



MULTI DISCIPLINARY ZONAL TRAINING INSTITUTE

Southern Railway

TIRUCHCHIRAPPALLI

**Coaching Theory
Pro.CC**

CONTENTS

S.No.	Topic	Page
1.	INTRODUCTION	
2.	BOOKS OF REFERENCE	
3.	CLASSES OF ACCOMODATION	
4.	TICKETS	
5.	JTBS,STBA,YTSK	
6.	LATEST DEVELOPMENT IN ISSUING UTS TICKETS	
7.	MILITARY TRAFFIC& RELATED TOPICS	
8.	BREAK JOURNEY RULE	
9.	PASSES	
10.	CONCESSIONS	
12.	RESERVATION	
13	REFUNDS	
14	CATERING	
15	RAILWAY ACT	
16	ACCIDENT COMPENSATION	
17	PUBLIC COMPLAINTS	
18	LUGGAGE	
19	PARCELS	
20	TICKET CHECKING	

INTRODUCTION

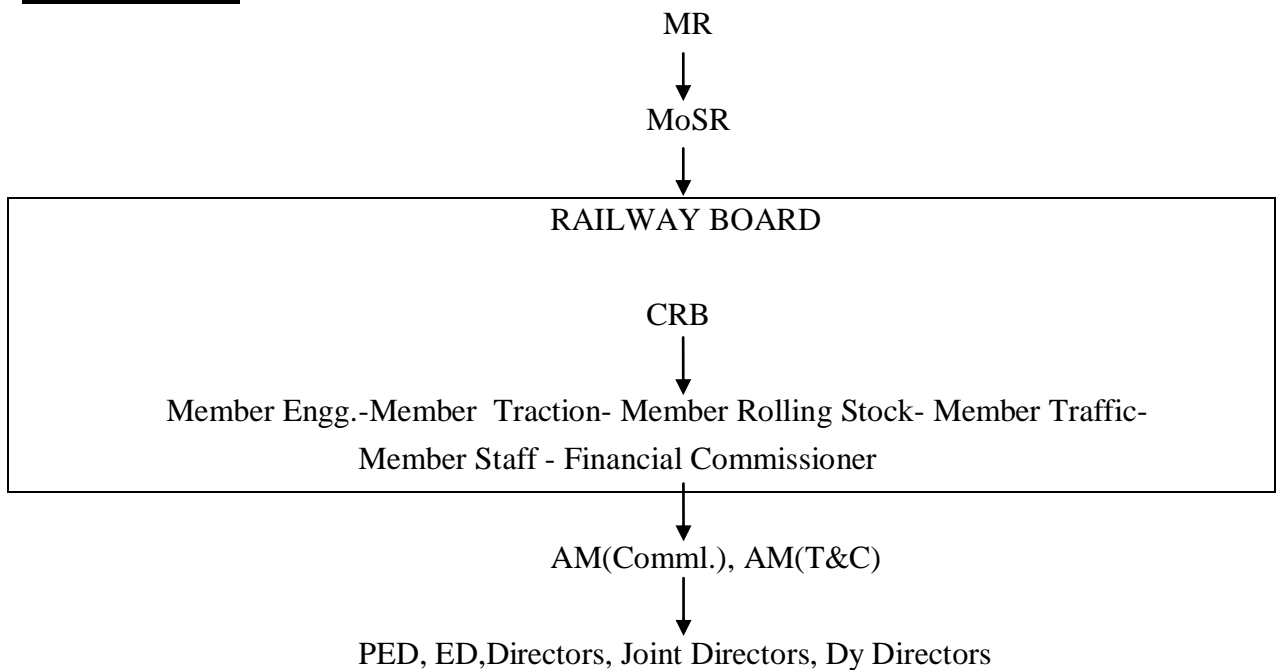
INDIAN RAILWAYS

Indian Railways is the lifeline of the nation. It traverses the length and breadth of the country providing the required connectivity and integration for balanced regional development.

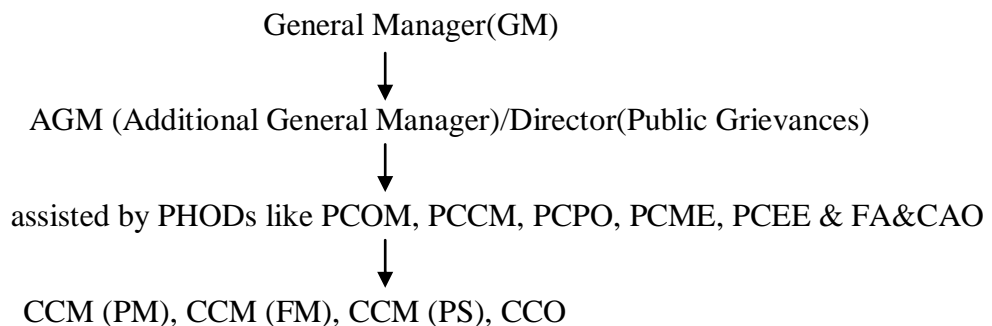
The system never rests; it has been up and working unceasingly for the last several decades. It is an integral part of every Indian's being. It is one of the pillars of the nation.

ORGANISATION OF INDIAN RAILWAYS

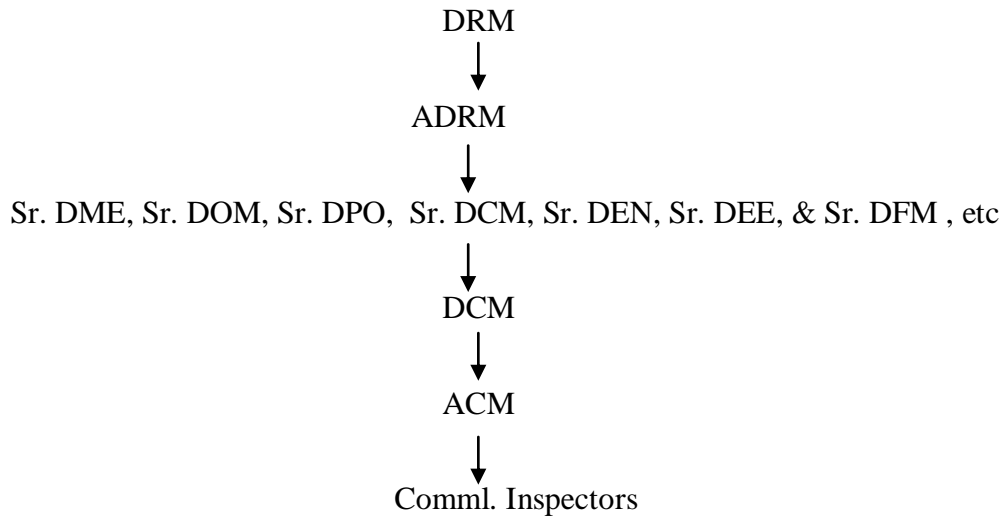
National Level:



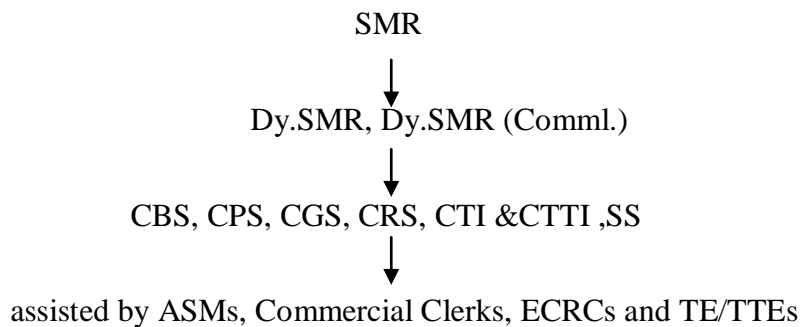
Zonal Level:



Divisional Level:



Station Level:



ORGANISATION OF COMMERCIAL DEPARTMENT (AT ZONAL LEVEL)

The **PCCM (PHOD)** is assisted by,

- **Chief Commercial Manager (Passenger Marketing)** :deals with Computerized reservation, clearance of passenger traffic etc.
- **Chief Commercial Manager:**deals with catering and vendingcoaching traffic, **(Passenger Service)**passengeramenities,services,commercial (or)publicity,customer complaints
Deputy CCM (PS) advertisements, ticket checking, etc.
- **Chief Claims Officer(CCO)** : deal with claims matters, claims prevention

BOOKS OF REFERENCE

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.

Indian Railways Code for Traffic (Commercial) Department:

This book is published by Railway Board and contains essential principles and policy directives of the Board. The provisions included in this code are mandatory.

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.

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.

FUNCTIONS OF COMMERCIAL DEPARTMENT

- Sale of Transportation provided by Railways
- Creating and developing traffic
- Securing and Maintaining friendly relations with customers.
- Generally to cultivate good public relations
- Correct collection, account and remittance of traffic receipts

DUTIES OF COMMERCIAL STAFF

All Commercial Staff must –

- Be conversant with relevant rules and regulations laid down in Tariffs/Manuals
- Be alert, prompt, helpful, courteous and obliging.
- Furnish correct information, or direct Enquirer to the official who can help.
- Attend to the comfort of all passengers, especially women and children unaccompanied by male members.
- Maintain a close watch on the movement of traffic and suggest ways and means to promote flow of traffic to the railways.
- Pay special attention to general cleanliness of the platforms, refreshment rooms, waiting rooms, waiting halls, bath-rooms, lavatories etc.
- Give their names, designation without hesitation.
- Not accept or solicit gratuities;
- Not be in a state of intoxication on duty
- Not Smoke on station platforms while on duty, or in uniform.
- Report for duty in time as prescribed.
- Wear clean uniform, wherever prescribed, and put on distinguishing numberbadge, armlet, headgear, where supplied and be smart in appearance.

PERSONAL CASH DECLARATION

- The station staff dealing in commercial activities shall declare their personal cash before commencement of the duty.
- Personal Cash Declaration Register (PCDR) is being maintained at stations for the purpose of declaring personal cash.
- 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.
- Private cash should not be kept in the railway cash chest, ticket tubes
- Private cash should be declared in figures and in words.
- Supervisors should also declare private cash before taking up duty.
- Monetary limit:

Stationary staff	up to Rs.750/-
Non-stationary staff	up to Rs.2000/-

- If more than the above limit is declared , denomination and purpose should be also be mentioned and the same is verified and endorsed by the supervisor
- 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

CLASSES OF ACCOMMODATION ON INDIAN RAILWAYS

MAIL/EXPRESS TRAINS						
Class	Code	ALPHA CODE	MIN. DIST. FOR CHARGE KM.	MINIMUM BASIC FARE AT MIN. DIST. RS.	RES. CHARGE RS.	SUPPLEMENTARY CHARGE FOR SUPERFAST TRAIN RS.
AC First Class	1 A	H	300	1047/986 (Peak/Lean)*	60	75
AC 2 Tier	2 A	A	300	613/593 (Peak/Lean)*	50	45
First Class	FC	F	100	230	50	45
AC 3-Tier	3 A	B	300	428	40	45
AC Chair Car	CC	C	150	205	40	45
Sleeper Class	SL	S	200	120	20	30
Second Class	2S/II	D	50	29	15	15

* Coaching Traffic – **Lean Period** – Feb, Mar & Aug ; **Peak Period** – Remaining 9 Months

ORDINARY TRAINS						
First class	FC	F	10	45	50	-
Sleeper	SL	S	200	76	20	-
Second class/ Sub-Urban	II	-	10	4*	15	-
Second class Non Suburban	II	-	10	3**	15	-

(note : suburban -min fare Rs 5/- , nonsub : 10/-)

AGE OF CHILD	FARE COLLECTED	
Below 5 Years	Free	
5 Years and above, but below 12 Years(w.e.f:10.4.2016)***	Unreserved ticket	Half the adult Fare
	In case of reserved Tickets	
	If no separate berth or seat is required	Half the adult Fare
	If separate berth is required	Full fare
12 Years and above	Full Fare	

- Minimum basic fare will apply to child tickets
- Minimum basic fare will not apply to Concessional and P.T.O tickets

*Minimum chargeable fare in **SubUrban** section is **Rs. 5/-**

Minimum chargeable fare in **Non -Sub Urban section is **Rs.10/-**

For berth not opted child(NOSB)

- EQ is not allotted
- Bed roll is not supplied
- No reservation /tatkal charges are collected
- If ticket is cancelled, only clerkage charges are collected
- If it is a two leg journey, berth is not accepted in second leg
- **No separate seat/berth** allotted for a child below 5 years of age.
- The name, gender & age of the child to be given in the reservation form and also to the TTE in the train
- The passenger can mark their option for requirement of full berth or seat ,in the reservation form ,at the time of reservation itself.

ROUNDING OFF OF FARE

Sl.No	Type of Ticket	Rounding Off rule after adding Miscellaneous charge Viz., Reservation fee, Supplementary charge for Superfast trains, Catering charge, Service tax etc., to the Basic Fare	
1	<u>Non-suburban</u> – Fares of all classes & <u>Suburban</u> – Fares of all classes except Second Ordinary.	Rounded off to the next higher multiple of Rs. 5/-	
2	<u>Suburban</u> – Fares of Second Ordinary class.	Rounded off to the next higher multiple of Rs.5/- Except incase ;	
		1 or 6 comes up as the last digit i.e., unit place	Rounded off to the immediately lower multiple of Rs.5/- (Example. Rs.11,21,31 etc Rounded off to Rs.10,20,30)
		Fare value ending in Rs. 2,3,4	Rounded off to Rs.5/-
		Fare value ending in Rs. 7,8,9	Rounded off to Rs.10 and so on and so forth

TICKETS

Ticket is a valid travel authority given to a person, on payment of due fare, to travel from one station to another.

