticket Examiners are required to give this information to passengers as they go from compartment to compartment checking tickets and at junction stations they shall advise passengers to change, if necessary.

Precautions before starting a train carrying passengers:

- (a) Control of electric lights and fans in coaches: -Switching 'On' and 'OFF' of lights and fans circuits in a rake is effected by operating rotary switches or MCBs in the Junction box provided inside individual coaches. Operation of these circuits is the duty of train-lighting staff deputed at important stations. Individual switches regulators of lights and fans are to be operated by passengers themselves.
- (b) Conductor or TTEs are responsible for ensuring that the electrical equipment's and fittings of all coaches are functioning satisfactorily. Where

any defect or deficiency is noticed, they should inform the electric staff on duty of AC coaches or advise through control to the next station where electrical staff is provided.

(c) Conductor or TTE shall, before the train leaves the starting station, request the occupants of those compartments to test if the locking devices on doors and windows are in working order. In case of any defect, they shall arrange to have the defects put right by the TXR staff under advice to SM either at the starting station or at the next train examining station.

(d) Travelling Ticket Examiners are to note that doors on both sides of carriages on a train carrying passengers shall never remain locked at the same time, except in the case of compartments reserved for ladies which may be locked at the request of the occupants.

(e) Conductor and TTEs must see that passengers are not getting in and out of carriage when trains are about to start and that no one is travelling on the roofs of carriage.

(f) Segregation of passengers suffering from infections or contagious diseases: - For greater safety of the travelling public, passengers suffering from infections or contagious diseases should be segregated from other passengers by TTE with the help of security forces.

(g) Passengers to be courteously treated.-All passengers, irrespective of the class of tickets they hold, shall be courteously treated and all possible assistance and protection afforded to them while on Railway Premises.

(h) Female passengers particularly when unaccompanied by males, friends or relatives shall be given special attention at all times.

(i) Each member of staff who has to deal with passengers must be acquainted with the time of arrival and departure from their stations of all trains carrying passengers to answer in prompt and civil manner any question put to them by the public.

DETAILS OF FACILITIES PROVIDED TO FEMALE PASSENGERS

- (1) Women Senior Citizens of minimum 58 years of age are eligible for 50% concession in the fare of all classes in Mail/Express, Rajdhani/Shatabdi/Jan Shatabdi group of trains.
- (2) Women recipients of President's Police Medal for distinguished service and Indian Police Award for meritorious service are eligible for 60% concession in all classes of Rajdhani /Shatabdi /Jan Shatabdi trains.
- (3) War Widows, widows of I.P.K.F personnel killed in action in Sri Lanka, widows of Policemen & Paramilitary personnel & Defence Personnel killed in action against Terrorist & Extremists and widows of Martyrs of operation Vijay in Kargil in 1999 are entitled for 75% concession in second and sleeper class.
- (4) Girls upto Graduation / professional / vocational courses are eligible for free second class monthly season ticket from Home Town to School / college / Institution.
- (5) Girls of Government School in Rural areas who travels to appear entrance exams for national level Medical, Engineering etc. are eligible for 75% concession in second class.
- (6) A reservation quota of six berths in sleeper class in long distance Mail / Express trains and a reservation quota of six berths in 3AC class of all Rajdhani / Duranto / fully Air Conditioned / Express trains has been earmarked for female passengers irrespective of their age, travelling along or in a group of female passengers.
- (7) A combined quota of six to seven berths per coach in Sleeper class, four to five lower berths per coach each in Air Conditioned 3 tier (3AC) and three to four lower berths per coach in Air Conditioned 2 tier (2AC) classes (depending on the number of coaches of that class in the train) has been earmarked for senior citizens, female passengers 45 years of age and above and pregnant women.
- (8) In the computerized Passenger Reservation System (PRS) there is a provision to allot lower berths to Senior Citizens, Female Passengers of 45 years and above automatically, even if no choice is given, subject to availability of accommodation at the time of booking.
- (9) After departure of the train, if there are vacant lower berths available in the train and if any person with disability booked on the authority of handicapped concession or a senior citizen or a pregnant woman, who has been allotted upper / middle berth, approaches for allotment of vacant lower berths, the on board Ticket Checking Staff has been authorised to allot the vacant lower berth to them making necessary entries in the chart.
- (10) Separate counters are earmarked at various Passenger Reservation System (PRS) centres for dealing with the reservation requisitions received

