

FAQs

PASSENGER SERVICE

I. Advance Reservation

1. Can I book a ticket from Bhubaneswar to Bangalore at Howrah?

Yes, you can. In fact, you can book your ticket for any train on the Indian Railways network, from any originating station to any destination* at any of the 1340 Computerised Reservation Centres, across the country. With the networking of New Delhi, Mumbai, Kolkata, Secunderabad and Chennai Passenger Reservation Systems, you can now book your onward and return journey tickets from any computerized Reservation Centre nearest to you – not just from major railway stations. This networking makes reservation of tickets faster and simpler.

* Reservations can be made subject to distance restrictions and availability of quotas.

Internet tickets

Reserved tickets can also be obtained by accessing the website www.irctc.co.in. Payments can be made directly through the site. Please follow the instructions posted on the site.

2. How many days in advance can I reserve my ticket?

You can reserve your ticket 60 days in advance, excluding the date of journey at the train originating station. At intermediate stations where the train arrives the following day, reservation can be done 61 days in advance. In the case of some intercity day express trains, the advance reservation period is less.

3. How do I know the reservation status of my ticket?

The reservation status will be clearly indicated in your ticket. If your ticket is confirmed, your coach and berth numbers will be mentioned on your ticket in all classes other than First Class and AC First Class. For these, the word “Confirmed” will be printed alongside the class of travel. If your ticket is in RAC (Reservation Against Cancellation)/Waitlisted status, the same will be mentioned on the ticket. **Note:** Passengers are requested to kindly note that while every effort will be made to ensure a comfortable, hassle-free journey, Indian Railways are not liable to compensate a passenger due to non-provision of reserved accommodation or for any losses suffered due to late running of trains and other such unintended eventualities which are not willful or deliberately perpetrated.

4. Can I board the train with a RAC/Waitlisted ticket?

You can board the train with an RAC ticket. You will be provided with sitting accommodation initially and allotted a berth (in case of passengers not turning up) in the train.

5. How can I board a train in the reserved coach if I am not able to get a waitlisted ticket?

Yes. If you don't have any ticket, you may approach the Train Superintendent/TTE after purchasing an unreserved ticket from the booking office as specified in the following table. The TTE will allot the accommodation, subject to availability.

Category of Train	Class of Travel	Min. Class of Ticket required for permission to Board from Intermediate Stations
i) Rajdhani/Shatabdi	1A, 2A, 3A, AC Chair Car	1 st Class Ordinary
ii) Jan Shatabdi	AC Chair Car, 2 nd Seat	1 st Class Ordinary/ 2 nd Mail Express
iii) Mail/Express	FC, 1A, 2A, 3A, AC Chair, SL, 2 nd Seat	1 st Class Ordinary 2 nd Mail/Express.

However, in case you have a second-class ticket and could not get reservation in sleeper class and desire to travel in any upper class, you may approach the on-board ticket checking staff, who can upgrade your ticket accordingly subject to availability of accommodation except in Rajdhani/Shatabdi Express trains.

6. How do I find out the current status of my unconfirmed ticket?

You can contact the Enquiry Counters at your nearest Computersied Reservation Centre or call the Interactive Voice Response System, available at major stations. Remember to always quote the 10 digit PNR Number indicated on the upper left hand corner of your ticket, to find out the current status.

The current status of your ticket can also be obtained from the Indian Railways Passenger Information Website: www.indianrailways.gov.in. This site also provides real-time information relating to availability of seats (and berths in a train even between a pair of stations), timetable and train fares etc. For general information on Indian Railways, passengers can access the Indian Railways website: www.indianrailways.gov.in.

7. How does the Railway Automatic Telephone Enquiry System work?

Present Status: The railway telephone enquiry system is automated telephone enquiry system, which gives you details of accommodation availability and the current status of your tickets. The telephone numbers may be ascertained from the Station Manager/ Reservation Office. The telephone numbers at metropolitan cities are as follows: Kolkata: 138. Chennai: 131, 1361, 1362 and 1363. Mumbai: 1330, 1335. Bhubaneswar 131 & 133 (PNR), Visakhapatnam : 130, 131 & 132. On dialing these numbers and following step-by-step instructions, you will get the desired information.

Apart from this system, **Integrated Train Enquiry System (ITES)** through Call Centres has been introduced with mega capacity of 250-1000 phone lines at Patna and Bangalore. Details of accommodation availability, PNR status, running status of trans, rules/regulations, train

routes etc can be obtained through a universal number accessible from any type of phone (Landline, Mobile and WLL) and will be available from any where including far flung areas and villages. It will be a local call within a particular telecom circle. In case a person wishes to get manual enquiry, he will be directed through Interactive Voice Response System (IVRS).