JOURNEY TICKETS			NON-JOURNEY TICKETS	
JOURNEY CARD TICKETS (5)	JOURNEY PAPER TICKETS (8)	PAPERLESS TICKETS (2)	NON-JOURNEY CARD TICKETS (1)	NON- JOURNEY PAPER TICKETS(4)
RETURN JOURNEY TICKET	BLANK PAPER TICKET	M- TICKET	PLATFORM TICKET	CLOAK ROOM TICKET
COMBINED TICKET	EXCESS FARE TICKET	UTS ON MOBILE		RETIRING ROOM TICKET
INDRAIL PASS TICKET	JOURNEY EXTENSION TICKET			SUPPLEMENTARY CHARGE TICKET
SEASON TICKET	CIRCULAR JOURNEY TICKET			MELA TAX TICKET
	COMPUTER PRINTED TICKET			
	UTS TICKET			
	E- TICKET			
	I –TICKET			

JOURNEY CARD TICKETS

SEASON TICKET

1. It is issued in I and II classes separately for adult and child for monthly, quarterly, Half yearly and Yearly periods and charged as follows:
2. Child Season tickets → Half of adult fare.
3. Quarterly Season ticket → 2.7 times of Monthly Season ticket fare.
4. Half yearly Season ticket → 5.4 times of MST
5. Yearly Season ticket → 10.8 times of MST.
6. The minimum fare for **II MST** is **Rs.100** and for **I MST** , **Rs 325/-**
7. **The passenger should give an undertaking as prescribed along with a photo and address proof**

UNDERTAKING BY SEASON TICKET HOLDERS	
Name	
Son/Daughter/ Wife of	
House No./Name	
Place	
Taluk	
Post Office	
PIN	
District	
Phone No.	
ID Type (Attach Photocopy as per Railway norms)	
ID No.	
Purpose of Travel	

I, Mr/Mrs hereby declare that I will follow the Season Ticket rules and will not indulge in any antisocial/unlawful activities or commit any offence under the IPC or Railway Act while availing the Season Ticket for the below mentioned ST ID No. (For the office use only -system generated Alphanumeric number)..... and if found involved in such an offence, my Season Ticket may be cancelled and need not be issued again.

Signature of the applicant with date

(For office use only)

Station:	ST ID No:	M/Q/H/Y:	ST No:
Station From:	To:	Date From:	To:
Issued Date:	Concession details (IF ANY):		

8. A photo identity card is issued to the passenger. Seal and signature of the S.M. will be affixed across the photo, which will be partly on the photo and partly on the I/D card.
9. The identity card costs **Rs.1/-** .
10. The passenger should carry the photo identity card with the ST while travelling.
11. The identity card is valid for **5 years** from the date of issue.
Note: An ID like PAN card, DL, Govt.ID etc is also accepted.
12. Passenger should sign on the ticket before commencing the journey.



TYPES OF SEASON TICKET

PASSENGER	FARE (Rs.)	AGE (Yrs)	DISTANCE LIMIT (Km)	CLASS
General Public	100 %	--	150	I/II
Students* Boys –up to +2 level Girls – up to graduation & Professional Courses	Free (Millennium Gift from Rlys 2000)	--	150	II/O
Students* – General	50 % of Genl. Public	Up to 25	150	I/II
Students* – SC/ST	50 % of Student fare	Up to 27	150	I/II
Railway Employees**	25 %	--	110	I/II
Market Vendor**	150 %	--	150	II
IZZAT season-Unorganised sector labourers with income not exceeding Rs1500/-p.m.	25	--	150	II (O/E/SF)

Note *Students should produce a concession order from the Head of the institution.

The concession order is valid for 14 days from the date of issue.

**** Employees' & Market Vendor Season Tickets are issued only in Notified stations.**

Luggage on Season ticket:

SEASON TICKET	FREE ALLOWANCE (KG.)	MARGINAL ALLOWANCE (KG.)
I CLASS	15	5
II CLASS	10	5
Market Vendor	60 – Outward	Nil
	25 – Return (Empty)	Nil

13. Season ticket can be renewed upto **10 days** in advance of the date of expiry at either of the stations.

14. When payment is done through credit /debit card, 0.5% discount on base fare is given to season ticket holders of suburban section
15. Season ticket holders will be treated as travelling without ticket if:
 - They have more than one season ticket to overcome distance restriction.
 - They travel without the Identity card.
 - They travel in reserved coaches, except in notified sections.
16. Season ticket holders are permitted to travel by Superfast trains on payment of Supplementary charges. (MST – 15 times of Superfast charge, QST- 45 times of Superfast charge).
17. Season ticket holders can break journey anywhere.
18. **No refund** is to be allowed on season tickets under any circumstances.

Izzat season ticket

- For availing IZZAT MST the passenger should first obtain income certificate from local government officials i.e., BDO/Tehsildar
- **An Income certificate is issued from the letter pad of the Lok Sabha MP/DM valid for 2 years.**
- **Or an Income certificate is to be obtained from the letter pad of the MLA, valid one time use only.**
- **Both are to be produced in the counter with id and address proof to get izzat ticket**
- This Season Ticket is valid by II/O/EXP/SUP unreserved compartments. Income Certificate must be carried during travel for verification by Ticket Checking staff .

JOURNEY PAPER TICKETS

BLANK PAPER TICKET [BPT]

1. This ticket is issued in exchange of concession orders, police warrants, etc.
2. These tickets are printed on watermarked paper and are serially numbered.
3. A foreign BPT will have a **red wavy band**.
4. It is book form with each book having **50 tickets**.
5. **Ticket has 3 foils → Accounts, Passenger, Record**
6. On receipt, each book is to be counted & certified that all the foils are intact.
7. At the time of issue (using double sided carbon) the following details are written:

	<ul style="list-style-type: none"> • Date of issue • From and To Station • Distance in km. • Class/Fare • Concession details • Child /Adult • Signature of the Booking clerk and Station Stamp.
--	--

EXCESS FARE TICKET (E.F.T)

1. It is in book form and serially numbered.
2. Each book has 50 tickets and each ticket has 3 foils (Accounts, Passenger, Record).
3. It is issued separately for Local and Foreign traffic.
4. A foreign EFT will have a red wavy band.
5. It is issued by Booking clerk using double-sided carbon for the following:
 - i) When printed card tickets are not available
 - ii) As duplicate ticket when reserved ticket is lost
 - iii) In exchange of Guard's certificate.
6. It is issued by TC staff ,using double-sided carbon, for the following:

	<ol style="list-style-type: none"> i) Ticket less travel/ Irregular travel ii) Journey extension iii) Change of class/ route/train iv) Unbooked luggage v) As duplicate ticket
--	---

JOURNEY EXTENSION TICKET [JET]

1. It is issued to Season ticket holders and Return journey ticket holders when they want to extend their journey before the commencement of journey.
2. It is issued in suburban sections only.
3. It is in single foil in different denominations.
4. The ticket no,date and time of issue should be filled by the BC/TE.
5. The station upto which the journey is extended should be marked on the ticket.
6. Fare for the extended portion without telescopic benefit should be collected.
7. JET can be issued from any station en route without telescopic benefit
8. It can be also be issued before commencement of journey between any station on the season ticket route and any other station that is not enroute.

TAMBARAM Rs. 5.00 II Ordy.	<div style="text-align: center;"> JOURNEY EXTENSION TICKET </div> <div style="display: flex; justify-content: space-between;"> <div> S. Rly. _____ S. T. No. _____ Date of Issue _____ Time _____ </div> <div style="text-align: right;"> UP DN </div> </div> <div style="display: flex; justify-content: space-between;"> <div> Extended to :- MSB GDY PRGL CGL PVM TI TNPM APB MTMY MSF STM VDR MAS ABU VEU TVT PON MPK PZA UPM BBQ TMVL SVR WCN KVP MS MN GI VJM ANNR PTLR KVM GPD MSC TLM POTI PER AVD TRL ENR MPKT NBK PV CTM PCW HC WST IPP MCPT MKK CMP MMNK PEW PAB RPM AIP MCPK MBM TBMS SKL VLK PTMS KOK NPKM MTCN SP TBM PWU KOTR PTMS'E TNP MJR MLHS </div> <div style="writing-mode: vertical-rl; transform: rotate(180deg); font-size: 2em; font-weight: bold;"> 66197 </div> </div>
---	---

CIRCULAR JOURNEY TICKET

1. The following journeys are treated as circular journey.
 - i. **Journey by a longer route, exceeding the shortest route by more than 15%.**
 - ii. **Journey starting and ending at the same station.**
2. If the journey by a longer route is convenient due to availability of a direct train or slip coach, then it is not treated as circular journey.
3. The tour program given by the passenger should be approved by CCM/DCM. SMR or CBS of notified stations are authorised to issue such tickets without the approval of CCM/DCM.
4. Calculation of fare:
 - i. Total distance calculated on point-to-point basis.
 - ii. The total distance divided by two and treated as two single journeys and charges collected for 2 single journeys.

Note : If tickets are issued to passengers by other than normal and reasonably direct routes which is longer than 15% of the shortest route, then on such distances the telescopic benefit would not be applicable and normal fare would be applicable from point to point between that particular two Break journey.

5. **Calculation of validity period:**

- i. Journey time is calculated at the rate of 1 day for every 400 Km or part.
- ii. Break journey time is calculated at the rate of 1 day for every 200 Km.

6. **Break journey rules:**

- i. Maximum number of Break journey permitted → **Eight**.
- ii. At the time of purchasing the ticket, the passenger should mention the stations where he requires break journey and the same will be mentioned on the ticket.
- iii. No restriction on number of days of stay at a station or distance.

7. Reservation charges will be collected for each leg of journey.
8. Supplementary charge should be collected only **once**.
9. The passenger cannot travel over a section more than once unless it is specifically mentioned on the ticket.
10. Senior citizens are given (40% for MALE AND 50 % for FEMALE) concession on circular journey tickets also if the total distance of travel is more than 1000 Km.

11. **There are two types of circular journey tickets:**

Standard Circular Journey tickets -issued for 'standard tours' covering the Holy places/pilgrim centres/tourist spots.

Non standard Circular Journey Tickets- issued according to the Tour program submitted by the passenger.

COMPUTER PRINTED TICKET (CPT)

1. This ticket is issued for reserved journeys through computer.
2. It has a pre printed format with **eight digit ticket** number.
3. The computer as Check digit prints the ticket number again.
4. PNR NUMBER (**PASSENGER NAME RECORD**)
 - a. It has **ten digits**.
 - b. It is a unique number printed by the computer to identify the reservation.
 - c. It is essential for enquiry through IVRS also.
5. At the time of issue, the following details are printed by the computer:

- Train Number and Name
- Date of journey
- Class
- Station From and To ,Reservation upto
- Coach and Berth/Seat number
- Age and Sex of passenger
- Travel authority, if any
- Type of concession, if any
- Total fare
- Date, time and place of issue
- Distance and route
- Departure time at the boarding station and arrival time at the destination station.

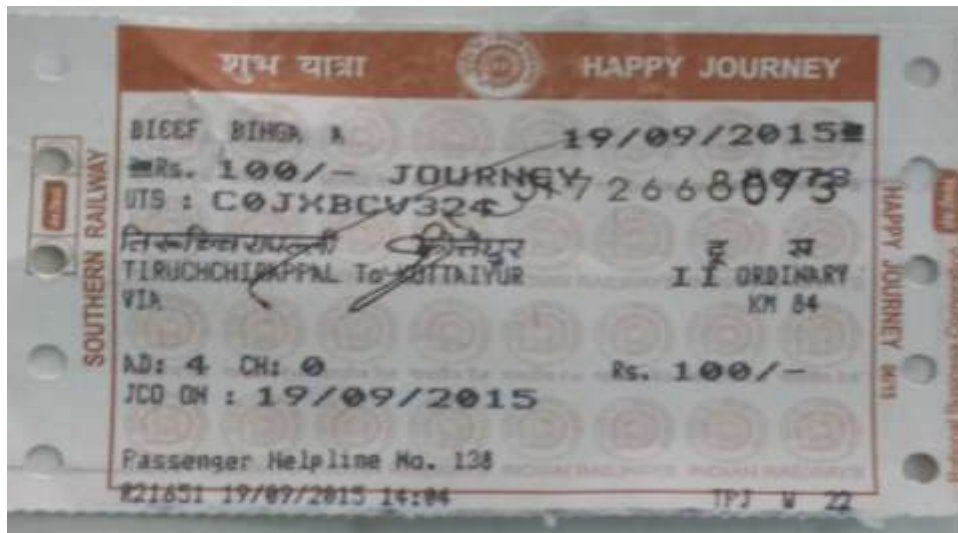
PNR NUMBER **TRAIN NUMBER**

शुभ यात्रा		HAPPY JOURNEY	
पी एन आर नं. PNR NO.	गाड़ी नं. TRAIN NO.	तिथि DATE	कि.मी. K.M.
346-0474720	12859	11-08-2015	391
वयस्क ADULT		बच्चे CHILD	टिकट नं. TICKET NO.
1		0	79964899
JOURNEY CUM RESERVATION TICKET			
शेरा कल्याण जं. KALYAN JN		मुम्बई जं. MUMBAI JN	
कोच COACH		सीट/बर्थ SEAT/BERTH	लिंग SEX
S14		33 LB	F
आयु AGE		यात्रा प्राधिकार T. AUTHORITY	रियायत CONC
58		SRCTNM	20
आ.शु. R. FEE		स.प्र. S. CH.	मु.प्र. SFCH
30		वाउचर र. VOUCH. Rs.	कु. नकद र. T. CASH Rs.
160		Rs. ONE SIX ZERO ONLY	
VALID WITH ORIGINAL ID			
GITANJALI EXP FROM KALYAN JN			
SCH DEP 11-08 06:55 ARR 11-08 12:35			
446 31-07-2015 19:40 CSTM 27			

- A maximum of 6 persons can be booked on a ticket.
- RANDOM NUMBER:**
It is a 3 digit number printed in the lefthand bottom of the ticket and above the fare column.
- This number will be same for all the tickets issued,
 - By a Train
 - On a Date
 - To a Destination.
- This number is printed for ticket checking purpose.
- The CPT is printed on water marked paper.