from person with disability, Senior Citizens, Ex. MPs, MLAs, female passengers, accredited journalists and freedom fighters, if the average demand per shift not less than 120 tickets. In case there is no justification for earmarking of an exclusive counter for any of these categories of persons including female passengers or senior citizens, one or two counters depending upon the total demand are earmarked for dealing with the reservation requests for all these categories of persons.

At those reservation offices which have not been computerized and where separate counters for female passengers are not in existence, female passengers are not required to be compelled to join the general queues and are to be attended separately at the same counter as for general passengers.

- (11) Accommodation is also earmarked for female passengers in the unreserved coaches of Mail / Express trains.
- (12) Separate compartments / coaches have been earmarked in suburban trains for exclusive use of female passengers.
- (13) Ladies special trains are also run wherever required and feasible.
- (14) Waiting room / halts are earmarked for female passengers at important stations.
- (15) Separate toilets for female passengers are provided as per norms.
- (16) Infant Nursing Cubicle shall be provided at all stations (NSG/1-5 category stations) inside Ladies waiting halls and in Common waiting hall where separate Ladies Waiting Hall is not available.
- (17) Lower Berth Quota for Ladies travelling alone: Ladies aged 45 years & above and pregnant women.

Class	No. of lower berths per coach		
	Normal Mail/Express Trains		Rajadhani/ Duranto/ Full AC trains
	Having single class of the train	Having more than one class of the train	
Sleeper class	6	7	--
3AC	4	4	5
2AC	3	4	4

FACILITIES FOR DIVYANGJAN PASSENGERS

1. Indian Railways is committed to make Railways accessible for Persons with Disabilities (Divyangjans) in compliance with RPwD (Rights for Persons with Disabilities) Act 2016.

2. **As per the Harmonized guidelines letter dt 12.02.2020, the following Divyang amenities are to be provided at stations:**

- i. Standard Ramp :- All stations
- ii. Braille signage at stations:- NSG1 & SG1
- iii. Parking 2 slots with signages:- NSG1-4
- iv. Divyangjan friendly toilet :- NSG1-4
- v. Dedicated help desk:-NSG1-4 & SG1
- vi. Drinking water points:- NSG1-4 & SG1-2
- vii. Directional and Informational Signages:- NSG1-4 & SG1-2
- viii. Pathway at end of Platform:- NSG1-3
- ix. Low height ticket/enquiry counter:- NSG1-3 & SG1
- x. Tactile pathways(engraving PF edges)-NSG1-4

3. **The following Divyang amenities are provided in M/E Trains:**

- i. Braille signage for seat/berth number
- ii. Braille coach numbering near coach entrance door
- iii. Signage for Divyang coaches

4. **Element of Concession in rail travel:**

- i. 25% in 3 AC/AC Chair car of Rajdhani and Shatabdi trains

Other trains:

- ii. 50% concession in I AC & 2AC
- iii. 75% concession in all other classes
- iv. 50% Concession on Season Tickets

5. **Earmarking of separate accommodation:**

- i. 04 berths quota in SL Class & 2 berths in 3 AC by all trains.
- ii. In suburban trains, separate accommodation is earmarked.
- iii. SLRD coaches (unreserved) have provided in all Mail/Express trains for OH with or without escort.
- iv. In case of SLRD coach of Garib Rath trains, OH persons can book ticket despite non availability of concession certificate by making payment of full fare of 3AC class.

