

## OTHER SERVICES

### More to know about the luggage you carry...

#### 1. How much luggage am I allowed to carry?

Each passenger is allowed a **Free Allowance** up to which he can carry luggage with him in the compartment, free of cost. The Free Allowance varies for different classes of travel. Children aged **5** and below **12 years** are allowed half of the Free Allowance subject to the maximum of **50 Kg**. You are also permitted a **Marginal Allowance** as indicated in the table.

Class	Maximum Limit (Kgs)	Free Allowance (Maximum Limit)	Marginal Allowance for luggage
AC First Class	150	70 kgs.	15 kgs.
AC 2-Tier Sleeper First Class	100	50 kgs.	10 kgs.
AC 3-Tier Sleeper AC Chair Car	40	40 kgs.	10 kgs.
Sleeper Class (Exp/Ordy)	80	40 kgs.	10 kgs.
Second Class (Exp/Ordy)	70	35 kgs.	10 kgs.

Luggage beyond the above quantity can be booked in advance and carried in the brake-van.

#### 2. What if my luggage exceeds the Free Allowance?

If your luggage marginally exceeds the Free Allowance, you will be charged at normal rates. Above marginal allowance penalty will be charged, if detected. Make sure to book your excess baggage in the **Luggage Office**, pay the prescribed charges and get your tickets endorsed by cross-referencing the luggage ticket details, before commencing your journey. Please note that Free Allowance is not admissible for articles such as scooters, cycles, etc.

#### 3. What if my luggage gets stolen en route?

In case of theft of luggage, robbery/dacoity in running trains, you can approach train conductors/coach attendants/guards or GRP escort. They will give you the **FIR Forms**, which may be duly filled-in and handed over to them. The complaint will then be forwarded to the **Police Station** for necessary action. You need not break your journey to lodge a complaint with the police. You can also approach the **RPF Assistance Post** at major railway stations, for any assistance in lodging the complaint.

#### 4. If my booked luggage is lost or damaged, how much compensation will I get?

Where value of the luggage booked has not been declared beforehand by the consignor and the prescribing percentage charges not paid, the monetary liability of the Railways has been limited to

Rs.100/- per kg. However, where the consignor has declared the value of the consignment and has also paid percentage charges, he will be entitled to get the claimed amount which will not exceed the value of the luggage so declared at the time of booking. The procedure of payment of percentage charge can be enquired from the Luggage Booking Office.

## Tell me about Tourist Cars and Reserved Carriages...

For large groups traveling together, Indian Railways provide exclusive coaches that can be attached to regular trains\* according to your programme. Besides the convenience of traveling according to your own itinerary, you can also enjoy total privacy and comfort. These Tourist Cars are available in Second Class, Sleeper Class, First Class and Air-conditioned First Class with facilities for cooking. The upper class coaches have amenities such as linen, bathroom, sitting cum dining room attendants compartment, etc.

*\*Special coaches cannot be attached to certain trains due to operations restrictions.*

### 5. How do I book a Tourist Car/Reserved Carriage?

You must apply to the **Chief Passenger Transportation Manager** at least **30 days** in advance and not more than **6 months** prior to the commencement of the journey.

Your application must include details such as destination, route to be followed, halts enroute and the specific train to which the Tourist Car/Railway Carriage is to be attached.

### 6. How much does it cost to book a Tourist Car/Reserved Carriage?

Initially, you need to pay Rs.10,000/- per coach as security deposit to the **Station Manager** of the originating station.

Charges will then be calculated on a point-to-point basis. Full adult Mail/Express fares will be charged for actual number of persons traveling or the marked carrying capacity of the coach, whichever is higher.

The charges must be paid in full, atleast **48 hours** in advance of the departure of the train to which these coaches are to be attached.

### 7. How can I book a Special Train?

For the convenience of passengers traveling in large groups, Indian Railways allow for the booking of special trains for a minimum distance of **500 kms** and a minimum composition of **15 coaches**.

Here are some guidelines to help you book a special train:

- Submit an application in the prescribed form to the **Chief Passenger Transportation Manager** through the **Station Manager** of the station from where the journey is to commence.
- In your application give details such as destination, route to be followed and halts enroute.
- The application must be submitted at least **30 days** in advance and not more than **six months** prior to the commencement of the journey.
- The application should be accompanied by a Security Deposit of **Rs.10,000/- per** coach, paid at the station from where the journey is to commence.

The cost of booking a special train will vary with the distance to be covered. The charges will include fare, service charge, detention charge and empty haulage charge. The stipulated charges must be paid in full at least **48 hours** in advance of the departure of the train.

#### ***8. How can I get refund in case of cancellation of the reserved carriage/tourist car?***

The Station Manager of the journey originating station will refund the security deposit & overcharges, if any, provided that the party has deposited the folder within 6 months of completion of the tour. While granting refund, the Station Manager will ensure personally that no undercharges in pending from the party and the Coach/Saloon/Tourist Car has been returned to Railway in sound conditions. Refund will be granted after deducting all due charges, including charges for excess detention, under-charges, etc., if any. No Refund will be granted if the folder and/or the ticket is lost or both are not deposited in original.

If the folder is submitted after the normal time limit of 6 months and upto maximum 3 years of completion of the tour, the General Managers, in consultation with their FA&CAOs, will have full powers to settle such cases. No refund shall be permitted if the folder is deposited after three years of completion of the tour. Refund, will however, continue to be granted after deducting any amount due from the party.