UTS TICKET

1. UTS means **Unreserved Ticketing System** which is based on **wide area networking**.
2. UTS ticket has a preprinted format. It has a **9 digit stock number**.
3. The computer as **check digit** again prints the last **4 digits**.
4. At the time of issue, the following details are printed:
 - a. From and To stations,
 - b. Distance
 - c. Class & Type of Train.
 - d. No. of Adults and Child
 - e. Details of concession, if any
 - f. Fare
 - g. Date, time and place of issue
 - h. Random number



5. The Random Number is one and the same - **On a Date & To a Destination** irrespective of the ticket issuing station. The unique random number is printed for ticket checking purpose.
6. This ticket can be issued for a maximum of **4 persons** on a single ticket.
7. UTS tickets with mismatch should not be issued to passenger.
8. Season tickets and identity cards, money receipts, supplementary charge tickets and platform tickets can also be issued through this system.
9. Tickets **upto 199kms are issued on the date of journey and no return ticket.**
10. For tickets upto 199 kms journey starting from originating station **should start within 3 hrs from the time of issue of ticket or upto the departure of the first train to that destination whichever is later**
11. Tickets for **200 km and above can be issued 3 days in advance** excluding the date of journey.
12. CANCELLATION:
 - On the date of journey, only the journey commencing station can cancel the ticket.
 - Allowed only if link is available
13. **Integrated Unreserved Ticketing System (IUTS)** facilitates issue of both PRS and UTS tickets by the same terminal.

e-ticket

1. The IRCTC Ltd, a PSU under the Ministry of Railways has developed a system to issue rail tickets through internet (e- ticket and i- ticket).
2. The web site for booking of e-tickets is www.irctc.co.in
3. The customers should go through the terms and conditions before registering oneself at the above site. Registration free.
4. The customer then books the ticket on the internet and generates a computer slip.
5. This computer generated slip is called an Electronic Reservation Slip (ERS).
6. The ERS along with one of the following original identity cards constitutes the travel authority.
 - a. Voter ID
 - b. Passport
 - c. PAN card
 - d. Driving License
 - e. Photo identity cards issued by Central/State Government which are having serial number (Viz., Pension Pay orders (PPO) , Ration Card of the passenger whose photograph is available on the Ration Card is travelling, Senior Citizen Cards, Below Poverty Line (BPL) Cards, ESI Cards (with photograph) issued for taking treatment in ESI Dispensaries, CGHS Cards (with photograph) issued to individual family members of Central Government Employees)
 - f. Student ID card with photo issued by recognized schools/educational institutions
 - g. Nationalized bank pass-book with photo
 - h. Photo laminated credit card
 - i. Unique Identification Card “ Aadhaar”/e-Aadhar/m-Aadhar
 - j. Ration card.
7. ERS holder without original photo ID is a ticket less traveler.
8. A genuine passenger with original photo ID but without ERS will be issued with an EFT for Rs 50/-per ticket, by the TTE and the passenger can undertake the journey.
9. No IRCTC service charge is collected
10. Name change and change of boarding point are allowed only across a PRS counter and not online.
11. E-ticket can be booked from 0020 hrs to 2345 hrs.
12. Only full tickets, child tickets and tickets for senior citizens can be booked.
13. A maximum of 6 tickets can be booked in a month by an individual.
14. Booking is allowed up to the preparation of chart.

Ticket Reservation

Transaction ID: 0004705755	PNR No: 2700862857	Train No. & Name: 12445/UTTAR S KRANTI
Date of Journey: 26/10/2013	Date Of Boarding: 26/10/2013	Class: 2A
From: NEW DELHI(NDLS)	To: JAMMU TAWI(JAT)	Boarding: NEW DELHI(NDLS)
Resv Upto: JAMMU TAWI(JAT)	Distance: 0577 KM	Scheduled Departure: N.A.
Total Fare: Rs. 1125.0	Adult: 1Child: 0	

Details of Passengers

SNo.	Name	Age	Sex	Status	Coach	Seat/Berth
1	TEST	034	Male	/CONFIRM	A1	0019/LB

15. FULLY CONFIRMED/RAC OR COMBINATION THEREOF:

Names of the passengers whose status at the time of preparation of charts is as above, will appear in the chart and they can undertake their journey.

16. FULLY WAITLISTED TICKETS:

- Fully waitlisted tickets(the tickets in which on one PNR all the passengers are on waitlist)PNRs will be dropped and there will be automatic electronic refund.
- On a PNR which has all the passengers on waiting list at the time of charting, the names of such WL passengers will not appear in the charts such passengers, if found traveling will be treated as unauthorized and charged accordingly.
- However, on a PNR which has some passengers confirmed or RAC status and some on waiting list, all the names including those on WL will appear in chart.

17. PART CONFIRM/RAC/WAITLIST/WAITLIST:

- If on one PNR there are more than one passenger and one passenger is having confirmed/RAC/status and rest are on the waiting list or vice- versa, names of all the passengers booked on such PNR will appear in the chart.
- A certificate can be obtained from the Ticket checking staff in the train regarding
- non travelling of wait-listed passengers on such tickets. Refund can be obtained there after.
- If all such passengers do not want to travel before chart preparation, online cancellation can be done. However after chart preparation online request can be sent to IRCTC for seeking refund .IRCTC will arrange the refund as per extant refund rules after verification of the same from the zonal railway concerned.

JOURNEY PAPERLESS TICKETS

m- ticket

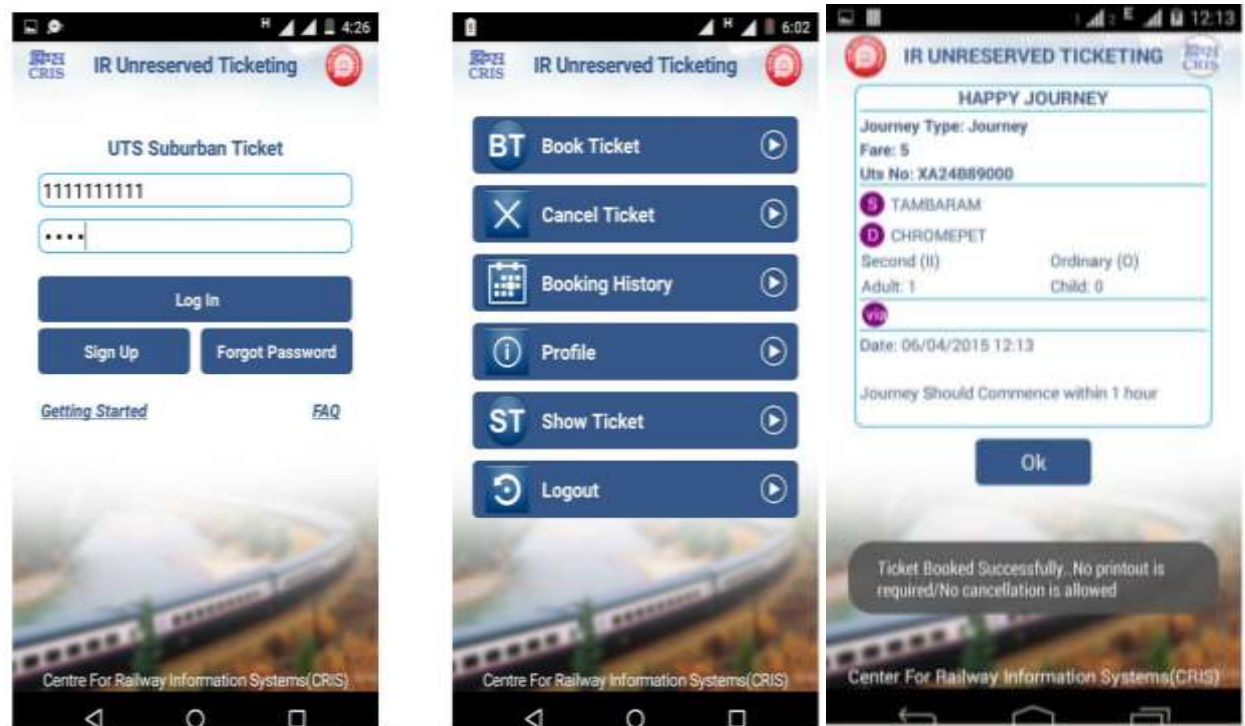
1. Mobile ticket can be booked at www.irctc.co.in and www.indianrailways.gov.in
2. It is booked on either a mobile phone or a laptop/palmtop with internet connectivity.
3. Registration free
4. With user ID & password so created, book the ticket
5. A message is sent to the mobile phone, which is called an MRM- Mobile Reservation Message
6. The screenshot on a laptop/palmtop is called a VRM- Virtual Reservation Message
7. MRM/VRM with the prescribed ID and name in the chart form the travel authority
8. Travelling on mobile ticket is treated on par with travel on **ERS(e- ticket)**
9. The same service charges as in the case of e-ticket apply

PNR-4427755038 Trn:12605 Dt :17-01-2017 Frm MS to TPJ Cls:CC P1-CNF Final status may change after charting
--

UTS ON MOBILE

As part of **Operation five minutes**, UTS on Mobile has been introduced.

1. Unreserved tickets are issued in suburban and non-suburban sections
2. **Download UTS App & install**
3. **For USSD app , call *139#**
4. **User Id is the Mobile No.**
5. **Booking is not possible within geographically fenced area**
6. **The passenger should be min 25m away from the geofencing**
7. **Max ticketing zone is 5km radius from the journey commencing station**
8. Payment for the ticket is done through the “Railway Wallet” feature in the “App”
9. Passenger can re-Charge R-Wallet at the counter or at www.utsonmobile.indianrail.gov.in **(Rs 100- 10,000) (max Rs 10000 in a/c allowed)**
10. Payment is possible through **paytm, mobikwik**
11. **Debit card,credit card, net banking may be used**
12. Passenger should book and carry the ticket- image



13. The image cannot be edited/forwarded/tampered with
14. No cancellation of the image is allowed
15. “Show Ticket” option is used to show the ticket to the ticket checking staff
16. Colour, QR code, UTS no, Call checking can be done through TTE app

NON-JOURNEY CARD TICKETS PLATFORM TICKET

1. It is issued only at notified stations.
2. It is an authority to enter the platform.
3. Platform ticket holder cannot remain in a carriage.
4. The cost of a platform ticket is **Rs. 10/-**
5. It is valid for **2 hours from the time of issue.**
6. The date and time of issue will be marked on the ticket by the SM
7. The holder should surrender the ticket at the exit gate to the TE.
8. **No refund** will be granted on Platform tickets.
9. Platform Permits:

Issued to persons having regular transaction in the platform.

10. Rates for Platform permits:

PERIOD	LARGE STATIONS (Rs.)	OTHER STATIONS (Rs.)
Monthly	15	12
Quarterly	45	36
Half yearly	90	72
Yearly	180	144

11. Press Correspondents and Newspaper agents are charged $\frac{1}{4}^{\text{th}}$ of the above rate, but Monthly Permits are not issued to them.

NON-JOURNEY PAPER TICKETS

CLOAK ROOM TICKET

1. This is issued to passengers who deposit their luggage in the cloak room .
2. Passengers should **produce Identity Card** such as passport, PAN card, Driving licence, Ration card, voter ID, Bank passbook with certified photo, etc., while depositing luggage in the Cloak Room. (wef 19.08.2011)
3. The articles kept in the cloakroom are to be securely locked and neatly packed.
4. This ticket has **3 foils Record, Passenger, Label** and prepared under double-sided carbon process.
5. The following details are entered at the time of issue:

<ul style="list-style-type: none">• Name of the passenger• Ticket number• No. of articles and description• Date and time of deposit	
--	--

6. The passenger foil is given to the passenger and the label foil is pasted on luggage for identification.
7. At the time of delivery, the passenger foil will be collected and the following are entered on it:
 - Date and time of delivery
 - Total charges
 - Signature of the passenger

CLOAK ROOM CHARGES:

TIME	CHARGES PER PACKAGE (Rs.)	Locker charges (Rs)
First 24 Hours or part	15	20
Every subsequent 24 hours or part	20	30

8. The collected passenger foils are sent to Accounts office with Monthly returns.
9. Articles can be kept in Cloakroom for a **maximum of 7 days.**
10. Afterwards, they will be treated as unclaimed and will be disposed off as per rules.
11. If the passenger foil is lost, then delivery can be given as follows:
12. The passenger should execute a stamped Indemnity Note.
13. A written receipt indicating the date and time of deposit and removal should be obtained from the passenger and sent to Accounts office.
14. Party should produce Photo I/D while depositing the article in the Cloak room.

RETIRING ROOM TICKET

1. This ticket is issued to passengers occupying retiring rooms at stations.
2. Retiring rooms are in charge of Matron/SM, who will allot the rooms and maintain retiring rooms register.
3. Booking is done
4. This ticket is valid for **24 hours from the time of occupation.**
5. Extension of stay :
 - Permitted when there is no other demand.
 - Fresh ticket issued for another 24 hours.
 - For extension beyond 72 hours, DCM permission should be obtained.
 - For every extension, 25 % extra collected.

Online booking of retiring rooms

- 5% rebate is allowed on online booking
- Only CNF/RAC can book. Not allowed for WL.
- Booking is for 12-48 hrs only.
- Service tax is applicable when the 12 hour slot is charged Rs 500/- and above
- IRCTC service charge:

Duration	Retiring	Dormitory
Up to 24 HOURS	20	10
Up to 48 HOURS	40	20

Hourly booking:

- Reservation period is minimum 3 hours and maximum 48 hours.
 - Hourly booking allowed only during non principal block -09 am to 09 pm.
 - Tariff for 3 hours- 25% of 24 hour tariff.
 - Maximum time up to which booking allowed –up to check in time.
6. When the passenger vacates the room, the ticket should be collected and entered in the TCR and sent to Accounts office along with the collected tickets.
7. M.Ps are allowed to pay 50% of the normal charges for their stay for the first 24 hours. Normal charges will be levied afterwards.