6. **Additional facilities:**

- i. Separate Booking Counters at important stations.
- ii. Foldable or un-foldable wheel chairs can be carried free of charge as luggage with OH passengers or in SLR on medical certificate.
- iii. Wheel Chairs are provided free of cost, duly escorted by Coolies (On Payment)
- iv. Battery operated cars at free of cost.
- v. Concessional online ticket booking facility on the basis of photo identity cards.

FACILITIES FOR SENIOR CITIZEN PASSENGERS

1. The following combined reservation quota of lower Berths is earmarked for Senior citizens, Ladies aged 45 years & above and pregnant women.

Class	No. of lower berths per coach		
	Normal Mail/Express Trains		Rajadhani/ Duranto/ Full AC trains
	Having single class of the train	Having more than one class of the train	
Sleeper class	6	7	--
3AC	4	4	5
2AC	3	4	4

2. Minimum 07 seats for senior citizens in 1st and last 2nd class general compartments local trains
3. Provision of Wheel Chair at stations
4. Yatri Mitra Sewa for enabling passengers to book wheel chairs services cum porter services free of cost through NGOs, Charitable trust, PSUs etc under CSR.
5. Provision of Battery Operated Vehicles (BOVs)
6. In a train, TTE can allot vacant lower berth to a Senior Citizen who has been allotted upper/middle berth.
7. Separate counters are earmarked at various Passenger Reservation System(PRS) centers
8. concession is allowed in all classes and by all trains except Garibrath / Yuva Trains / Special trains
9. Age criteria & Senior Citizen concession are under:

Sr. Citizen	Age Criteria	Percentage of Concession
Male	60 years & above	40%
Transgender	60 years & above	40%
Female	58 years & above	50%

10. Proof of age is not required at the time of purchasing the ticket.
11. However, while traveling they must carry proof of age such as ration card, voter's identity card, driving license, PAN card etc.
12. If passenger is not carrying the above age proof, TTE will collect difference of fare only without penalty.
13. For circular journey tickets, Senior Citizen Concession is applicable only when they travel for more than 1000 kms
14. Senior citizens can now opt to give up concession upto 50% or 100%.

ACCOUNTS

ACCOUNTAL OF EARNINGS

- ▮ For PCTs, DTC is accounted with shift wise commencing and closing numbers
- ▮ For UTS and PRS, DTC is generated in the system at the end of the shift
- ▮ The generated DTC s are to be pasted in the DTC book
- ▮ Acknowledgement of the reliever or supervisor should be taken
- ▮ Earnings through other heads like EFT, Parcels, Time tables etc. to be shown separately in DTC
- ▮ Summary of Cash and Vouchers for the day to be calculated
- ▮ To be verified with system generated reports (Cash information) for the day
- ▮ Periodical and monthly totals to be verified with reports

Procedure for Remittance of Coaching Earnings:

1. Station master or any other supervisor authorized for the remittance of cash will take over the cash from the booking office / parcel office and goods shed daily and sign in the respective cash books.
2. The summary of cash is taken from the DTC and the same is segregated in to cash and vouchers.
3. The cash includes credit notes, bank challans, pay orders etc. and sent along with a Cash Remittance Note in cash remittance bags.
4. Vouchers include billable, non-billable and concessions are sent along with Voucher Remittance Note in voucher remittance bag..
5. CR / VR note is prepared in three foils viz. record, accounts and receipt.
6. The denomination of the cash details and of the vouchers is written on the backside of the CR note and VR note respectively..
7. CR / VR notes to be prepared daily irrespective of NIL cash / vouchers.
8. Exception is made to stations where “NIL” cash / vouchers occur regularly, CR / VR Notes to be prepared only for the dates on which there is cash / vouchers.
9. On this particular CR / VR Note, NIL transactions of previous dates must be clearly shown.
10. If NIL transactions occur continuously, then CR / VR Note should invariably prepared at the end of each 10 day period.
11. The cash bag and voucher bags are properly tied and sealed with station seal.
12. In case the cash is remitted in a local bank, bank challan will be kept in a cash bag instead of cash.
13. The sealed cash bag / voucher bags are deposited by the station master in the traveling cash safe in the presence of the guard.
14. The guard is responsible for the safe transit of the traveling cash safe.