Future Plan: The facility of such call centres will be extended to other telecom circles also with more options. Apart from the passenger related enquiry value added services like booking of tickets, hotel, taxi, auctioning of tickets, SMS based enquiry etc. will also be available through ITES.

II. Tatkal Scheme

1. What do I do, if I cannot plan my journey in advance?

Though it is always advisable to plan your journey well in advance, there may be times when this is not possible. For such situations, Indian Railways have introduced the **Tatkal Scheme** in Sleeper Class, AC Chair Class, 3-Tier AC and 2-Tier AC classes in almost all Mail/Express trains.

The reservation under this scheme commences at 8 a.m. on the previous day for which the reservation is being sought. There is a proposal to start Tatkal Bookings three days before i.e., for journey on 5th, the booking would be starting at 8 a.m. on 2nd. The date of implementation of the proposal will be notified separately.

No proof of identity is required to be produced by the passengers seeking reservation under Tatkal Scheme, neither at the time of booking nor during the journey.

2. What are the broad features of the revised Tatkal Scheme?

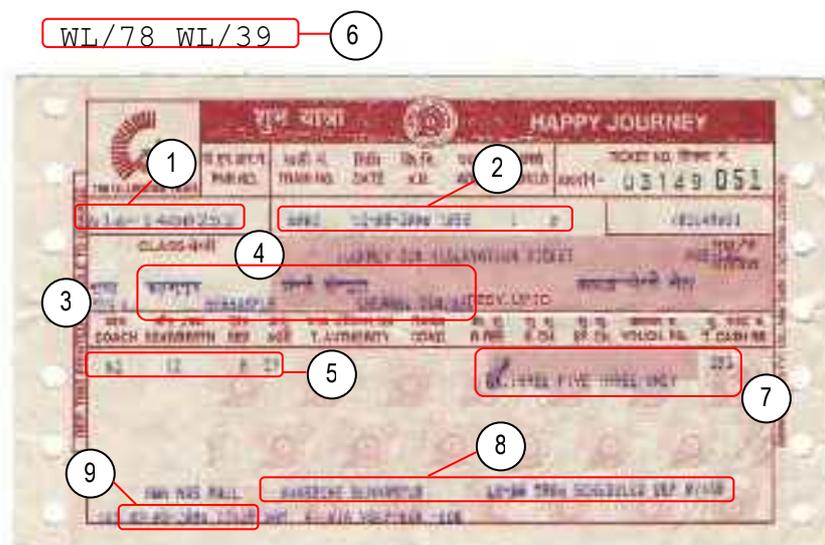
- i. To meet the urgent requirement of the passengers who plan their journey at short notice, Tatkal reservation facility has been provided in Sleeper Class, Air-conditioned Chair Class, 3-AC & 2-AC classes in almost all Mail/Express trains including special trains, which can be booked even on Internet.
- ii. The advance reservation period under this scheme is five days excluding the day of journey.
- iii. No proof of identity is required to be produced by the passenger seeking reservation under Tatkal Scheme, neither at the time of booking nor during the journey.
- iv. The premium on Tatkal Scheme on different classes is as under:

Srl. No.	Class	Tatkal Charges	
		During non-peak period (15 th July to 15 th Sep.)	Peak period (16 th Sept. to 14 th July)

i)	AC 2 –tier	Rs.200/-	Rs.300/-
ii)	AC 3 – tier	Rs.200/-	Rs.300/-
iii)	AC Chair Car	Rs.75/-	Rs.150/-
iv)	Sleeper	Rs.75/-	Rs.150/-
GARIB RATH			
i)	AC 3-tier (GR)	Rs.200/-	Rs.300/-
ii)	AC Chair Car (GR)	Rs.75/-	Rs.150/-

III. Know Your Ticket

1. How should I read a Computerised Reservation Ticket?



- The Passenger Name Record (PNR) Number printed on your ticket is a unique number. Quote this number to check the status of your ticket.
- Indicates the train number date of journey, the distance for which the ticket is issued and the number of adults and children on your ticket.
- Refers to the class of accommodation in which you intend to travel. Such class of accommodation is abbreviated as below:
 - 1A-First AC; 2A-2-Tier AC Sleeper; 3A-3-Tier AC; CC-AC Chair Car; FC – First Class; SL – Sleeper Class; II- Second Class Seat.
- Indicates the originating and destination station of your journey as well as the station up to which you have sought a reservation. The name of such stations is displayed in both English and Hindi.
- Indicates the confirmed Status of your ticket. Viz. Coach No. **A2**, Berth/Seat No. **34**, Sex: **M** (Male)/ **F** (Female), Age: **38**. In case you have AC First Class or First Class Ticket, the coach number or seat/berth number is not displayed. Such passengers may ascertain their actual accommodation status from the Reservation Chart.