SUPPLEMENTARY CHARGE TICKET

1. It is issued when the passenger is travelling by a **superfast train**.
2. It is valid for the entire journey irrespective of Break journey.
3. Supplementary charges:

CLASS	Rs.
AC I CLASS	75
AC 2 TIER	45
FIRST CLASS	45
AC 3 TIER	45
AC CHAIR CAR	45
SLEEPER CLASS	30
SECOND CLASS	15

4. The following are exempted from payment of Supplementary charges:
- i)Pass ii) PTO iii) Indrail pass iv) ICRP
5. A person travelling by a Super fast train without paying supplementary charges will be treated as follows:
6. If the journey is commenced by a Super fast train :
Supplementary charge plus Excess charge.
7. If journey is started by a normal train & changed into a Super fast train en route:
Supplementary charges only should be collected. No Excess Charge is collected.

MELA TAX

1. This ticket is issued at pilgrim centres during mela period.

2. This is collected only on journeys commencing from the mela station.
3. The Railways will notify the Period during which it should be collected.
4. The charge is collected on tickets of value **more than Rs. 15 (basic fare)**
5. Mela charges:

CLASS	Rs.
AC I CLASS	40
AC 2 TIER	30
FIRST CLASS	30
AC 3 TIER	20
AC CHAIR CAR	20
SLEEPER CLASS	10
SECOND CLASS	5

JANSADHARAN TICKET BOOKING SEWAK (JTBS)

1. JTBS can issue all Unreserved tickets except concessional tickets.
2. JTBS will issue concessional tickets to Sr. Citizens only.
3. JTBS will collect **Rs. 2/- per passenger for journey tickets, 5/- per ST renewal** as service charge from the passengers.
4. Authorized to issue cash tickets only
5. **No cancellation / refund of tickets/ Non -Issue is permitted.**
6. Allowed to sell platform tickets.
7. JTBS operators may be allowed to **renew season tickets.**
8. Each season ticket is to be treated as single ticket/ single passenger for the purpose of levy of service charge.
9. In case of any mistake in issue of tickets, it should be submitted to the depot station and cancelled by paying the cancellation charges by the JTBS contractor.

Ticket Booking Agent (STBA)

1. STBA are appointed in **'E' category stations** for issuing UTS tickets.
2. STBA will issue tickets throughout the day.
3. No booking clerk will be posted at the stations where STBA has been appointed.
4. Commission will be paid monthly from station collections based on monthly sales turnover
5. STBA is authorized to issue all cash tickets including Platform tickets, season tickets and senior citizen concession tickets.
6. All other concession tickets which require proof, can be issued only when permitted by SM/ASM

YTSK – Yatri Ticket Suvidha Kendra

1. YTSK is provided with an IUTS terminal outside railway premises
2. YTSK shall issue PRS and UTS tickets
3. **Timings of operation:**
 - Week Days – 08:15 hours to 22:00 hours
 - Sundays – 08:15hours to 20:00 hours
 - Tatkal Booking starts from 10:15 & 11:15 hrs for Upper classes and SL/2S classes respectively
4. **Service Charge for booking :-**
 - Rs. 30/- per passenger for 2S and SL. Rs. 40/- per passenger for other Classes.
 - Re 1/- per passenger for UTS tickets.
5. **Service Charge for Cancellation** – 50% of the charges prescribed for booking.
6. **Revenue Sharing and Service Commission.**
 - 25% of the Service Charges collected by the License from the Passengers on PRS and no revenue sharing on UTS.

Automatic Ticket Vending Machines(ATVMs)

1. Automatic ticket vending machines are installed for issuing sub urban/Non-Sub urban **unreserved** tickets.
2. ATVMs are installed to reduce the queue length
3. Passengers can purchase tickets using a smart card.
4. These smart card will be issued and it can be recharged at across the counter
5. The price of smart card is fixed as Rs.100/-.
6. A security deposit of Rs. 50/- will be retained by Railway on purchase of smart card and the same will be refunded in case if the card is returned before the expiry period.
7. A flat **3% bonus** given as incentive may be used for tickets upto 150km
8. One supervisory smart card is issued to the CBS for supervisory functions.
9. The passenger has to place the smart card on the sensor glass and book the ticket
10. Ticket is printed
11. Smart card can be topped up/ recharged for minimum of Rs.20 and maximum of Rs.5000.
12. Purchase of platform tickets and season ticket renewal can also be done.
13. Facilitators with a smart card issue UR tickets by retaining 3% bonus.
14. Cancellation of ATVM tickets is done across the counter
15. In case of any printing error/non-printing of tickets, full refund is arranged by CBS



CASH-COIN ANDSMART CARD OPERATED TICKET VENDING MACHINES(CoTVMs)

1. CoTVM is used by passengers to purchase unreserved tickets
2. Passengers can book the ticket either using smart card or cash
3. Co-TVM has the following functions.
 - Issue of non-concessional second class journey tickets for non-sub urban and second/first class journey/return tickets for sub urban section.
 - Issue of platform tickets
 - Renewal of non- concessional season tickets.
 - Recharge of smart cards in denominations of Rs.20/-, Rs.50/-, Rs.100/- & up to Rs.5000/-
4. These kiosks will accept **exact amount** in notes and coins
5. Loaded cash bags are removed daily and empty bags placed by CBS in the presence of RPF staff.
6. Thermal ticket rolls having 500 tickets are used in CoTVMs.
7. Cancellation of tickets is done manually
8. Free EFT is issued by CBS in case of printing errors/part-printing, etc



MILITARY WARRANTS

The following are the various types of **Military Warrants and Concession vouchers** issued to military persons:

WARRANTS	CONCESSION VOUCHERS
IAFT 1752	IAFT 1709A
IAFT 1707	IAFT 1720
IAFT 1707A	

IAFT 1752

1. It is issued to **Individual Military Personnel** when travelling on duty / leave.
2. The warrant should be exchanged for a CST before starting journey.
3. The warrant can be exchanged only at the station to which it is addressed.
4. Details to be checked on the warrant before exchange:
 - i) Station to which addressed.
 - ii) Class of eligibility
 - iii) Authorised baggage
 - iv) Seal of the Issuing office
 - v) Date of Issue and Period of Validity
 - vi) Signature and Designation of the issuing authority
5. Single or Return journey CST is issued according to the warrant.
6. The warrant number, To station, Period of validity are marked on the CST.
7. Any alterations on the warrant will make it invalid.
8. The CST number should be marked on both the portions of the warrant.
9. The warrant will have **two portions (Top portion and Stub portion)**
10. **Stub portion is detached and given to the passenger along with CST.**
11. The passenger should carry both while travelling.
12. The Top portion is treated as Voucher for the fare, Reservation charge & supplementary charge, if any, and sent to cash office.
13. A luggage free allowance of **40 Kg** is allowed for all classes.
14. Persons travelling with unexchanged IAFT 1752 will be charged as under:

If Detected at Destination:

- Fare plus Excess charge will be collected in cash.
- Warrant should be collected, cancelled and sent to Accounts office along
- with EFT returns.

If Detected en route:

- Fare plus Excess charge will be collected in cash upto the point of

- For the remaining portion of the journey, a free EFT is issued.
- If the warrant is valid for return journey, a separate free EFT is issued.
- Warrant will be handed over to booking office along with the day's earnings.
- The BC collecting the warrant shall send it to cash office along with the day's cash as Voucher.

IAFT 1707

1. It is issued to **Small parities of Military personnel, their families, invalids** etc.
2. A Soldier ticket will be issued on exchange of this warrant.
3. Single or Return journey ticket issued as per the warrant.
4. The holder should sign the warrant.
5. Luggage Free allowance → 40 Kg. For all classes per adult.
6. The warrant will be treated as voucher for actual public fare & Reservation fee for military personnel alone, if any and sent to cash office.
7. Actual fare, reservation fee & supplementary charge if any, should be treated as voucher.
8. If a passenger is detected travelling with unexchanged warrant, he will be treated as travelling without ticket and charges will be collected as for unexchanged IAF T1752.

सं. NO. : 10CC 218349

आईएफटी - 1707 IAFY-1707

छोटी पार्टियों, परिवारों, अशक्तों और साथ से जाए जानेवाले सामान के लिए वारंट फॉर्म 'ख'
WARRANT FORM B FOR SMALL PARTIES, FAMILIES, INVALIDS AND ACCOMPANIED BAGGAGE

सीडीए Af Dehradun सेवा सं.
CDA : A/C NO. :
नाम शीर्ष
DEBIT HEAD: 01/703102

वेतन 60,000/-
PAY :

प्राधिकार AUTHORITY : IR-177B & POR-36

सं. NO.	23014 R
रैंक RANK	Wg Cdr
नाम NAME	K Singh

प्राधिकृत श्रेणी ENTITLED CLASS	राजधानी/शताब्दी RAJDHANI SHATABDI	अन्य गाड़ियाँ OTHER TRAINS
	1 AC/EC	1 AC

टिकट \$ TICKETS	स्वयं S	पति पत्नी SP	माता पिता PA	बच्चे CH	भाई बहन BS	पार्टी PARTY	कुल TOTAL
पूरा FULL	one	one	—	one	—	—	Three
आधा HALF	—	—	—	one	—	—	one

FROM Mysore
TO Bangalore

VALID UPTO 15 Jan 13
RETURN JOURNEY
VALID UPTO :

मोट/पेडल साइकिल
MOTOR/PEDAL CYCLE : PET :

स्टेशन 2 Af SB
STATION
तारीख 31 Dec 12
DATE



शब्दों में भरें
\$ TO BE FILLED IN WORDS :

रेल प्राधिकारियों द्वारा भरा जाए TO BE COMPLETED BY RAIL AUTHORITIES.

(Sneha Singh)
Son Ldr
जारी किया जा रहा है अधिकारी के हस्ताक्षर
Signature of the Officer
Sneha Singh
WITH OFFICE SEAL

रेलवे स्टेशन पर बदला जाएगा
EXCHANGED AT RAILWAY STATION K. J. S. S.

गाड़ी सं. 56263
TRAIN NO.

श्रेणी CLASS (ACTUALLY TRAVELLED) (जिसमें वास्तव में यात्रा की)	रक्षा मंत्रालय से प्रभाव्य राशि (रु. में) AMOUNT CHARGEABLE TO THE MOD (In Ru.)	Regular Cum Reservation पूरा नाम से भंडारण करवाए South Western Railway स्टेशन की कार्यालय मोहर OFFICE SEAL OF STATION BOOKING CLERK
टिकट/पीएनआर सं. TICKET/PNR NO.	आधा टिकट HALF TICKET	
	पूरा टिकट FULL TICKET	
	कुल TOTAL	
6342623359	320	

अनुदेशों के लिए पृष्ठ उलटें FOR INSTRUCTIONS SEE REVERSE

सं. NO. :

सामान वारंट LUGGAGE WARRANT

आईएफटी - 1707 IAFY-1707

सीडीए * टिकट/पीएनआर सं. रेल/श्रेणी
CDA : TICKET/PNR NO. : TRAIN/CLASS :
सं. रैंक नाम
NO. : RANK : NAME :
वेतन * मोट/पेडल साइकिल * पेट
PAY : MOTOR/PEDAL CYCLE : PET :

* सामान/माल का वजन (मुक्त रेलवे घूट घटाने) WEIGHT OF BAGGAGE/STORES (DEDUCT RFA)	प्रभाव्य. रकम AMOUNT CHARGEABLE	* बुकिंग क्लर्क के हस्ताक्षर कार्यालय मोहर सहित SIGNATURE OF BOOKING CLERK WITH OFFICE SEAL

IAFT 1707 A

1. Issued for Military Special trains, vehicles, wagons and compartments.
2. A Soldier ticket is issued in exchange of this warrant.
3. The warrant is treated as voucher for the actual public fare and sent to cash office.
4. The details of vehicles provided with their carrying capacity should be entered.
5. Details of Number of passengers, Type and quantum of accommodation given, etc, should be correctly filled in the warrant. The holder should sign the warrant.

MILITARY CONCESSION VOUCHERS**IAFT 1709 A**

1. It is issued to **Military Commissioned officers** travelling on leave at their own expenses and for their families.
2. Tickets are issued on collection of 60 % of public fare.
3. The order is treated as voucher for the balance 40 % of fare.
4. Class of eligibility → As mentioned in the warrant.
5. Tickets can be issued by Air-conditioned classes and by Rajdhani/Shatabdi trains if endorsement is available on the order.
6. Reservation charges and Supplementary charges should be paid in cash.
7. Luggage free allowance → 40 Kg. for all classes.
8. A person travelling with Unexchanged IAFT 1709A will be treated as travelling without ticket and charges will be collected accordingly.

सं. NO.: 03DD 951880

40% छुट्टी रियायत वाउचर

40% LEAVE CONCESSION VOUCHER

रक्षा मंत्रालय के लिए फार्म नं. 1
FORM D FOR DEFENCE OFFICERS

सीडीए CDA: Af Dehradun लेखा सं. A/C NO.