15. Cash bag is retained in cash office, opened in the presence of cash witness & RPF and acknowledgement is sent to station by Chief Cashier for CR Note.
16. Voucher bag is sent to Traffic Accounts Office and after verification of vouchers, acknowledgement to VR Note is sent by TAO to station through cash office.
17. The acknowledgement receipt copy is pasted to the record foils of CR / VR notes respectively..

STATION BALANCE SHEET

- Station Balance Sheet is a monthly statement which is prepared in prescribed format and sent to Accounts Office.
- It has two parts. Left side is known as “Debit” side and right side as “Credit” side.
- Debit side indicates the responsibilities of station, which are posted under heads- opening balance, current debits, and special debits.
- All responsibilities are posted separately as per service.
- Credit side indicates discharge of responsibilities which are posted under the heads- cash & cash vouchers and special credits.
- Apart from this closing balance is also shown on credit side.
- This indicates un-discharged responsibilities of station at the end of the month.
- Closing balance is also known as –station outstanding.
- Debit and credit sides are totalled separately which should be equal. Coaching Balance Sheet should be prepared and submitted to Accounts Office by 4th of the following month
- Provision is given for online submission of UTS balance sheet

Coaching Balance sheet- Debit side

- Opening Balance
- PRS Earnings (Local & Foreign)
- UTS Earnings (Local & Foreign)
- Special Debits
- PCT, EFT, BPT, Parcels etc earnings
- Current month error sheets
- TIA's Debits

Goods Balance sheet -debit side

- Opening Balance
- Local and foreign outward paid
- WDRF collected
- Wharfage and demurrage
- Special debits
- Error sheets received

Balance sheet - Credit side

- CR Note and VR Note amounts (as per acknowledgement)
- Special Credits
- Outstanding (closing balance)

Returns and Statements submitted to the Accounts Office in respect of Coaching Earnings.

The following returns / statements submitted to accounts office in respect of coaching traffic.

Daily Statement of Non-issued Tickets:

All non-issued tickets along with a statement are sent daily along with cash.

Periodical Report:

Indent for Printed Card Tickets: A requisition for supply of PCT is sent to press through accounts office on given dates.

Advanced Statement of Gross Earnings: It will be showing the originating traffic from the station for a 10-day period. The figures are compared with figures of same period of previous year.

Monthly:

1. *Passenger Classification for PCT:* A statement showing the details of tickets issued during the month are sent separately for local and foreign. The original concessions are enclosed to this statement.
2. *Monthly Statement of Non-Issued Tickets:* Number of tickets non-issued date wise is shown in this statement. It should tally with the number shown in the passenger classification.
3. *Return of Government Passengers:* This will show the details of passengers booked on soldier tickets and check soldier tickets. A copy of CST register is also sent.
4. *Returns of BPT:* A statement showing details of BPTs issued during the month with accounts foils and concessions.
5. *Returns of EFT:* Statement showing EFTs issued along with the account foils sent to accounts office.
6. *Returns of Parcels, Luggage, Animals, Birds and Motor cars:* A copy of the cash-book cum return showing the way bills/ tickets issued and amount collected are sent separately for local and foreign traffic.
7. *Under Charge statement:* Statement showing the particulars of under charge collected at the time of delivery.
8. *Wharfage / Demurrage Statement:* It will show the details of wharfage / demurrage charges levied on parcels, luggage and vehicles.
9. *Station Balance Sheet:* Shows the items of collection for which station master is responsible on debit side and clearance on credit side.
10. *Out Standing List:* Shows the details of all outstanding items. The action taken to clear them is also recorded in it.