- g. Indicates your waitlisted position. Two such waitlist numbers are indicated: the first, is the **running waitlist number** and the second, the **current waitlist number** at the time of booking your ticket. The former is unique for a given train, date, route and class combination you are traveling on. Please look at the reservation chart with reference to your **running waitlist number** to instantly ascertain the final status of your ticket.

PQWI, RLWL, RSWL etc. indicate waitlist position of your ticket. PQ, RL and RS are internal codes used for operations reasons.

- a. Indicates the amount paid for your ticket, both in words and figures. This may include charges such as Concession Amount (CONC) Reservation Fee (R Fee), Super Fast Charges (S.CH) and Voucher Charges (Vou. Ch).
- b. Displays the name of the train, your boarding stations and the date and time of your travel.
- c. Displays the date and time you bought your ticket.

IV. Refund

1. What are the rules for refund against cancellation of a reservation ticket?

A flat refund of 25% of total fare charged on the ticket, excluding Tatkal charges may be granted on cancellation of confirmed Tatkal tickets, which are presented for cancellation up to 24hrs. before the scheduled departure of the train. However, full refund of fare and Tatkal Charges will be granted on the confirmed Tatkal tickets booked under this scheme in the following circumstances:

- i) If the train is delayed by more than 3 hours from the train originating station;
- ii) 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.
- iii) 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. Normal Rules applicable for grant of refund on wait list/partially confirmed tickets will also be applicable to the waitlisted and partially confirmed Tatkal Tickets.

The reservation under this scheme is available only upto the time of preparation of charts.

The booking under Tatkal Scheme will be done only from originating to terminating point of the train with boarding facility from intermediate station. Any passenger boarding from an intermediate station can book Tatkal Accommodation but ticket will be end-to-end and charged accordingly, with permission to board the train from intermediate station.

2. Can I get refunds across the counter?

In most cases, if your tickets are surrendered for cancellation **within the prescribed time limits**, you can get refunds across the counter.

3. What are the prescribed time limits?

- a) Where the ticket issuing and journey commencing stations are the same and in cases where they are different (like/onward tickets), the ticket should be surrendered at the journey commencing station within the following time limits:

Distance of your journey	Time limit for cancellation (After the scheduled departure of the train)
Up to 200 Kms.	3 hrs.
201 to 500 Kms	6 hrs.
Over 500 Kms.	12 hrs.

- b) If the ticket has been issued for travel from some other stations, refund can be obtained at the ticket issuing station before the train departs.
- c) Refund can also be obtained from a station other than the ticket issuing and journey commencing stations. In such cases, the ticket should be surrendered during working hours, before the preparation of Reservation Chart. Refund will be admissible subject to verification.

For trains departing between **21.00 hours** and **06.00 hours**, you can get a refund either within the prescribed time limits or within **four** hours of opening of the Reservation Office, whichever is later.

4. What about refunds after the prescribed time limits?

If you have not cancelled the tickets within the prescribed time limits you can approach the **Deputy Station Superintendent (Commercial)/Station Manager** or **Chief Reservation Supervisor** of nominated stations. They are authorized to grant refunds on tickets issued from their stations by condoning the delay in surrendering the tickets for cancellation. You must also satisfy the Station Manager that your ticket is not used.

5. Suppose I am unable to approach the concerned authorities, what do I do?

In such cases, you must obtain a **Ticket Deposit Receipt (TDR)** from the nearest major station within 30 days from the date of scheduled travel. You must then submit an application in the prescribed form to the **Chief Commercial Manager (Refunds)** of the Zonal Railway to which the Ticket Deposit Receipt-issuing station belongs. The application should be accompanied by the passenger foil of the TDR.

This application must be submitted within **90 days** from the date of your journey. The refund officer will examine the case on merit and, if decided, refund will be sent to you by a Station Pay Order (to be encashed at station) or Money Order or Crossed Cheque.

6. Will the entire amount be refunded or will I lose some money?

The fare you paid for your ticket will be refunded after deducting cancellation charges.

7. How much will be deducted as cancellation charges?

The amount deducted is based on the time of cancellation and the status of your ticket. Detailed explanations are given below. For cancellation of confirmed tickets **more than one day** in advance of the scheduled departure of the train, excluding the date of journey, the minimum cancellation charges based on the class of travel are as follows:

Flat cancellation charges per passenger	Class of your ticket
Rs.70/-	AC First/Executive Class
Rs.60/-	AC Chair Car/ First Class/ AC 2Tier/ AC 3 Tier
Rs.40/-	Sleeper Class
Rs.20/-	Second Class

For cancellation of confirmed tickets **less than one day** in advance, excluding the date of journey and **up to four hours** before the scheduled departure of the train, the cancellation charges will be **25%** of the total fare paid by you.