वेतन PAY: 60,000/-

नाम शीर्ष DEBIT HEAD: 01/703/02

प्राधिकार AUTHORITY: TR-1812 PRR-36/12

सं. NO. 23585-H

रैंक RANK Wg Cdr

नाम NAME Vinay Panchri

प्राधिकृत श्रेणी ENTITLED CLASS	राजधानी/शताब्दी RAJDAANI SHATABDI	अन्य गाड़ियाँ OTHER THAINS
	1 AC/EC	1 AC

टिकट \$ TICKET	स्वयं S	प्रति पत्नी SP	बच्चे CH	माता/पिता PA	भाई/बहन BS	कुल TOTAL
पूरा FULL	one	one	—	—	—	Two
आधा HALF	—	—	Two	—	—	Two

स्टेशन STATION: 2 AF SB

तारीख DATE: 31 Dec 12

शब्दों में भरें
\$ TO BE FILLED IN WORDS:FROM Madhvaom
TO Mysore
VALID UPTO 30 Jan 13(Sneha Singh)
Sd/-
SIGNALING OFFICER
WITH OFFICE SEAL

रेल प्राधिकारियों द्वारा भरा जाए TO BE COMPLETED BY RAIL AUTHORITIES

रेलवे स्टेशन पर बदला जाएगा
EXCHANGED AT RAILWAY STATION

Rs 8000

गाड़ी सं. 17310/16205

श्रेणी CLASS (जिसमें वास्तव में यात्रा की) (ACTUALLY TRAVELLED)	रक्षा मंत्रालय से प्रभार्य राशि (रु. में) AMOUNT CHARGEABLE TO THE MOD (in Rs.)		ऑफिस की कार्यालय मोहर OFFICE SEAL OF STATION	पूरा तारखे का आवाज South Western Railway बुकिंग क्लर्क BOOKING CLERK
	व्यक्तिगत INDIVIDUAL	रक्षा मंत्रा MOD		
टिकट/पीएनआर सं. TICKET/PNR NO.	आधा टिकट HALF TICKET	—	770	770
पूरा टिकट FULL TICKET	—	—		
कुल TOTAL	—	—		

468181

IAFT 1720

1. It is issued to Military non-commissioned officers upto the rank of JCO, Warrant officers, Chief Petty officers of the Navy, etc., travelling on leave at their own expense and for families.
2. Maximum Number of persons allowed → Self + Six.
3. Ticket is issued on collection of 50 % of fare.
4. The certificate is treated as voucher for the balance 50 % of fare and sent to cash office as voucher.
5. Reservation charge, Supplementary charge should be collected in cash.
6. Military Personnel found travelling with unexchanged 1720A is charged as follows:
 - He will forfeit the 50% concession in the entitled class and excess charge under IRA for the class in which he is traveling will be levied as in case of the ordinary public traveling without ticket.

अनुस्तांतरणीय NOT TRANSFERABLE

आईएफटी: 1720 IAFI-1720

सं. 40BB 292655
NO.:

50% छुट्टी रिग्रसस वॉउचर
50% LEAVE CONCESSION VOUCHER

एगएनएच/जेसीओ/ओ आर/कडेट/सैनिकी पेंशनर्स
(ऑफिसर्स/जेसीओ/ओ आर) और सनडम
MNS/JCOs/ORS/CADETS/MILITARY PENSIONERS
(OFFRS/JCOs/ORS) AND EQUIVALENT.

सीडीए Fy, Kolkata सेवा सं. - वेतन 10,000/-
CDA: A/C NO. PAY:

नाम शीर्ष 4 प्राधिकार TR-183
DEBIT HEAD: AUTHORITY:

सं. NO. 15326381P

रैंक RANK LNR

नाम NAME A Chandrasekhar

प्राधिकृत श्रेणी ENTITLED CLASS	राजधानी/शताब्दी RAJDHANI SHATABDI	अन्य माहिला OTHER TRAINS
	AC 1A	AC 1A

टिकट STICKET	स्वयं S	पति पत्नी SP	बच्चे CH	माता-पिता PA	प्राई ब्रिडन BS	कुल TOTAL
पूरा FULL	01	-	-	-	-	01
आधा HALF	-	-	-	-	-	-

FROM Mysore
TO Palasa
VALID UPTO 10 Mar 2013

स्टेशन STATION 10 SL APO

तारीख DATE 28 Dec 2012

शब्दों में भरें
S TO BE FILLED IN WORDS



Capt
Quartermaster
AD Task Force
SIGNATURE OF ISSUING OFFICER
WITH OFFICE SEAL

रेल प्राधिकारियों द्वारा भरवा जाए TO BE COMPLETED BY RAIL AUTHORITIES

रेलवे स्टेशन पर बदला जाएगा
EXCHANGED AT RAILWAY STATION

ट्रेन सं. 12008/128
TRAIN NO.

श्रेणी CLASS (निर्गम वास्तव में यात्रा की) (ACTUALLY TRAVELLED)	रेल मंत्रालय से प्रभावी राशि (रु. में) AMOUNT CHARGEABLE TO THE MODUS R.L.		रेलवे स्टेशन का कार्यालय मोहर OFFICE SEAL OF STATION	बुकिंग क्लर्क की हस्ताक्षर SIGNATURE OF BOOKING CLERK
	आधा टिकट HALF TICKET	पूरा टिकट FULL TICKET		
3AC 2A	✓	✓	M. = 1837	A
टिकट/मोहर सं. TICKET/MOHR NO.	470130874	620137114		
कुल TOTAL	M. = 1837			

I-TICKET OF DEFENCE PERSONNEL

- Booking allowed through DEFENCE TRAVEL SYSTEM
- I- ticket printed only once(with transaction ID and PNR no.)
- Authority of collection of i- ticket and prescribed ID proof submitted at a PRS counter and i- ticket is collected
- First 30- minute restriction applicable to agents is not applicable to DTS
- DTS has been integrated with NGeTS
- ID for travel (1.1.17) -
 - For defence personnel : ORIGINAL ID by Defence Dept
 - Family members: medical/family ID issued by Defence Dept

POLICE WARRANT

1. It is issued to Police Personnel upto the **rank of Inspector of Police**.
2. It has two foils. (Station foil and Police Superintendent foil).
3. The following particulars should be checked.

Station addressed to

From and To

Name and rank of police officials

Class of journey

Type of train

Nature of duty

No. of persons authorized

Date of issue

Signature of the issuing officer

Seal of issuing office

Signature of the person travelling

**APPENDIX IV/D (See para 429)
Police Warrant**

Red per sawar hone se pahle is form ke badle tikat le lena zaruri hai
To be exchanged for a ticket before commencement of the journey
(FOR RAILWAY)

(Stamp of).....Police Officer.....District.....
State (Name to be printed).....
Book No.(To be machine numbered).....Date.....19.....
Serial No.(To be machine numbered).....Head of Account debitable.....
Accounts Officer with whom adjustable.....

To **THE STATION MASTER** **RAILWAY WARRANT**
Station.....

Sir, Conveyance by rail is required for the undermentioned proceeding on duty leave
from.....via.....by mail/ordinary train on presentation of this warrant—

Rank and name of men for whom conveyance is required (in case of prisoners, state class of prisoner, i.e. under trial, convict, etc., under column 'Rank')				Class for which accommodation is required	Number of persons for whom conveyance is authorized (Not to be exceeded)	Actually provided with conveyance (Number class-wise)	Rate	Amount	Individual numbers of tickets issued
(1)				(2)	(3)	(4)	(5)	(6)	(7)
Rank	Name	District/Unit/Force No.	Identity Card						

Baggage (see Note 2)

Nature	Weight	Amount
Purpose of Journey (delete as may be necessary) (1) Escort of prisoners (3) Transfer (2) Escort of Government Treasurer (4) Other duty (nature to be specified) (5) On leave		

Office stamp

Signature and designation of Issuing Officer

Note—(1) Columns 1, 2 and 3 must be filled up by the Officer issuing the warrant, column 4 must be filled up by the officer in charge of the party. Columns 5, 6 and 7 must be filled up by the railway staff and the requisition after being completed should be forwarded to the Railway Accounts Office as directed by Local instructions.
(2) Charges for excess personal luggage of policemen are not authorized baggage charges, and must not be included in this form but paid for by the owners in cash.
(3) For instructions see reverse.

CREDIT NOTE

To The Accountant General,
Certified that the accommodation shown in column 4 has been provided. Pay to the Railway Administration or order the sum of Rupees.....as particularized above.
Rupees.....Station.....Date.....

Signature of Station Master or Clerk

Signature or thumb impression of Officer travelling in charge of Police
"at the time of encashment of Railway Warrant in the presence of booking clerk"

NOTES

(1) Columns 1, 2 and 3 must be filled up by the Officer issuing the warrant. Column 4 must be filled up by the Officer in charge of the party and columns 5, 6 & 7 by the Station Master, who will return the form after completion to the officer in charge of the party, who will forward it to the District Superintendent of Police.
(2) Charges for excess personal luggage of policemen are not authorized baggage charges and must not be included in this form but paid for by the owners in cash.

4. The person travelling should sign in the presence of the booking clerk at the time of exchange.

5. It can be exchanged both at the Starting station and Destination.

6. It is issued to police personnel above the rank of Inspector of Police in the following:

CBI, irrespective of rank

→ When travelling on duty.

BSF, CRPF and Indo-Tibetan

Border police and CISF,

irrespective of rank

→ When travelling on duty or leave

Assam rifles Battalions and

SSB Directorate, upto the rank

of Inspector

→ When travelling on duty or leave

7. Normal tickets of the class required issued. The ticket and the Superintendent of Police foil handed over to the passenger.

8. The ticket should be endorsed as "Police Warrant".

9. No. of passengers, ticket No., date, fare entered by BC with signature and seal.

10. The Railway foil treated as voucher for base fare, reservation charges, supplementary charges and sent to cash office.

JAIL WARRANT

- It is issued to Jail staff upto the **rank of chief warden** and also to **released convicts**.
- A ticket according to the class mentioned in the warrant will be issued with an endorsement “Jail Warrant”.
- The warrant has two foils (Superintendent of jail foil and Station foil).
- The Superintendent of Jail foil will be handed over to the passenger along with the ticket.
- The station foil will be treated as voucher for the actual fare and sent to cash office.
- A released convict travelling on Jail warrant cannot break journey.
- If any person is detected, travelling with un-exchanged Police/Jail warrant will be treated as follows:
 1. Fare plus Excess fare upto the point of detection.
 2. For **onward journey**, the warrant will be collected and EFT issued.
 3. TTE will hand over the warrant at the termination point along with cash.

IDENTITY CARD CUM RAILWAY PASS (ICRP)

1. It is issued to Members of Parliament by Parliament Secretariat.
2. The charges for their journeys are paid by Accountant General (Central Revenues).
3. Privileges on ICRP:
 - i) They can travel all over Indian Railways.
 - ii) They can travel by all trains including Duronto/Rajdhani/Shatabdi trains.
 - iii) They can take a companion along with them.
 - iv) They can make reservation over phone. However, it should be confirmed in writing within 24 hours or before scheduled departure whichever is earlier.
4. Class of travel:
Self and Spouse → AC I Class
Companion → AC 2 Tier
5. All three can travel in 1A by paying the diff. between 1A and 2A for the companion.
6. When the MP is blind/incapacitated and certified so by the Speaker or the Chairman, as the case may be, companion can travel free in 1A.
7. If the MP is a widow/ widower/spinster/bachelor, anyone can travel in 1A with self while the companion travels in 2A.
8. They need not pay Reservation charge and Supplementary charge.
9. They can break journey anywhere.

SPOUSE PASS:

- It is issued to the Spouse of M.P.
- The spouse can travel from hometown to New Delhi and back throughout the year.
- The spouse can travel alone in all classes including I AC.
- NUMBER OF SETS : No restriction

JOURNEY FORM:

- The M.P., on completion of journey, should fill up a journey form and hand it over to the TTE or SM at the destination.
- The details of journey like, From and To stations, Class of travel, ICRP Number, No. of persons travelling etc., should be filled up in the journey form and signed by the M.P.
- The journey form should be submitted to accounts office along with monthly returns.

APPENDIX V/B
(See para 518)
Journey Form of Members of Parliament

(Record Foil)	(Accounts Foil)	(Member's Foil)
Serial No. _____	Serial No. _____	Serial No. _____
Name of the M.P. _____	I am travelling from _____ station to _____ station via _____ and _____	I am travelling from _____ station to _____ station via _____ and _____
Identity Card-cum Railway Pass No. _____	have commenced my journey on _____ in *Class _____	have commenced my journey on _____ in *Class _____
From _____ Station To _____ Station	My Identity Card-cum-Railway Pass No. is _____	My Identity Card-cum-Railway Pass No. is _____
(Via _____)	Division No. _____	Station _____ Signature of the M.P. (Rajya/Lok Sabha)
Date of commencement of journey _____	As I am not having the prescribed Members' Railway Journey Form, I am giving this Certificate in lieu thereof.	Date _____
*Class _____	Station _____ Signature of Member (Rajya/Lok Sabha)	
This certificate is given in lieu of prescribed Members' Railway Journey Form.	Date _____	
Station _____		
Date _____		
*I/II/III/De-Luxe A.C.C./Sleeper Coach, etc.	*I/II/III/De-Luxe A.C.C./Sleeper Coach, etc.	*I/II/III/De-Luxe A.C.C./Sleeper Coach, etc.

230
Appendix V/B

TRAVEL FACILITIES FOR EX. M.P.

1. Former Members of Parliament are issued with Photo ID card by the Parliament Secretariat.
2. Ex. M.P. can travel all over Indian Railways by all trains including Rajdhani/Shatabdi trains in all classes (self only).
3. They can travel in all classes except AC I Class with a companion.
4. They can Travel alone in AC I class (Without Companion).

RAIL TRAVEL COUPONS / MONEY VALUE COUPONS

1. RTC books are issued to the following persons:
Touring Govt. officials and representatives of mercantile firms.
MLAs, MLCs of State Legislature
2. RTC are printed in different denominations in book form.
3. The whole coupon book should be presented at the booking office.
4. The booking clerk should personally detach the coupons required to cover the fare and other charges due from higher denominations to lower denominations.
5. No loose coupons should be accepted.
6. If the Booking clerk detaches coupons in excess, he should endorse the coupons as "Detached in excess" and put his signature and station stamp. Only then they will be accepted at other stations.
7. The ticket issued should be endorsed in red ink as "RTC".
8. If sufficient coupons are not available cash can be accepted to cover the difference.
9. No refund will be granted on tickets purchased on RTC.
10. Money value coupons are normally issued to MLAs and MLCs of State legislatures.