STATION E-COACHING BALANCE SHEET

- This application helps the end-user to create/print/view the Station Coaching Balance sheet at any accounting location for a day or a period or a month.
- Using this application station coaching balance sheet of Booking office can be prepared and submitted online.
- Application allows preparation of Daily balance sheets and then periodical/monthly balance sheets are automatically generated on the basis of daily Balance Sheet.

Application Login:

- This application can be accessed from any location by logging in to the ADMIN account of the location.
- This application is accessible from dumb terminal as well as thin client terminal.
- Terminal code will be automatically taken by the application.
- Only admin types of users are able to login to the application

Application Main Menu:

- After Successful login to the application user will be taken to the main menu of the application.
- The main menu has the different options for the different functionality of the application.
- At the top of the main menu screen "LAST FINALISED DATE" will be shown. This date shows the balance sheet last finalised date for this location.
- **Data Entry Form:** - This form provides different types of option for entering earning data and bifurcating earning data in different earning heads.
- **Prepare Daily Test Balance Sheet :-** After entering all the data using the option 1 (Data Entry) and option 6 (Station outstanding), user can generate the test balance sheet to check the various earning heads and correctness of balance sheet by tallying the debit and credit total.
- **Prepare Daily Final Balance Sheet:-** After checking the test balance sheet, user can finalize the balance sheet for this date so that further modification cannot be made for this date.
- **Finalize for period:-** This option allows user to finalise the balance sheet for a complete period. The period is taken on the basis of last finalized data. If the last finalised date falls in between 1 to 9 then this option will finalize balance sheet from 1 to 10 dates of the same month.
- **Print/View Balance Sheet:-** Once prepared, the balance sheet can be viewed/printed for Daily/Periodic/Monthly basis for test as well as finalised dates.
- **Station Outstanding:-** This option provides all the options to manage station outstanding. These options are for adding, clearing, modifying and printing the station outstanding.

Procedure for Indenting, Securing & Accountal of Money Value Books:

1. The indent for money value books is submitted directly to DCM / printing press.
2. On receipt of the money value books they are carefully examined and counted.
3. After checking a certificate will be recorded on the backside of the last record foil of the book.
4. Any duplicate numbers / missing foils are also recorded in the above certificate.
5. All irregular foils are cancelled and counter signature of TIA is obtained wherever necessary.
6. Passenger foils (collected) and accounts foils are sent to accounts office with monthly returns.
7. The details of all money value books are posted in 'Stock Book for Money Value Books'
8. Each book will be posted separately in a serial order.
9. Whenever the book is issued the signature of the staff is taken.
10. The staff before using the book will verify and record a certificate in the last record foil as 'checked and found correct'.
11. At the end of the month a return is prepared and sent to Accounts Office with account foils of the books.
12. The used books will be kept in a safe custody and produced for verification by Inspectors

Monthly Account for booking of newspapers:

This system of booking newspaper on the basis of monthly payment is extended to accredited firms whose creditworthiness has been established.

The procedure established for operating such an account is given below:-

- Two months freight charges must be deposited with Railway in the form of
 - NSC bonds
 - Government Securities
 - Bank Guarantee
- On the basis of the party's creditworthiness, sanction is accorded to make payment on a monthly basis.
- At the station, the firm will submit a statement in triplicate along with the weight and destination.
- Booking is done on General Forwarding Note.
- Regular test checks are conducted to ascertain the weight declared by the party.
- The weight is recorded on all the foils of the statement and one foil is handed over to them as acknowledgement.
- One foil is kept in the station as a record foil.
- One foil is sent to FA&CAO's office along with a monthly Account statement.
- FA&CAO will realize the freight due and intimate the station of realization.