For cancellation of confirmed tickets **less than four hours** before the scheduled departure of the train and up to the prescribed time limits as mentioned earlier, after actual departure of the train, the cancellation charges will be **50%** of the fare paid by you, subject to flat cancellation charges for each class.

For cancellation of RAC/Waitlisted tickets up to the prescribed time limits, **full refund** of fare will be given, after deducting the clerkage charges per passenger. If you are having a ticket with several legs of journey, if the first leg of the journey is confirmed the whole ticket will be treated as a confirmed ticket for purposes of applying cancellation /refund rules. On the other hand if the first leg of the journey is in the waiting list, even if the all the other legs of onward journey are confirmed, the whole ticket will still be treated only has a waitlisted ticket for purpose of granting refund.

8. Can refund be claimed if the AC fails during the journey?

Yes, passengers traveling by air conditioned class can claim refund if the AC fails enroute. You can get a refund of difference of fare for the distance the AC was not functioning.

This refund should be claimed immediately at the end of the journey or within **20 hours** of the arrival of the train at the destination, on production of the ticket and certificate issued by the Travelling Ticket Examiner.

9. Can I claim refund, if I had to travel in a lower class, even though I had a higher class ticket?

If you were forced to travel in a lower class for want of accommodation, you can get a refund of difference of fare between fare paid and fare for the class actually traveled. This refund should be claimed within **2 days of the date of issue of the certificate (excluding the date of issue)** of the arrival of the train at your destination. To claim this refund, you will need to submit your ticket along with the certificate issued by the Travelling Ticket Examiner.

10. I had a reserved ticket but I was not provided accommodation. Can I ask for full refund?

If you were not provided accommodation due to unforeseen circumstances, you are entitled to **full refund** of the fare paid by you without any deductions. To claim this refund, you should surrender your ticket at the journey originating station within **three hours** after the actual departure of the train.

11. Will I be able to get a refund if I do not wish to travel due to late running of trains?

If your train is running late by more than **three hours**, you can get a refund of full fare paid by you without any deductions. You can claim this refund at the journey commencing station within the maximum time limits mentioned earlier.

12. I could not continue my onward journey due to late running of the connecting train. Can I claim a refund?

After deducting fare for the traveled portion, you will be refunded the **balance fare**.

To claim this refund, you are required to surrender your ticket at the station, within **three hours** of the actual arrival of the train which has been delayed.

13. Can I claim full refund, if my train is cancelled?

If your train is cancelled due to accidents, breaches or floods, you will be refunded the **full fare** paid by you. To claim this refund, you should surrender your ticket within **three days** of the scheduled departure of the train.

14. What about refund for a ticket where some passengers are Confirmed and other are Waitlisted?

In combined tickets, where few passengers are Waitlisted and others are Confirmed, you will be given **full refund** less **clerkage charge** in respect of all passengers, if such tickets are

cancelled within **four hours** of the scheduled departure of the train and up to **three hours** after the actual departure of the train.

15. Can I get a refund on a ticket that I have lost?

No, you cannot get any refund on lost ticket. However, you will be allowed to travel on the reservation already made, after paying the prescribed charges for the issue of a duplicate ticket. In your own interest, you are requested to inform the Reservation Office immediately about the loss of your ticket. This will also help prevent fraudulent refund claims.

16. How much will it cost me to get a duplicate ticket?

If the loss of your Confirmed/RAC ticket is reported before the preparation of the Reservation Chart, a duplicate ticket will be issued on collection of the clerkage charge per passenger.

In case of the loss of your confirmed ticket is reported after preparation of the Reservation Chart a duplicate ticket will be issued on collection of **50%** of the fare. No duplicate ticket will be prepared after preparation of Reservation Chart in case of RAC/Waitlisted tickets.

17. Are the duplicate ticket charges refundable. If I find the original ticket?

If your original ticket is found and presented along with your duplicate ticket, before the departure of the train, you will be refunded the amount paid for your duplicate ticket. However, **5%** of the total amount will be deducted, Subject to a minimum of **Rs.20/-**.