ACCREDITED PRESS CORRESPONDENTS

1. Accredited press correspondents are issued with a photo ID by the Press Council of India (PCI).
2. Accredited press correspondents are eligible for 50% concession in all classes in basic fares of mail/ exp trains and in fares of Raj/ Shat/Jan shat trains for unlimited travel on bona fide press work.
3. The same concession is admissible to spouse of the correspondent while traveling with him/her twice in a financial year.

4. The same concession is extended to the companion of those press correspondent who do have spouse and to dependent children of accredited press correspondents up to 18 years of age.
5. For availing the concession for companion/children the correspondent shall give an undertaking to the CRS/CBS/SMR as prescribed.

HIGH OFFICIALS' REQUISITION (HOR)

1. A list of High officials of Central and State Governments who are eligible for HOR facilities is given in annexure 'F' of Coaching Tariff No. 25 Part I, Vol I.
2. When High officials travel by train they have to present a requisition called High Officials Requisition.
3. The official should sign the HOR and hand it over to the SM.
4. The HOR can be exchanged by the TE also.
5. Actual fare, reservation charges, and the journey details are recorded and the right hand portion is handed over to the official along with the ticket.
6. The left hand portion is treated as voucher and sent to cash office.
7. The exact accommodation provided should be clearly mentioned on the HOR.
8. In case any person is permitted to travel in excess of the number mentioned in HOR, then the ticket number of such persons should be written in the HOR.
9. The following High Officials of the Central govt. are provided with the special trains and carriages :
 - The President,
 - The Prime Minister
 - Vice President Of India
 - Ministers of the cabinet
 - Speaker of the Lok Sabha, etc

APPENDIX IV/C
(See para 428)
High Official Requisition

(Enclosure to the Government of India Memorandum No. 629 R. T. dated the 16th July 1902)
(Foil to be delivered to the railway)

- (1) Head of charge (major, minor, sub-head, primary and secondary units) _____
- (2) Month and year to which the charge relates _____
- (3) Designation of the Accounts Officer by whom the charge is adjustable _____
- (4) Name of the State to which debitable _____

N.B.—The above particulars should be furnished by the officers using the form.

Requisition No. _____ for special accommodation for High Officials of Government when travelling by railway.

(CHARGEABLE TO GOVERNMENT)

By train leaving _____ (station)
on _____ (Railway) at _____ O'clock
on _____ 19____ to _____ (Station)
en _____ (railway) via _____
with break of journey at _____

Supply the following accommodation:—

Description of accommodation required	Units to be supplied
(1) Special train _____ (Particulars of composition of train, including engine power, should be recorded overleaf).	
(2) Bogie saloons _____	
(3) Saloons other than bogies _____	
(4) Reserved 1st Class Carriages/Air-conditioned Coupe/ 2 berth Compartments/4 berth Compartments.	
(5) Other accommodation (if any) _____	
(6) Compartments for Chaprasis, etc., in ordinary second class* _____	
(7) Extra luggage not carried in the above (1, 2, 3, 4 or 5) Qlrs* _____ kgs	

(Only for requisitions for accommodation as per item 4)

Signature of person indenting _____

Designation of person indenting _____

Certified that conveyance as above has been provided on this requisition, and that _____** extra 1st class passengers are travelling in the same carriage/compartment/coupe on 1st class single journey tickets Nos. _____

2. Certified that a @ Personal Assistant/Stenographer/Clerk is/are travelling in the same carriage on Class First/Second Single journey tickets Nos. _____

†3. Certified that a 4 berth compartment was provided, as no 2 berth compartment was available.

Date _____

Station Master

Note.—Attention is invited to the notes appearing on the reverse of this foil.
†This para should be scored out when not necessary.

APPENDIX IV/C—Contd.
(See para 428)
High Official Requisition

(Enclosure to the Government of India Memorandum No. 629 R. T. dated the 16th July 1902)
(To be returned to person indenting)

No. _____

Railway

Special ticket for the undermentioned accommodation on authority of requisition No. _____ dated _____

is authorized to travel

from _____

to _____

via _____

with break of journey at _____

Carriage

Air conditioned coupe

by special train/in a reserved _____ with the following additional
2 berth 1st class compartment
4 berth 1st class compartment

accommodation: _____

Certified that conveyance as above has been provided on this requisition and that _____** extra 1st class passengers are travelling in

Carriage _____
in same Carriage/Compartment _____ on 1st class single journey tickets Nos. _____
Coupe _____

2. Certified that a @ Stenographer/Personal Assistant/Clerk is/are travelling in the same carriage on class _____ First _____ single journey tickets Nos. _____
Second _____

†3. Certified that a 4 berth compartment was provided, as a 2 berth compartment was not available.

Date _____

Station Master

Note.—Attention is invited to the notes appearing on the reverse of this foil.
†This para should be scored out when not necessary.

BREAK OF JOURNEY

1. When a through passenger, temporarily discontinues his journey on his own accord, it is called a “Break - of - Journey”.

2. *Break-journey* is allowed as follows :

Ticket - Distance	No. of Break Journeys
Upto 500 Km.	Nil
501 to 1000 Km.	One
More than 1000 Km.	Two

3. First break journey is allowed only after crossing 500Km.from the starting stn.

4. Duration of One break Journey :

Maximum of two days excluding the ‘day of arrival’ and ‘day of departure.’

5. If a through passenger is awaiting a connecting train, the stay will not be treated as break journey, if the waiting period does not exceed 24 hours.

6. Endorsement :

i) Break of journey endorsement should be made on the ticket by the SM / TE with the following :

- i. Train Number
- ii. Date of arrival
- iii. Initial of the SM / TE
- iv. Station code

ii) Such an endorsement is not required for reserved ticket holders.

iii) The ticket is not valid for further journey, if the endorsement is not obtained.

iv) Passenger detected travelling without such endorsement will be treated as travelling without ticket.

7. Break of journey is not permitted, short of the station upto which reservation is done.

8. The following **can Break journey** anywhere:

- **ICRP holders**
- **Season ticket holders.**

9. The following **cannot Break journey en route**:

- **IRCA concession ticket holders**, when the concession is given for a journey with a specific purpose.(e.g. Student / Unemployed youth / Cancer patient)
- **Rajdhani / Shatabdi passengers.**
- **Released prisoners travelling with a Jail warrant.**

10. Circular journey ticket holders can break journey anywhere, subject to a **max.of 8 places**.

11. Fresh Reservation charge should be paid for the reservation made after every break of journey.

12. Supplementary charge once paid is valid for the entire journey.

PASSES

(THE RAILWAY SERVANTS' (PASS) RULES, 1986)

Definitions:

PASS→ An authority given by Railways to a person, to travel by train 'Free' [S 2(f)]

Attendant→ A person employed on salary in the personal service of Railway Servant.

Family:

Spouse

Sons, below 21 and wholly dependent on the Railway Servant(R/S)

Sons, 21 and above

bona fide student of a recognized educational institution

Engaged in research work without scholarship/stipend.

Articled clerk under a Chartered Accountant.

Invalid

Daughters

Unmarried of any age

Widowed, if dependent on the R/S.

Divorced, if dependent on the R/S.

Dependent: [S 2(c)] When father is not alive,

Widowed /divorced mother;

Unmarried /widowed/divorced sister;

Brother/step brother under 21 years-residing with and wholly dependent on the R/S.

Invalid Brother

Brother 21 and above, studying in a recognised educational institution.

TYPES OF PASSES:

METAL PASS	CARD PASS	CHEQUE PASS
GOLD	DUTY CARD PASS	DUTY CHEQUE PASS
SILVER	RESIDENTIAL CARD PASS	PRIVILEGE CHEQUE PASS
BRONZE	SCHOLAR CARD PASS	COMPLIMENTARY CHEQUE PASS
	PROVISION CARD PASS	

METAL PASSES:

1. Issued to **Gazetted Officers** of Railways.
2. They can travel on Duty with the Metal pass.
3. They can travel with Family.
4. Maximum entitlement : 4 Berths / Seats
5. All officers can travel in 1A of M/E trains by paying 1/3rd of difference of fare by 1A & 2A
6. Metal Pass holder can travel in Engine or Break van also.
 - They can stay in Retiring Rooms free while travelling on duty with Metal pass.
 - They can take one attendant in II / SL class.

GOLD METAL PASS:

- Gold Metal pass is issued to the following officers :
 1. MR, Dy.MR, MOSR
 2. Chairman, Railway Board
 3. Members, Railway Board
 4. Financial Commissioner, Indian Railways
 5. Chief Commissioner for Railway Safety (CCRS)
 6. General Managers of Railways, Production Units
 7. Additional members in Railway Board
- They can travel all over Indian Railways
- Dog can be carried free as ICP.

SILVER METAL PASS:

1. Silver Pass is issued to **officers in HAG/SAG**.
2. They can travel all over Indian Railways.
3. Family can be taken in First AC on payment of 1 / 3rd of the difference of fare between I AC and 2 AC (Maximum 4 only).

BRONZE METAL PASS:

1. Bronze metal pass is given to **all Gaz. officers who are not eligible for Gold / Silver Pass**.
2. They can travel in the zone in which they are working.
3. Bronze pass holders working in Railway Board can travel all over Indian Railways.
4. Class of eligibility: All classes except I AC.
5. Bronze pass holders drawing a Grade Pay Rs. 7,600/- and above with more than 3 years service can travel all over Indian Railways in I AC also as follows :
 - Self alone → Free
 - For Family → On payment of 1/3rd of the difference between I AC and II AC.
6. The '**authority card**' to be carried by the officer while travelling.



ENTITLEMENT ON DUTY PASS

Status	Types of Duty Pass	Entitlements ON DUTY PASS		
		Mail /Express	Rajdhani Exp.	Shatabdi Exp.
CRB, Board Members including FC and Officers who are equal in Grade and CCRS.	GOLD PASS	1. Self - in any class. 2. with family (1) IA - 2 Berths and 2A/FC-2 Berths OR (2) 2A /FC – 4 Berths OR (3) IA Coupe (2 Berths) even when travelling alone and can also take his/her family members in the Coupe. * Permitted to carry a dog in case IA / FC coupe is allotted exclusively.	IA – Coupe even while travelling alone and can take his/her family members in the Coupe. OR 2A – 4 Berths	Executive class/Chair Car – 4 Seats.
GMs	GOLD PASS			
Officers in HAG	SILVER PASS	1. Self - in any class 2. While travelling with family (1) In any class other than IA. OR (2) Along with his /her family in IA on payment of 1/3 rd (IA-2A) for his /her family OR (3) IA – 1 Berth for self & Family in – 2A (Max. 4 Berths)	1. 1A – 1 Berths & one extra berth to Family member – 1/3 (1A-2A) OR (2) 1A – 1 Berth (self) & 2A – 1 Berth for family OR (3) 2A – 2 Berths OR (4) 3A – 4 Berths	Executive class – 2 Seats OR Chair Car – 4 Seats.
Officers in Selection Grade	Bronze Pass and First –A Pass holders (with I AC authority)	1. Self in Any class. OR 2. With family in any class other than IA OR 3. Along with family in IA (Self free + family 1/3 (1A-2A) OR 4. IA – 1 Berth for self & Family in – 2A (Max. 4 Berths)	(1) 1A – 1 Berth (self) & 2A – 1 Berth for family OR (2) 2A – 2 Berths OR (3) 3A – 4 Berths	Executive class – 2 Seats OR Chair Car – 4 Seats.
JAG officers with more than 3 years service in the grade 7600				
All other Group A and B Gaz.,	Bronze Pass and First A Pass holder	Self & Family in all class other than IA (Max – 4 Berths)	2A – 1 Berth – (self) and 1 extra berth for family – 1/3 (2A – 3A) OR 3A – 2 Berths	Chair car – 2 seats
First Class Pass holders		Self up to 2A class Or IA - 1 Berth full difference (1A – 2A)	3A -1	Chair car – 1seat

ENTITLEMENT ON PRIVILEGE / POST RETIREMENT PASS

Status	Entitlements		
	Mail /Express	Rajdhani Exp.	Shatabdi Exp.

CRB & Board Members	1.IA – 2 Berths. And extra Berths in IA – 1/3 (IA-2A) for family	IA – 2Berths OR 2A – 2 Berths OR 3A-4 Berths	Executive class or Chair Car – 2 seats.
GMs and equivalent officers	1A – 1 Berth for self and for spouse – extra berth -1/3 (1A-2A) OR Any class other than IA OR IA-1/3 (1A-2A)	1A - 1 Berth for self and For spouse one extra berth – 1/3 (1A-2A) OR 1A - 2 Berths -1/3 (1A-2A)OR 2A – 2 Berths OR 3A – 4 Berths	Executive class or Chair car – 2 seats
Officers in HAG		1. 1A – 1 Berths 1/3 (1A-2A) OR 2.2A – 2 Berth OR (3) 3A – 4 Berths	Executive class – 1 Seat OR Chair Car – 2 Seats.
SAG Officers drawing pay 51,850 and above in the Pay band	1. In any class other than IA. OR 2. IA - 1/3 rd (IA-2A)		
Officers in SAG with more than 5 years of service in the grade	1. In any class other than IA. OR 2. IA - 1/3 rd (IA-2A)	1. 1A – 1 Berths 1/3 (1A-2A) OR 2.2A – 2 Berth OR (3) 3A – 4 Berths	Chair Car – 2 Seats.
Officers in SAG with more than 3 years of service but less than 5 years in the grade	1. In any class other than IA. OR 2. IA - 1/3 rd (IA-2A)	ON ONE PASS 1. 1A – 1 Berths 1/3 (1A-2A) OR 2.2A – 2 Berth OR (3) 3A – 4 Berths ON <u>REMAINING PASSES</u> 2A – 2 Berths OR 3A – 4 Berths	Chair Car – 2 Seats. Chair Car – 2 Seats.
All other SAG , Selection Grade Officers, JAG officers with more than 3 years service	1. In any class other than IA. OR 2. IA - 1/3 rd (IA-2A)	1. 2A – 2 Berth OR 2. 3A – 4 Berths	Chair Car – 2 Seats.
All other Group A and B Gaz.,	1. In any class other than IA. OR 2. IA - 1/3 rd (IA-2A)	1. 2A – 1 Berth OR 2. 3A – 2 Berths	Chair car – 2 seats
First Class Pass holders	1. In any class other than IA. OR 2. IA – Full difference (IA-2A)	1. 2A – 1 Berth OR 2. 3A – 2 Berths	Chair car – 2 seats

- By JanShatabdi Express trains all (serving & retired) I class pass holders will get 2 seats in ACCC; and in non – AC Chair car all (serving & retired) I & II class pass holders will get as many seats as per the number of persons allowed in the pass.
- The privilege/Post retirement complimentary pass holders will be permitted to travel within the quota earmarked for pass holders.