Station Earnings and Withdrawals

Earnings:

Indian Railways have the biggest rail network in Asia. The operations of Railways are conducted through the length and breadth of the country. It earns its revenue by transporting people and commodities. On this basis, Railways earnings are categorized into three major heads. They are:-

1. Coaching - denoted by Alphabet 'X'
2. Goods - denoted by Alphabet 'Y'
3. Sundries - denoted by Alphabet 'Z'

Coaching earnings includes all revenue received from operation of passenger trains. These are received from Booking offices, Reservation offices and parcel offices.

The following are the earnings included in the head "Coaching Earnings":

1. Ordinary full fares
2. Ordinary reduced fares
3. Military Passengers
4. Reservation charges for sleeping accommodation provided.
5. Special trains and reserved carriages, other than Military
6. Special trains and reserved carriages Military other than Military passenger.
7. Luggage charges collected by station
8. Luggage charges collected by Ticket checking staff.
9. Public Parcels
10. Service Parcels for Non-Budget lines
11. Rail and Road Motor Vehicles and Carriages
12. Live stock by Passenger trains
13. Special Postal trains
14. Hire and Haulage of Postal Vans and Compartments.
15. Post Office bags and Parcels by Weight
16. Penalties levied for irregular traveling.
17. Demurrage on Luggage and Parcels
18. Receipts on account of left luggage
19. Sundry
20. Refunds

Earnings received from transportation of goods are categorized as Goods earnings. The following revenue is included:-

1. Container traffic
2. Freight Forwarder and other schemes
3. General Merchandise
4. Demurrage
5. Wharfage and Storage
6. Sundries
7. Refunds of Earnings collected
8. Military traffic
9. Gross earnings from road transport

10. Live stock
11. Railway Material other than coal and coke

Revenue received from sources other than from sale of transport are categorized under the head sundries. The following items are included under the head sundries:-

1. Rents and Tolls
 - Residential buildings Retiring Rooms, Rest Houses,
 - Rest Homes and convalescent Homes etc.
 - Other Building or Rooms
 - Land
 - Tolls on bridges
2. Receipts from Catering Department
3. Overhead charges and profits recovered on work done for outside parties and on sales of stores
4. Sale proceeds of:-
 - Unclaimed and damaged goods
 - Grass and trees on the line
 - Unserviceable Revenue scrap i.e. not creditable to DRF , DF or OLWR or suspense.
5. Miscellaneous
 - Advertisement fees
 - Interest and maintenance charges on account off siding, saloons, level crossing, etc. from private bodies and other government Departments / Ministries
 - Dividends etc. from investments in road transport service
 - Diet charges recovered from patients in Railway Hospitals
 - Other unclassified receipts.
 - Guarantee fees received from Public Sector Undertakings.
 - Dividends etc. from Public Sector undertakings
 - Leasing of right of way from Optical Fiber Cables

Withdrawals:

In ordinary circumstances, earning received by the station master cannot be utilized for any other purpose. Stations remit every rupee collected through cash remittance notes every day. This is directly credited to General Revenues of Govt. of India. This amount is appropriated to various heads of expenditure as approved by parliament by passing of General Budget and Railway Budget by vote. Except under circumstances specifically mentioned in IRCM Para 2425, station earnings cannot be withdrawn for any other purpose. As can be understood, these are exceptional situations. These are broadly categorized into:

- Natural Disasters
- Accidents
- Legal Requirements.
- Staff Requirements
- Refunds
- Miscellaneous

WITHDRAWAL FROM STATION EARNINGS

Station masters are required to remit the entire collection of cash, cheques etc. to the cash office, however the withdrawals from station earnings are permitted in the following cases .