18. My little son tore my ticket. Can I get a duplicate ticket?

If the ticket that was torn/mutilated was a Confirmed one or RAC, a duplicate ticket will be issued on collection of **25%** of the fare, after the preparation of Reservation Chart. Before chart preparation, charges are same as applicable for issue of duplicate ticket in lieu of the lost/misplaced ticket. No duplicate ticket will be issued in case of mutilated Waitlisted tickets. Besides, refund is admissible on torn/mutilated ticket if its genuineness and authenticity are verified on the basis of particulars visible on the face of such a ticket.

19. What is clerkage charge and when is it levied?

Save as otherwise mentioned, clerkage is a charge levied for the clerical work rendered in refund of fares on cancellation of unreserved, waitlisted & RAC tickets. The amount of clerkage charge is Rs.20/- per passenger, except for second class unreserved tickets where it is Rs.10/-.

20. How much refund is given on surrendering unused unreserved ticket?

If an unused unreserved ticket is presented for cancellation, full fare is refunded after deducting the per passenger clerkage charge provided that the ticket is surrendered at the ticket issuing station.

- i) within 3 hours after the actual departure of the train for which the ticket was issued or
- ii) within 3 hours after the actual departure of the last train of the day for the destination station, for a ticket valid for whole day.

V. Passenger Amenities

1. Are bedrolls given free to passengers traveling in AC Coaches?

Yes, bedrolls are supplied free of cost, to all passengers traveling in AC First Class, AC 2-Tier and AC 3 –Tier.

2. Do you provide catering facilities in all the trains?

Yes, we do. Most of the important trains have pantry car facilities. The details of trains which offer pantry car service are indicated in the timetables by “P”. Catering is also arranged in trains where this facility is not available.

3. How do I avail of the catering facilities on board?

You could contact the train conductors/coach attendants or other authorized catering staff of **IRCTC**.

4. What about catering facilities at stations?

Most important stations have vegetarian and non-vegetarian refreshment rooms and light refreshment stalls managed by **IRCTC**. The detailed menu and tariff are displayed in the refreshment rooms.

5. How can I be sure of the quality of catering services on trains and at stations?

To ensure proper and good quality catering services on trains and at stations, passengers are requested to:

- Place their orders for meals well in advance, with the Coach Attendant/Conductor or Waiters in Trains to facilitate information being sent to the serving stations.
- Insist on a cash memo for all catering services ordered.
- Consult the menu and tariff cards displayed in or available at Restaurants/Refreshment Rooms/ Pantry Cars.
- Record your suggestions of complaints in the book maintained for this purpose in the Refreshment Rooms. The complain book is also available with the Train Conductor and also with the Pantry Car Manager. It may be called for, at any time, by the passenger.

6. Is medical assistance available on trains?

Guards/Train Superintendents or Pantry Car Managers are equipped with **First Aid Boxes**. They are also trained to provide first aid to passengers. In case of emergencies, you can approach the **Traveling Ticket Examiner/Train Superintendent**, who will pass on a message to the next station where a doctor will attend to the emergency. Medical treatment will be provided by the doctor on payment of reasonable charges. In case hospitalization is required, the passenger may have to discontinue his journey.

Details of medical practitioners and hospitals along with their addresses are displayed at major stations. On alighting from the train, passengers in need of medical assistance, may contact them.

7. If I am breaking my journey or waiting for a connecting train can I keep my luggage in the Cloak Room?

Yes, you can. Cloak Rooms and Safety Lockers are available at major stations where your luggage can be kept in safe custody. But do remember, only luggage that has been locked will be accepted in the Cloak Rooms.

Your luggage, duly locked, can be kept in the Cloak Room for a maximum period of **one month**, on payment of prescribed charges.

8. Do I need to pay to use the Waiting Room at a station?

Waiting Rooms are available at major stations for use by genuine passengers. These can be used **free of cost** on production of your journey tickets for a few hours till the connecting train arrives.

9. Is there any transit accommodation available at stations?

Yes, there is. You can stay at the AC and Non AC Retiring Rooms and Dormitories, available at important stations. This transit accommodation can be availed by passengers holding valid tickets, on payment of prescribed charges. You can approach the **Station Manager** or **Matron** to find out about the availability of accommodation and the prescribed charges.

10. Is there any other accommodation available besides Retiring Rooms and Dormitories?

There is the **Rail Yatri Niwas**, where passengers can book independent rooms or dormitories, on production of tickets. This accommodation is available at a reasonable cost. The Rail Yatri Niwas also has a self-service restaurant. Currently, this facility is available only at **New Delhi** and **Howrah Railway Stations**.

11. Do the Railways have hotels at important tourist spots?

Currently, we have **Railway Hotel** at **Puri** in Orissa. This hotel combine old-world charm with modern amenities. Both these hotels are renowned heritage properties offering luxurious accommodation, excellent cuisine and warm, personalized service.