CARD PASSES

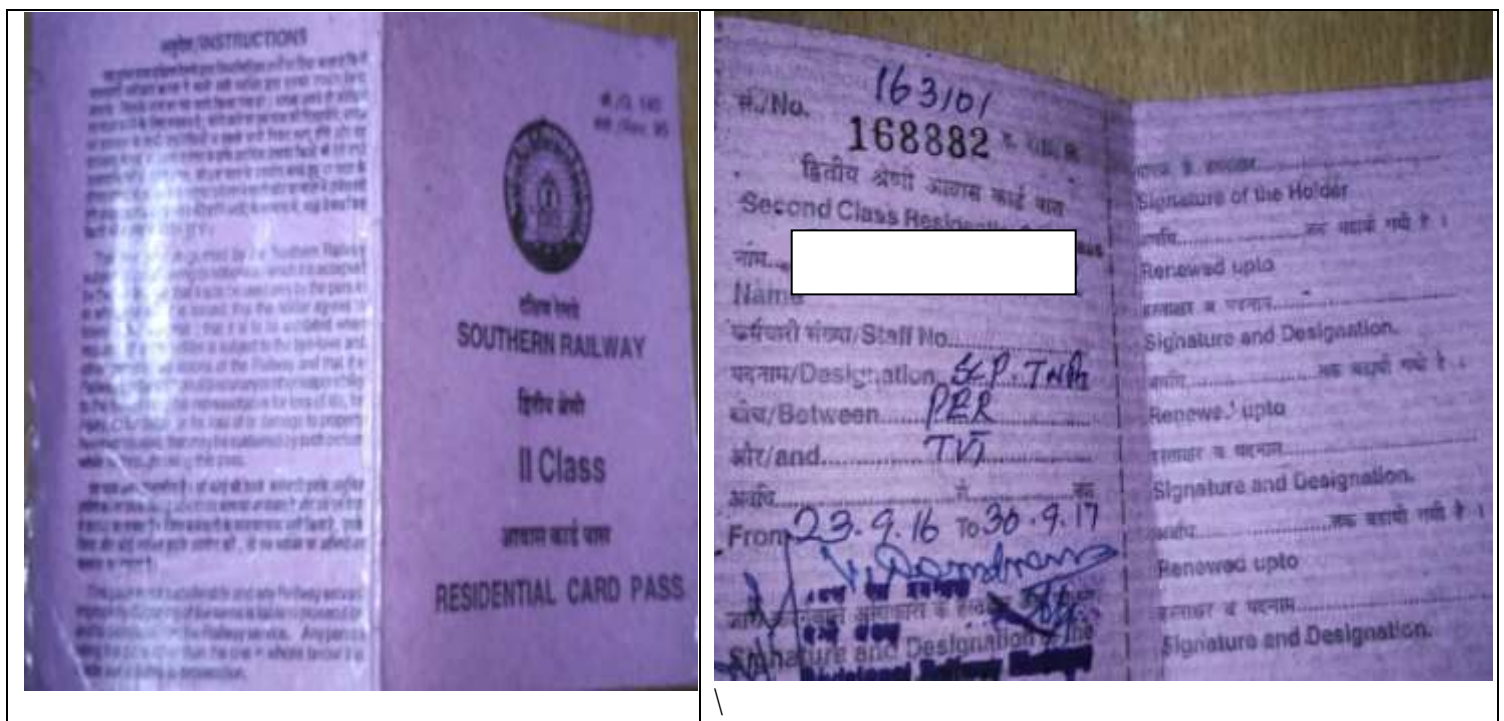
DUTY CARD PASS:

1. It is issued to Railway Employees whose nature of duty involves frequent travel.
2. It is issued by the controlling officer/divisional officer.
3. It is valid for one year from the date of issue.
4. Class of pass will be according to the eligibility of the staff.
5. The DCP holder has to maintain a record of journeys made.



RESIDENTIAL CARD PASS:

1. It is issued in notified sections only as approved by G.M.
2. It is issued to the employees living away from their place of work.
3. It can be used for going for duty or coming back home after duty.
4. It is valid for one year from the date of issue.
5. Class of pass will be according to the employee's eligibility.



SCHOLAR CARD PASS:

1. It is issued to the children of Railway Employees studying in nearby school/college.
2. It is issued between the place of residence and the serving station of the school/college.
3. It is issued on academic year basis, on the authority of a certificate from school/college.
4. Class of pass will be according to the eligibility of the staff.

PROVISION PASS (BAZAAR PASS) :

1. It is issued to the wayside station staff as approved by G.M.
2. It is issued between the station where market facilities are not available and a nearby station to purchase provisions.
3. It is issued in II class only and can be used by any employee of the station.
4. Luggage free allowance → 45 Kg(R/J)

CHEQUE PASSES

DUTY CHEQUE PASS:

1. It is issued to Railway Employees when travelling on duty.
2. Issued either for a single journey or return journey.
3. Issued in the class of eligibility of the employee.



PRIVILEGE CHEQUE PASS:

1. It is issued to Rly. Employees & their families to travel on their account.
2. Number of passes per year: Gazetted Officers → 6 sets per year
3. Other employees → 1 set → first 5 years, 3 sets → After 5 years
4. Validity : Single journey pass → 5 Months
Return journey pass → 5 Months
5. Pass is issued from any station to any station in IR by the shortest route.

6. It can be issued by a longer route, if the distance does not exceed the distance by the shortest route, by more than 15 %.
7. Types of cheque passes :

PASS	ISSUED TO	COLOUR OF PASS	LFA Kg.
I-A	All Gazetted officers	White	140
I	Class III staff as per Grade Pay	Green	70
II – A	Class III staff as per Grade Pay	Yellow	50
II	Other Class III & Class IV staff	Pink	50

8. Any number of family members can be included in the pass.

9. A maximum of 2 dependants can be included. If a dependant is included, total number of persons in the pass including self should not exceed 5.

Eligibility for first class pass

Sl.No.	Category	Type of Privilege Pass & Privilege Ticket Order	Type of Duty Pass
1	Group A and Group B (Gazetted)	I class A pass	I class Pass
2	Non Gazetted employees		
	1. In Grade Pay Rs. 4200/- & above	I Class Pass	I class pass
	2. In grade pay Rs. 2,800/-	II class A pass	II class A Pass
	In grade pay Rs. 1900/- and above but below grade pay Rs.2800/-	One II class A pass in a year, remaining passes and PTOs of Second / Sleeper class	II class A Pass
	4. Employees in Grade pay Rs1800/-		Second/ Sleeper class pass

Note: II class A pass shall be entitled to travel by AC 3 Tier class in trains other than Rajdhani / Shatabdi/ DurontoExp trains . II nd class A pass is of Yellow colour.

COMPLIMENTARY CHEQUE PASS:

These are issued to other than Railway servants like retired Railway Employees, Rail Users consultative committee members, SC/ST candidates appearing for RRB examination/interview etc.

COMPLIMENTARY PASS & P.T.O. FOR LICENSED COOLIE PORTERS

1. Licensed coolie porters are eligible for one set of pass & P.T.O. every year.
2. They can travel in SL/II class.
3. Validity :
Pass → 2 months
P.T.O → 2 months
4. Issued for : Both Pass & P.T.O → Self and Spouse
5. They are issued for journey from the 'working station' to anywhere and back.
6. They are valid only with the Photo Identity card of the porter.
7. The porter travelling on pass or P.T.O without the Identity card will be treated as travelling without ticket.

PRIVILEGE TICKET ORDER

1. It is a concession given to Railway employees in service.
2. Journey tickets are issued at 1/3rd of public tariff rate.
3. Each PTO has **3 foils (Record, Booking clerk and employee)** and is serially numbered.
4. It is prepared in ink without any alterations.
5. It is issued for self and family.
6. It should be exchanged for a ticket at the station, shown as 'From' station in case of an unreserved ticket.
7. If it is addressed to "SM/IR," it can be exchanged at any PRS centre for reservation.
8. It is valid for **5 months from the date of issue.**
9. The following details should be checked by the booking clerk at the time of exchange:
 - a) PTO addressed to that station
 - b) Signature and seal of the issuing officer
 - c) Seal of the issuing office
 - d) Date of issue
 - e) No alterations or erasures
 - f) Period of availability
 - g) Signature of the employee and witness
10. Number of PTOs eligible for an employee → **4 sets per year**
11. Class of travel will be according to their eligibility.
12. PTO holders need not pay reservation & supplementary charges.
13. The employee foil will be given to him along with the ticket.
14. The employee should carry both while travelling.
15. PTO can be exchanged for a lower class or for less number of persons if an endorsement is made by the employee in this regard.
16. I class PTO can be exchanged for 2A, 3A, CC collecting 1/3rd fare in the respective class.
17. Minimum fare is not applicable to PTO holders.
18. Any number of family members can be included.
19. A max of 2 dependents can be included in a PTO which then restricts the total number of persons to 5 including self.

523036
ENTITLED FOR
Rajdhani Exp. 1 berth in 2A, 2C, 3A
Shatabdi Exp. 2 Seats by Chair Car
अ. सं. G.P. 42/म. 10. 21

RAILWAY TRAINING INSTITUTE
PRIVILEGE TICKET ORDER

NO. _____
IR and _____
STATION: SHARADPURANGA
Railway: _____
Journey: _____

From: NEW DELHI To: HARIDWAR
First IR
Date: _____

Description of person shown by tick mark	Age	No. of tickets required	No. of tickets issued
12 वर्ष से अधिक वय का पूर्ण भुक्तिकर्ता (Full Ticket)	76	01	
5 वर्ष से अधिक वय और 12 वर्ष से कम आयु के बीच के भुक्तिकर्ता (Half Ticket)	12	01	
12 वर्ष से कम वय का भुक्तिकर्ता (Child)			

नोट - इस आदेश का प्रयोग 4 दिनों के लिए ही किया जा सकता है।
Note - Column 4 of this form must be filled in by the Booking Clerk issuing the ticket.

यह आदेश जारी करने की तारीख से तीन महीने तक मान्य है।
This order is available for three months from the date of issue.

मार्ग: Dated: _____ TRJ
स्थान: Station: _____
Signature and Designation of the Issuing Officer: _____
प्राचार्य/क्षेत्र प्रमुख/तिरुचि

523036
ENTITLED FOR
Rajdhani Exp. 1 berth in 2A, 2C, 3A
Shatabdi Exp. 2 Seats by Chair Car
अ. सं. G.P. 42/म. 10. 21

RAILWAY TRAINING INSTITUTE
PRIVILEGE TICKET ORDER

NO. _____
IR and _____
STATION: SHARADPURANGA
Railway: _____
Journey: _____

From: NEW DELHI To: HARIDWAR
First IR
Date: _____

Description of person shown by tick mark	Age	No. of tickets required	No. of tickets issued
12 वर्ष से अधिक वय का पूर्ण भुक्तिकर्ता (Full Ticket)	76	01	
5 वर्ष से अधिक वय और 12 वर्ष से कम आयु के बीच के भुक्तिकर्ता (Half Ticket)	12	01	
12 वर्ष से कम वय का भुक्तिकर्ता (Child)			

नोट - इस आदेश का प्रयोग 4 दिनों के लिए ही किया जा सकता है।
Note - Column 4 of the form must be filled in by the Booking Clerk issuing the ticket.

यह आदेश जारी करने की तारीख से तीन महीने तक मान्य है।
This order is available for three months from the date of issue.

मार्ग: Dated: _____ TRJ
स्थान: Station: _____
Signature and Designation of the Issuing Officer: _____
प्राचार्य/क्षेत्र प्रमुख/तिरुचि

RAIL TRAVEL CONCESSIONS

General rules of concessions:

1. The concession shall be allowed only on the Expressbasic fare.
2. A Concession ticket holder will not be permitted to change the ticket to a higher class even by paying the difference between the actual fares. However, persons eligible for concession in I class can travel in AC 2 Tier by paying the I Class concession fare Plus actual difference between 2A and FC fare.
3. Concession will not be given for extension of journey on concession ticket
4. No concession will be given when the cost of the journey is reimbursed.
5. No person is allowed to avail more than one concession at a time.
6. Concession is given only via normal and reasonably direct route.
7. When return journey concession is given outward and return journey should be performed by the same route.
8. Concession will be granted only on production of a valid concession order which has a period of validity.
9. Persons travelling with un-exchanged concession orders will be treated as travelling without ticket.
- 10. Minimum fare is not applicable for concessions.**
11. Break journey is not permitted on a concession given for specific purpose.
12. Normal Luggage rules are applicable for concession ticket holders too.

