

SALIENT FEATURES OF IRCTC TRAINS

Ministry of Railways, over the last few years, have been executing prestigious projects for improving the overall traveling experience of rail passengers including running of premium high speed trains, station and premises development, and providing state of the art amenities to its passengers on trains as well as at stations.

To further professionalise the services, Railways have entrusted IRCTC, its commercial tourism and catering arm and a two decade old service organization to operate two premium passenger trains for general public using the air conditioned chair car rakes of Tejas trains.

These two trains will ply on Lucknow – New Delhi - Lucknow and Ahmedabad - Mumbai- Ahmedabad routes for 6 days in a week and will primarily cater to the business travellers traveling frequently between these cities, besides catering to tourists. Trains would be equipped with all modern on board facilities for ensuring a high level of comfort to the passengers.

The first train to start with IRCTC management will be operated in Lucknow – New Delhi – Lucknow sector having a total journey time of 6 hours and 15 minutes. This train will have one Executive class air conditioned chair car having 56 seats and nine air conditioned chair cars having capacity of 78 seats each. The total carrying capacity of the train will be 758 passengers. The train will start its journey in the morning at 06:10 hours and will reach New Delhi at 12:25 hours having scheduled commercial halts at Kanpur Central and Ghaziabad. In the return direction, train will leave New Delhi at 15:35 hours and will reach Lucknow at 22:05 hours having scheduled halts at Ghaziabad and Kanpur Central enroute. Train will run 6 days a week except Tuesday.

Another train on Tejas rake will be run by IRCTC on Ahmedabad – Mumbai – Ahmedabad route a little later. This train will leave Ahmedabad at 06:40 hours and will reach Mumbai at 13:15 hrs. In the return direction, train will leave Mumbai at 15:40 hrs and reach Ahmedabad at 22:25 hrs. This train will also run 6 days a week, except Thursday.

Salient features of IRCTC trains are as under:

- These trains will be available for booking exclusively on IRCTC website www.irctc.co.in and its mobile app “**Irctc Rail Connect**”. There will be no booking at railway reservation counters. However, passengers can get their tickets booked through IRCTC authorized agents. Train will also be available for booking through IRCTC’s online travel portal partners like Paytm, Ixigo, PhonePe, Make My Trip, Google, Ibibo, Railyatri etc.
- Trains will also be available for booking for on duty and leave travel of personnel of defence forces and Central Paramilitary Forces through their online e-ticketing portals integrated with IRCTC such as CGDA (Controller General of Defence Accounts) portal, CRPF (Central Reserve Police Force) and

NDRF (National Disaster Rescue Force) Portals, and also to NSG (National Security Guards) etc.

- These trains will have advance reservation period of 60 days. Initial trips will be booked on less than 60 days also till such time dates neutralize keeping in mind the train launch date and opening of first booking.
- While there will be no concession tickets in the train, children below 5 years of age have been exempted from fare and will be booked with their parents. Names of Children so booked will not appear on the chart. Children of age 5 years and above will be booked at full fare and will be provided with a seat.
- Train fare will be dynamic in nature keeping in consideration the prevailing bus, taxi, rail and airfares. Train will have different series of fares for lean, busy and festive seasons. February, March and August months of the calendar year will form the lean season. Further, train fares will be on point to point basis.
- Current Booking will be available to users after preparation of first chart which will normally be 4 hours before the scheduled departure of the trains, up to 5 minutes before the scheduled departure of the train.
- One air conditioned chair car coach of 78 seats will be available for Group Booking on first cum first served basis. This coach can be booked any time from the opening of booking and up to 5 days in advance of the departure of the train. Booking of a full coach for group will be available completely online to facilitate tourism, corporate travel and other social needs of the public.
- There will be no tatkal quota or premium tatkal quota in these trains. There will be only General Quota and Foreign Tourist Quota. Foreign Tourist Quota of 5 seats in EC and 50 seats in CC will be available for Foreign Tourists.
- All passengers travelling on IRCTC trains will be provided with Rail Travel Insurance of up to Rs. 25 Lakhs, free of cost by IRCTC.
- In case of cancellation of train, automatic full refund of fare on confirmed and /or waitlisted e-tickets will be made. There will be no need of cancellation of the ticket or filing TDR in such cases.
- On board infotainment services will be available in IRCTC trains to the passengers.
- High quality food and beverages will be provided to the passengers on board in the train. Food will be compulsory and charges will be collected at the time of ticket booking itself. There will also be provision for separate free coffee and tea vending machines. Service in the train will be done through trolleys similar to airlines.
- Each coach will be provided with RO water filter in addition to the packaged drinking water bottle for each passenger. Passengers will be served morning welcome tea, breakfast, snacks before de boarding, evening high tea and dinner as per itinerary timings. Details for which will be provided shortly on IRCTC website.
- IRCTC is planning to imbibe regional delicacies having local and ethnic cuisines to suit the taste buds of passengers. On board hospitality services will be managed through professional and competent staff from either gender.

- IRCTC is planning to extend the facility of collecting passengers' baggage from their homes and deliver to them in the train on their seats and then again from their seats to their destination stay point on payment. Modalities for the same are being worked out with vendors for this purpose. Passengers will be able to travel without worrying for their luggage. Luggage will be insured.
- IRCTC will also extend the facilities of taxi hiring, hotel bookings etc on payment to such passengers who need it. Wheel chair will also be provided to passengers on demand.
- Ticket cancellation and refund rules are provided separately.
- **The train will be inaugurated on 04.10.2019 by running special train from Lucknow Jn to New Delhi. Inaugural special train will run as per following timings on 04.10.2019:**

Station	Special Train No. 00501	
	Arrival	Departure
Lucknow Jn.	-	09:30
Kanpur Central	10:40	10:45
Ghaziabad	15:03	15:05
New Delhi	16:00	-

- **Lucknow - New Delhi – Lucknow IRCTC train will be run as per following timings on regular basis with effect from 05.10.2019 (New Delhi-Lucknow Jn) and 06.10.2019 (Lucknow Jn- New Delhi) respectively:**

Arrival	Departure	Station	Arrival	Departure
-	06:10	Lucknow Jn.	22:05	-
07:20	07:25	Kanpur Central	20:35	20:40
11:45	11:47	Ghaziabad	16:09	16:11
12:25	-	New Delhi	-	15:35