12. How do I book accommodation at these Hotels?

In Puri, you could contact the **Manager, IRCTC**, at Tel.No:06752-222063, 223606 Fax: 223005. For accommodation at the **Railway Hotel**.

13. What are the accommodation charges for the Railway Hotel at Puri?

Accommodation charges for Railway Hotels, Puri	
Single Room	Rs. 600/- (on AP), Rs.400/-
Double room (Non-A/C)	Rs.1200/- (on AP) Rs.750/-
Double room (Non A/C Ground Floor)	Rs.1000/- (on AP), Rs.650/-
Double room (A/C)	Rs.1500/- (on AP), Rs.900/-
Triple bed room (Non A/C)	Rs.1700/- (on AP), Rs.850/-

14. What are the other amenities available to passengers?

150 'A Class' stations have been identified for providing booths having a prominent pictorial sign that assistance is available to physically challenged persons. There are **self-help trollies** at all major stations for the convenience of passengers carrying heavy luggage. There are **stretchers** and **wheel chairs** for the use of sick and aged passengers at select stations. You can contact the **Station Managers** or **RPF Assistance Posts** to make use of these facilities.

The other facilities available at important stations include: **Medical Shops, Book Shops, Tourist Information centres, Post & Telegraph Offices** etc.

Because Indian Railways cares....

As a customer-oriented organization, Indian Railways values your feed back. Any suggestions for improvement are welcome. All complaints will be looked into promptly and addressed at the earliest.

Your questions about the Indian Railways' **Public Grievance Redressal Machinery** and the **Vigilance Machinery**, are answered below:

15. Whom do I contact if I have any complaints?

Indian Railways has a well-organised **Public Geivance Redressal Machinery** that will take prompt action on any complaints you may have. You can record your grievances in the **Complaints Book** kept for this purpose at: Out Agencies, Town Booking Offices, Major Goods Sheds, Parcel Offices, Reservations Offices, Refreshment Rooms, Pantry Cars, etc.

Alternatively, you could also approach the **Public Grievance Redressal Booths** at major stations for on-the-spot action.

At the Divisional level, **Additional Divisional Railway Managers** can be approached for redressal of grievances in respect of their divisions. You can also approach the **Additional General Manager** of each Zonal Railway, who has been designated as Director of Public Grievances.

At the Ministry level, you may contact **Mr. Badri Lal Meena**, Executive Director (Public Grievances) at Tel. No. 011-23184955.

16. If I have any suggestions or complaints about the catering facilities or other passenger amenities, whom do I get in touch with?

Indian Railways has **Special Cells** functioning at the Ministry and Zonal level to deal with complaints regarding passenger amenities, punctuality and catering facilities. The details of these Special Cells can be ascertained from the respective Zonal Railways. Now Complaint Monitoring Cells have also been established at Corporate Office, Zonal/Regional Offices of **IRCTC** for Catering Services.

VI. Miscellaneous

1. What is the upgradation scheme? What are its salient features?

With a view to optimize the utilization of available accommodation in train, a scheme to upgrade full fare paying passengers to the next higher class against the available vacant accommodation has been introduced in all Mail/Express trains having sleeping accommodation w.e.f. 24-02-2006. The salient features of the scheme are given below:-

- (i) The scheme is applicable to only full fare paying passengers, free of charge.
- (ii) It is applicable only in those trains having sleeping accommodation,
- (iii) The passengers for upgradation will be selected on random basis by the System at the time of preparation of reservation charts,
- (iv) Upgradation of passengers will be done as under:-
 - Sleeper to 3 AC or First Class
 - 3 AC to 2 AC
 - 2 AC to 1 AC
- (v) Upgradation will not be done for block booking transactions,
- (vi) If there is no waiting list, no upgradation will take place,
- (vii) If a passenger, who has been upgraded, cancels his ticket, cancellation charges of the original class only will be payable.

2. Can I book my tickets on a Credit Card?

Yes. For your convenience, Indian Railways have exclusive counters where you can reserve your tickets through credit cards. This facility is presently available only at important Computerised Reservation Centres. An additional service charge of Rs.30/- is levied when you reserve your tickets on a Credit Card.

3. Can I book my tickets through Mobile Phone?

Yes. You can book reserved tickets through mobile phones. The procedures for booking are similar to that of booking tickets through Internet. For details, please visit www.irctc.co.in.

4. Can I book my tickets through Travel Agents?

Yes, you can approach authorized **Rail Travellers' Service Agents** and **Railway Tourist Agents** who will book your tickets on payment of prescribed charges. No separate reservation quotas have been assigned to these agents and their staff have to take their turn in the queue at the Reservation Office for purchasing tickets like any other passenger. Addresses and phone numbers of these Travel Agents can be obtained from the Station Managers. Please do not buy tickets from unauthorized Travel Agents.