1. Encashment of cheques issued by the PFA or any officer authorized by him in this behalf in favour of the chief cashier.
2. Payments to comply with payment of wages act in certain cases where pre-check payment by accounts office is not possible for want of time e.g. Settlements of dues to staff whose services are terminated by the administration.
3. Payment of wages of temporary and permanent staff who cannot be paid by pay clerks within 10 days of the expiry of the wage period.
4. Payment of handling charges at stations where the station masters are goods handling contactors.
5. Encashment of pay orders issued by competent authority for payment of claims for compensation for goods lost, damaged etc. not exceeding Rs.10,000/- in each case.
6. Payment against vouchers, overcharges sheets or other documents issued by competent authority for refund of fares and freight.
7. Refund of wagon registration fee.
8. Departmental expenditure necessitated by floods, accidents and earthquakes etc.
9. Handling charges for transhipment due to accidents, hot axles, etc.
10. Payment of fee to surveyors engaged in assessment of value of the damaged consignments up to limit of Rs. 250/- in each case.
11. Payment of decretal settlement amounts in court cases when the parties in it on immediate payment under threat of execution or in discharge of legal attachment in railway earnings at the station.
12. Refund of 'deposits' for the value of perishable consignments taken at the time of delivery, on production of necessary particulars by the claimants of such consignments.
13. Refund of deposit money of licensed porters Rs.5/-
14. Payment of cost of obtaining decree / judgments from the court under the orders of the head of the department only in cases where an appeal has to be filed within a specified period.
15. Cost of transport of sick and wounded persons at stations where ambulances are not available.
16. Payment to the casual labour engaged by station masters when handling contractors fail to provide adequate labour, only in emergent cases, which should be subsequently approved by head of the department.
17. Payment of expenses of special catering when the imprest is exhausted in emergent cases only, duly authorized by an officer.
18. Payment in cash to staff governed by workmen's compensation act.
19. Refund of fares on unused and partially used tickets.
20. Payment of salary to traffic inspectors of accounts against cheques issued.

21. Refund of earnest money to unsuccessful bidders in cases of auction of unclaimed or lost property when the amount of bid is not approved by the competent authority or when the property is connected and delivered to the owner.
22. Ex-gratia payments to persons involved in train accidents.
23. Advance of traveling allowance in an emergency as court attendance at short notice.
24. Refund of security deposits on account of hiring of lockers at railway stations.
25. Payments of rewards to persons who help in apprehending prosecution of unauthorized chain pulling.
26. Payment of grants sanctioned from railway minister's welfare / relief fund through pay orders encashable at stations.
27. Payment of commissions to the halt agents.
28. Defraying of expenses in departmental catering establishments for purchase of perishables, fish, meat, eggs, milk, butter, melted ghee etc.
29. Encashment of pay order issued by railways co-operative credit societies, banks, against fortnightly deposits made with the railway administration by societies / banks.
30. Payment of commission amount to vendors / bearers engaged on commission basis.
31. Spot payment of daily allowances to public witnesses attending departmental enquiries in vigilance cases against railway employees.
32. Payment of coolie hire charges for effecting delivery of public telegrams wherever so indicated.
33. Payment of immediate relief to the families of non-gazetted railway servants who die while in service.
34. Advance to running staff marooned due to breach of communication.
35. Payment of advances from provident fund sanctioned by competent authority to meet the funeral expenses of deceased railway employees at roadside station.
36. Payment not exceeding Rs.5000/- only in each case for shrouds to cover dead bodies of victims of accidents on railway. The vouchers submitted along with the cash may be countersigned by the government railway police officials in token of having taken over the dead body / bodies duly covered with shrouds.
37. Bank Conveyance charges for hiring vehicle for depositing Government cash in the banks.(CC-46 of 2015)

The withdrawal can take the shape of voucher or an entry in the pay order cum pay sheet.

CLEANLINESS AND HYGIENE IN RAILWAY PREMISES

Ref: 1.Railway Board Gazette notification no.2010/TG-IV/16/SAN/14/ fine dated 26/11/12

2.JPO issued by CCM /C&PS /SCR and FA&CAO/T /SCR dt.19/09/16

1. Prohibition of activities affecting cleanliness and Hygiene in Railway Premises:

(A) No person shall:

- (i) throw or deposit litter in any occupied or unoccupied railway premises or the carriage except in authorised places.
- (ii) cook, bathe, spit, urinate, defecate, feed animal or birds, repair or wash vehicles, washing utensils or clothes or any other objects or keep any type of storage in any railway premises except in such facilities or conveniences specifically provided for any of these purposes.
- (iii) paste or put up any poster or write or draw anything or matter in any compartment or carriage of the railway or any premises thereof, without any lawful authority.
- (iv) Indulge in defacing Railway property.

(B) Authorised vendors/ hawkers will make necessary arrangements to keep the container or waste basket for collecting litter and proper disposal of its contents.

2. Penalties for contravention of these rules: Whosoever contravenes any of these rules or fails to comply with such provision shall be punished as detailed below

3. Authorised official: The authorised official(s) to collect fine from those indulging in activities affecting the cleanliness and Hygiene of Railway premises are (i) Station Manager /Station Master (ii) An officer not below the rank of Ticket Collector of the Commercial department (iii) Health Inspector (iv) RPF Personnel (v) Engineering supervisors on duty (v) C&W Supervisors on duty.

4. Details of penalty to be imposed for various offences are as under:

S.no	Fines to be imposed for the offences	Fine
1.	Throwing or depositing litter in Railway premises or the carriage (coaches/ wagons), occupied or unoccupied.	Rs. 200-
2	Cooking, Bathing, Spitting, Urinating, defecating, feeding animals or birds, repairing or washing vehicles or clothes or any other objects or using the railway premises for storage/dumping facilities, except where facilities are specifically provided for any of these purposes	Rs.300-
3.	Pasting or putting up any poster, writing/drawing/scribbling on walls of Railway stations and in any Railway compartment or carriage without any lawful authority	Rs.500-
Note: penalty will be levied separately per person and per instance		

5. Procedure for collection of fine: Authorised officials shall impose the penalties mentioned above by issuing a Money Receipt mentioning “penalty for affecting cleanliness.”

6. Procedure to issue Money Receipt:

- 6.1 A 3 foiled Money Receipt book (MR) may be issued to the authority delegated powers to impose and collect fines by authorised official under proper acknowledgement under advice to the traffic accounts office.
- 6.2 The authorised official shall issue legible MRs against fine collected by him /her using double sided carbon. No over writing will be permitted. Instead, such MR shall be cancelled and fresh one should be issued.
- 6.3 At the time of issue of MR book, authorised official should check the continuity of the book and certify the correctness thereof on the cover of the MR book. The books shall be kept in his /her personal custody and he/she shall be liable for its loss.

7. Remittance of fines collected:

- 7.1 Authorised officials shall remit cash at his nominated head quarters station (Booking office) on daily basis.
- 7.2 The amount collected as fine shall be allocated to Abstract Z- Sundry other earnings Z- 652.
- 7.3 The authorized official shall give Cash Remittance Memo in duplicate, under acknowledgement to the Booking clerk indicating the specific numbers of Money Receipts used, amount collected and total thereof. Booking clerk shall paste this memo at the back of record foil of the Money receipt issued.
- 7.4 Where UTS MR is being issued, the UTS number issued may be endorsed on the Cash Remittance Memo, and the same may be preserved at the station for further verification.
- 7.5 The authorized official may obtain Money Receipt from the Booking clerk and will also obtain endorsement on the last record of MR issued, showing the amount deposited, Money Receipt no. /UTS no. and station stamp.
- 7.6 The authorized official shall submit a monthly return to the Traffic Accounts Office (in duplicate) latest by 15th of the following month along with Accounts copies of the Money receipts / UTS MRs and particulars of remittances made to the nominated headquarters station.
- 8.0 The authorized official shall return the MR book to the nominated issuing office as and when it is consumed. He/ she shall also return the used / unused MR books in case of transfer, suspension, proceeding on leave for a period of more than one week.

Updated till April, 2022.