Foreign Tourists – facilities galore!

5. Are there any special facilities provided by Indian Railway for foreign tourists?

Yes. Foreign tourists, who wish to experience India by train, can enjoy the special facilities earmarked for them. These are explained below in greater detail.

Special Quota: Several important trains have a special quota for foreign tourists. This can be availed on payment of US Dollars or Pound Sterling. Tourists without foreign currency, will be allotted the special quota on production of the exchange certificates issued by any nationalized bank. At the time of reservation, the passport number and the country of origin should be mentioned.

Assistance Cells: Major Reservation Centres have special Cells to help foreign tourists plan their itinerary, reserve their tickets and render any assistance required.

The International Tourist Bureau situated on the first floor of New Delhi Railway Station provides personalized service and assistance to foreign tourists and NRIs regarding reservations, itinerary planning and other enquiries. This Bureau is manned by trained staff and tourist guides, fluent in foreign languages. For any assistance, please contact: The Manager, International Tourist Bureau, I Floor, New Delhi Railway Station, New Delhi – 110 001. Tel: 011-23405156, 23346804. Fax : 011-23343050.

Indrail Pass: This travel-as-you-please ticket has been created especially for foreign tourists and Indian nationals residing abroad. This ticket is available during specified time period from ½ day to 90 days. Indrail Passes should be used within one year of issue. Validity period starts from the date of the first train journey and ends on the midnight of the last journey. During the period of validity, foreign tourists can travel from anywhere on the Indian Railways network without route or train restrictions and without payment of any additional charges.

6. What is the cost of the Indrail Pass?

The cost of the Indrail Pass varies with the class of travel and the validity period. For your convenience, these details are given below:

Period of validity & Fare structure (Fares in U.S. Dollars)

Period of Validity	A.C.Class		First Class/ AC-2 Tier/ AC-3 Tier/ AC Chair Car		Sleeper Class Second Class (Non AC)	
	Adult	Child	Adult	Child	Adult	Child
½ day*	57	29	26	13	11	6
1 day*	95	47	43	22	19	10
2 days*	160	80	70	35	30	15
4 days*	220	110	110	55	50	25
7 days	270	135	135	68	80	40
15 days	370	185	185	95	90	45
21 days	396	198	198	99	100	50
30 days	495	248	248	126	125	65
60 days	800	400	400	200	185	95
90 days	1060	530	530	265	235	120

* For sale only by General Sales Agents. Please note: Fares are subject to revision.

7. Where are Indrail Passes available?

In India, Indrail Passes are available for sale in **Railway Reservation Offices** at: Ahmedabad, Aurangabad, Bangalore, Howrah, Chennai, Gorakhpur, Hyderabad, Jaipur, Mumbai, New Delhi, Pune, Secunderabad, Thiruvananthapuram Central, Vadodara, Varanasi and Vasco-da-Gama. Certain recognized **Travel Agents** are also authorized to sell these passes in Delhi, Mumbai, Kolkata and Chennai.

Indrail Passes are also sold through **General Sales Agents** in Bahrain, Bangladesh, Finland, Germany, Kuwait, Malaysia, Nepal, Oman, South Africa, Sri Lanka, Thailand, the UAE and the UK.

Change in travel plans? Let's answer your questions...

8. Can I prepone or postpone my reservation?

The date of journey on Confirmed/RAC/Waitlisted tickets can be preponed or postponed in the same/higher class or for a longer distance on payment of nominal charges. This facility can be

availed only **once**, irrespective of whether the accommodation available is reserved or RAC or wait-listed.

If you want to prepone the date of your journey, you should surrender your ticket during working hours and up to six hours before the schedule departure of the train in which fresh reservation is required. For postponement, the ticket must be surrendered at least **24 hours** before the schedule departure of the train in which reservation is presently held.

9. Can I change the boarding station?

Yes, you can. All you have to do is submit a written request to the **Station Manager** of the Original boarding station or contact any **Computerised Reservation Centre**, at least **24 hours** before the departure of the train. However, no refund is permissible for the unused portion of the journey.

10. Can I break my journey at any intermediate station?

If you hold a journey ticket for more than 500 kms, you can break your journey **once** for two days at any station enroute. This facility can be availed only after traveling 500 kms from the starting station. If your ticket is for more than 1000 kms, you will be allowed to break your journey **twice**.

The day of departure and arrival must be excluded while calculating the number of eligible days for break of journey. And remember to get your ticket endorsed by the **Station Manager/Ticket Collector** at the station where you intend to break your journey.

Note:

- For through passenger, any halt at intermediate station **for less than 24 hours** to catch a connecting train will not be treated as break of journey.
- This facility is **not available** to passengers traveling by Rajdhani/Shatabdi/Jan Shatabdi Express trains.
- This facility is not permitted short of the station up to which reservation has been done.
- Intention to break journey is to be advised at the time of original booking and not after obtaining reservation.

11. Can I extend my journey beyond the original destination?

Yes, Indian Railways allow **extension** of journey. This can be done by approaching the ticket checking staff either before reaching your destination or after completion of booked journey. The fare for the extended portion of the journey will be collected without the benefit of telescopic rates.

12. Can I upgrade my ticket to a higher class, enroute?

Your reserved ticket for a lower class can be upgraded to a higher class for the same train and date, subject to availability of accommodation. The upgrading of accommodation can be done only **once** on collection of fresh reservation charges and the fare difference. This can also be done during the journey by approaching the **Travelling Ticket Examiner**.

13. Can my confirmed ticket be transferred to somebody else?

If you are holding a confirmed ticket and are unable to travel, your ticket can be transferred to your family members viz., father, mother, brother, sister, son, daughter, husband or wife. To transfer your ticket, you must submit your request atleast **24 hours** in advance of the scheduled departure of the train.

Tickets can also be transferred.

- To another Government Servant traveling on duty, atleast **24 hours** in advance of the scheduled departure of the train.
- To other students of recognized Educational Institution when the Principal/Head makes a request atleast **48 hours** in advance of the scheduled departure of the train.
- To other members of the marriage party, if the head of such a party makes a request atleast **48 hours** in advance of the scheduled departure of the train.
- To other cadets of NCC, if the head of the group makes a request atleast **24 hours** in advance of the scheduled departure of the train. Such changes can be made only **once**. If the request does not exceed **10%** of the total number of group members.

Circular Journey Tickets. Reserving special carriages. Booking a train... Let's help you out.

14. What are Circular Journey Tickets?

If you wish to go on a pilgrimage or sightseeing trip to many destinations, Indian Railways provide the facility of booking Circular Journey Tickets. These tickets offer you unique travel flexibility, as they are issued for all journeys (other than regular routes) which begin and end at the same station. Circular Journey Tickets can be purchased for all classes of travel. A maximum of **eight** break of journeys will be admissible on these tickets. Endorsements for break journeys are not needed. **Standard Circular Journey Tickets** are also offered by Zonal Railways. These cover popular destinations for the convenience of tourists. The detail of route, fare etc., for these tickets can be obtained from nominated stations in each Zonal Railway. You can purchase these tickets if any one of the standard routes suit your convenience. Otherwise you can inform the Zonal Railways about your itinerary and Circular Journey Tickets can be drawn up to suit your requirements.

15. What are the advantages of booking a Circular Journey Ticket?

Circular Journey Tickets give you the benefit of **telescopic rates**, which are considerably lower than regular point-to-point fare. These rates are calculated on Mail/Express Fares.

With these tickets, you not only save time but also the inconvenience of booking tickets for each leg of the journey.

16. What is the booking procedure for Circular Journey Tickets?

Once your itinerary is finalized, you can approach the **Divisional Commercial Managers** of the Division or Station Managers of certain major stations to which the journey commencing station belongs. The Divisional Commercial Manager or the station authorities will then calculate the cost of the tickets based on your itinerary. He will also inform the **Station Manager** concerned of the same, in the prescribed format. You can purchase Circular Journey Tickets by presenting this form at the Booking Office of the station from where you propose to start your journey. After purchasing the Circular Journey Ticket, you must approach the **Reservation Office** to reserve your accommodation for various laps of your journey. You will then be issued reserved tickets for the journey.

17. Can I avail E-ticketing? If so, how?

As a part of ongoing program of simplification of procedures and to facilitate ticketing to the traveling public, a novel e-ticketing scheme was introduced as a pilot project w.e.f. 12.8.2005 on two Kalka Shatabdi Express Trains. The scheme has now been extended on all Rajdhani/Shatabdi/Jan Shatabdi Express/Superfast trains and other Mail/Express trains w.e.f. 24.02.2006.

In E-ticketing scheme there is no physical ticket. Passengers get their reservation booked through Internet while sitting at home and occupy their reserved seats on the basis of computer-generated slip taken out from their own computer along with the Identity Card. This saves them from botheration of going to reservation centers for booking the ticket or delivery of physical ticket as it is done in case of Internet booking. In addition, the booking for e-ticketing is open up to the chart preparation time while Internet ticketing booking stops 2/3 days in advance of train departure.