IRCA CONCESSIONS

s. No	Type of Concession	% of Concession	Escort	Concession Certificate by	Validity	Original / Xerox	Purpose	Others
1	Orthopaedically Handicapped (who cannot travel alone)	50% - 1AC&2AC 75% - Other Class 25% in 3AC – Rajdhani ACCC - Shatabthi	Optional	Govt. Doctor	Temp – 5 years Permanent If Age is Upto 25 Yrs – 5 Yrs 26 – 35 Yrs – 10 Yrs Above 35 Yrs – Life Time	Photocopy for purchase of ticket. Original to be carried during Travel.	To Travel Anywhere to Anywhere	50% Concession in Season Ticket. Invalid chairs can be carried free of cost. Child < 5 Yrs, escort is eligible for concession.
2	Mentally Retarded	50% - 1AC&2AC 75% - Other Class 25% in 3AC – Rajdhani ACCC - Shatabthi	Optional	Govt. Doctor	5 Years from the date of issue	Photocopy for purchase of ticket. Original to be carried during Travel.	To Travel Anywhere to Anywhere	50% Concession in Season Ticket. Child < 5 Yrs, escort is eligible for concession.
3	Blind Persons (who are completely blind)	50% - 1AC&2AC 75% - Other Class 25% in 3AC – Rajdhani ACCC - Shatabthi	Optional	Govt. Doctor/Head of Blind Institution	5 Years from the date of issue	Photocopy for purchase of ticket. Original to be carried during Travel.	To Travel Anywhere to Anywhere	50% Concession in Season Ticket. Child < 5 Yrs, escort is eligible for concession. Seeing eye dog of blind person charged at 30 Kgs when carried as ICP.
4	Deaf & Dumb (Both afflicted together)	50% - I / SL / II	Optional	Govt. Doctor	5 Years from the date of issue	Photocopy for purchase of ticket. Original to be carried during Travel.	To Travel Anywhere to Anywhere	50% Concession in Season Ticket. Child < 5 Yrs, escort is eligible for concession.
5	Leprosy Patients (Non-Infectious)	75% - I / SL / II	Not permitted	Recognized Hospital	3 Months from the date of issue	Original to purchase ticket	Specific	For admission/Discharge to/from hospital.
6	TB / Lupasvalgaris	75% - I / SL / II	Optional	Govt Doctor/TB Hospital	3 Months from the date of issue	Original to purchase ticket	Specific	For admission/Discharge to/from hospital.

7	Haemophilia	75% - I / 3AC / ACCC/ SL / II	Optional	Recognized Hospital	3 Months from the date of issue	Original to purchase ticket	Specific	For admission/Discharge to/from hospital.
8	Heart patient	50% - 1AC&2AC 75% - Other Class (No concession in Raj/Shat)	Optional	Recognized Hospital	3 Months from the date of issue	Original to purchase ticket	Specific	For admission/Discharge to/from hospital. (Heart Surgery)
9	Kidney Patient	50% - 1AC&2AC 75% - Other Class (No concession in Raj/Shat)	Optional	Recognized Hospital	3 Months from the date of issue	Original to purchase ticket	Specific	For admission/Discharge to/from hospital. (Kidney Transplantation / Dialysis)
10	Thalassemia Major	50% - 1AC&2AC 75% - Other Class (No concession in Raj/Shat)	Optional	Recognized Hospital	3 Months from the date of issue	Original to purchase ticket	Specific	For admission/Discharge to/from hospital.
11	Immuno Compromised	50% - II Class only	Not permitted	Recognized Hospital	6 Months from the date of issue	Original to purchase ticket	Specific	Treatment at ART Centres.
12	Cancer Patient	100% - 3AC/SL only for patient.75% for escort in 3AC/SL. <u>For both Patient and Escort,</u> 50% - IAC/2AC 75% - I/ACCC/II	Optional	Recognized Hospital	3 Months – Return Journey 1 Year - Outward Journey	Original to purchase ticket	Specific	For admission/Discharge to/from hospital.
13	Sickle Cell Anaemia / Aplastic Anaemia	50% - 2AC/3AC/ ACCC/SL	Not permitted	Recognized Hospital	3 Months from the date of issue	Original to purchase ticket	Specific	For Treatment / Periodical Check up to/from Hospital.
14	Allopathy Doctor	10% in All class and in all trains (not in Duroto&Garibrathtrains)	Not permitted	Copy of Regn Certificate issued by IMC &	-	Photocopy for purchase of ticket.	Anywhere to Anywhere	To render medical assistance to the needy passengers during journey.


				MBBS Certificate.				
15	Senior Citizen	Male – 40% Female – 50% In all trains and in all class excluding GaribRath and Ordinary trains	Not Permitted	-	-	Original ID for age proof during travel.	Anywhere to Anywhere	Male – 60 Yrs and above. Female – 58 Yrs and above.

CONCESSION FOR PERSONS with visual impairment:

1. '**Completely Blind**' persons are eligible for concession from a station to any station.
2. Percentage of concession : AC I class and AC 2 Tier -- 50 %
Other classes -- 75%
3A/CC of Raj/Shat -- 25%
3. He may take one escort also in the same class on 50% or 75 % concession.
4. A certificate in the prescribed form issued by a Registered Medical Practitioner or the head of a recognized blind institution should be produced.
5. The certificate is valid for **5 years** from the date of issue.
6. Photo copy of the certificate is accepted, verified with the original & ticket is issued.
7. The blind person need not come to the counter personally.
8. While travelling the passenger should carry the original certificate.
9. The escort of a blind child below 5 years gets concession, while the child travels 'free'
10. '**Seeing Eye dog**' of a blind is allowed in I class and will be charged for **30 kg.**
11. Season ticket is issued to the Blind, collecting 50% of II class public fare.

Travelling From: 90507 To: 9150307007 07/08/2015

CONCESSION CERTIFICATE FORM ORTHOPAEDICALLY HANDICAPPED / PARAPLEGIC PERSON / PATIENTS / MENTALLY RETARDED PERSON / COMPLETELY BLIND PERSON / TOTALLY DEAF & DUMB PERSON

 **OPHTHALMIC SURGEON**
DEPT. OF OPHTHALMOLOGY
GOVT. GENERAL HOSPITAL
TRICHY 17

This is to certify that KM. / Shri / Smt A. VELON KANNI Whose Particulars are furnished below is a bonafide * **ORTHOPAEDICALLY HANDICAPPED / PARAPLEGIC PERSON / PATIENT WHO CANNOT TRAVEL WITHOUT THE ASSISTANCE OF AN ESCORT / MENTALLY RETARDED PERSON WHO CANNOT TRAVEL WITHOUT AN ESCORT / COMPLETELY BLIND PERSON / TOTALLY DEAF & DUMB PERSON ***

PARTICULARS:


a) Address : 5/22, Kannipatti, Kanni vadugapatti, Puththantham Ya Manapattai, Trichy, S. Arukiyam

b) Father's / Husband's Name : S. Arukiyam

c) Age : 23

d) Sex : M.


e) Nature of Handicap : (To be written by doctor whether the disability is temporary or Permanent) : 100% permanent Vison loss.

f) Signature or thumb impression of the person seeking concession (not necessary for those with Both hands missing or non - functional) :  (Signature of Government Doctor)

Place : TRICHY

Date : 20.8.2015

Clear Seal of Government Hospital #



(Signature of Government Doctor)
Ry No 50727
(J HELV 2017A)
OPHTHALMIC SURGEON
DEPT. OF OPHTHALMOLOGY
GOVT. GENERAL HOSPITAL
TRICHY 17

* Strike out where not applicable

For blind person RMp / head of institution for blind recognized can also issue certificate for blind.

NOTE

1. This certificate should be issued only to those ORTHOPAEDICALLY HANDICAPPED / PARAPLEGIC PERSON / PATIENTS WHO CANNOT TRAVEL WITHOUT THE ASSISTANCE OF AN ESCORT / MENTALLY RETARDED PERSON WHO CANNOT TRAVEL WITHOUT AN ESCORT / COMPLETELY BLIND PERSON / TOTALLY DEAF & DUMB PERSON. The photo must be signed and stamped in such a way that doctor's signature and stamped appears partly on the photo and partly on the certificate.
2. For Mentally retarded persons/Completely blind persons/Deaf & Dumb person (both affections together), the certificate will be valid for five years from the date of issue. For temporary disability in the case of orthopaedically/paraplegic person, the certificate will be valid for 5 years and in case of permanent disability, the certificate will remain valid for (1) five years, in case of persons up to the age of 25 years (2) ten years, in case of persons in the age group of 26 to 35 years and (3) in case of person above the age of 35 years the certificate will remain valid to whole life of the concerned persons. After expiry of the period validity, of the certificate the person is required to obtain a fresh certificate.
3. Photostat copy of this certificate is accepted for the purpose of grant of concession. The original certificate will have to be produced for inspection at the time of purchase of concessional ticket and during the journey, if demanded.
4. No alteration in the form is permitted.

11 m.
20 m 60 -
33746472

Persons With Disabilities (Divyangjan)

1. Orthopaedically handicapped persons are eligible for concession from any station to any station.
2. Percentage of concession : AC I class and AC 2 Tier -- 50 %
Other classes -- 75 %
3A/CC of Raj/Shat -- 25%
3. They are eligible for concession in all classes and by all trains including Rajdhani and Shatabdi trains. Applicable to escort also.
4. **Escort is optional while issuing tickets.** Escort is also given the same concession.
5. Escort ID no. is fed while booking the ticket and the same ID is a must for travel
6. Passenger having this concession ticket found travelling without escort would not be treated as travelling without ticket.
7. A certificate in the prescribed form should be obtained from a Govt. Doctor.
8. Validity of the certificate :

Nature of Handicap	Age of the passenger in the certificate	Validity
Temporary	Any Age	5 Years
Permanent	Up to 25 years	5 Years
	26 to 35 years	10 Years
	Above 35 years	Life time

9. A photo copy of the certificate may be accepted and verified with the original certificate.
10. The passenger should carry the original certificate while travelling. Otherwise he will be treated as travelling without ticket.
11. Season tickets are issued on 50% concession to orthopaedically handicapped persons and their escorts. A combined ticket will be issued.
12. Invalid chair / tri cycle / tri-cycle fitted with motor of a handicapped person shall be carried 'free' on production of a doctor certificate. The same can be carried as ICP if foldable and in BV if not foldable.
13. An Orthopaedically handicapped child below 5 years shall be carried free while the escort will be given 50% or 75% concession according to the class of travel.

Photo Identity Card

- Blind/Deaf and Dumb/Orthopaedically Handicapped/Mentally Retarded persons should apply to SrDCM
- Details verified and ID issued
- ID is valid for a maximum of 5 years
- If the concessional authority is valid for more than 5 years, should apply freshly .
- 12 –digit unique ID of the card is used for booking e-tickets/PRS/UTS tickets
- Once the card is issued, the form is not used for booking in the counter
- Unique ID and ticket are carried for travel

9600781242 H197
Identity card No. 003537

SRTPJ0

Male

M. S. H. Govt. Hospital

Dr. H. Sridharan

58911

Mentally Retarded

Five years

24-07-2021

12-08-2016

ASST. COMMERCIAL MANAGER
SOUTH. RLY. / SOUTHERN RAILWAY
TIRUCHCHIRAPPALLI

CONCESSION FOR CANCER AND T.B. PATIENTS

1. Cancer and T.B. patients are eligible for concession in the following circumstances :
 - Travel from home town to get admission in the recognized hospital
 - Travel to home town after discharge from the hospital
 - Travel between hometown and recognized hospital for periodical checkup/ re-examination.
 - Travel between two recognized hospitals for the purpose of re-examination.
2. Concession allowed :

Cancer patients :

1A and 2A - 50% (both)

3A and SL- **100% (patient)**

escort---75%

I/CC/II- 75%(both)

T.B patients:

I/SL/II -- 75%(both)

3. They may take one escort also in the same class on concession.
4. A certificate in the prescribed form issued by the recognized cancer institute / T.B. sanatorium should be produced in **original**.
5. The concession certificates issued to the patients shall be addressed to the station masters of both originating stations serving hospital as well as serving residence so that return journey tickets may also be purchased at a time in advance from any of these two stations.
6. Validity of certificate:

Cancer Patient → Outward journey --- One year
Return journey --- 3 months

T.B. Patient → (Both directions) --- 3 months
7. The escort of a child patient below 5 years shall be given 75% concession while the child is carried free.

Concession Certificate for Patients
Concession to Cancer/Thalassemia/Heart/T.B./Lupus Vulgaris/Non-infectious Leprosy Major/ Patients suffering from severe/moderate form of Hemophilia/ Aids/ Sickle cell Anaemia/ Aplastic Anaemia patients.

OUTWARD JOURNEY

Form for the purpose of issue of Rail Concession to Concession to Cancer/Thalassemia/Heart/ T.B./Lupus Vulgaris/Non-infectious Leprosy Major/ Patients suffering from severe/moderate form of Hemophilia/ Aids/ Sickle cell Anaemia/ Aplastic Anaemia** to be used by Officer-in-charge of the recognized hospital by Health Department of central Government or the concerned State Government.

To: The Station Master, TRICHY (Station) SOUTHERN (Railway).

This is to certify that Shri Shrinathi TEVANTHI whose particulars are furnished below, is a bonafide Cancer/Thalassemia/Heart/T.B./Lupus Vulgaris/Non-infectious Leprosy Major/ Patients suffering from severe/moderate form of Hemophilia/ Aids/ Sickle cell Anaemia/ Aplastic Anaemia** patient and is required to travel from TRICHY (station) to PUDUCHERRY (station). The patient has secured admission for treatment/ is travelling for periodical checkup at JIPMER Hospital, Puducherry-605006.

Particulars of the Patient

a) Age: 47
b) Sex: FEMALE
Station: PUDUCHERRY
Date: 03.11.16

Signature
(Officer-in-charge of the recognized hospital by Health Department of central Government or the concerned State Government.)
ASSISTANT PROFESSOR
Dept. of Medical Oncology
JIPMER, Pondicherry.

Seal of the hospital/Institute

Note: (1) The certificate is valid for one year from the date of issue.
(2) No alteration in the form is permitted unless attested by the Issuing officer.
(3) Certificate should be issued to the patients only for travelling from the station serving his/her place of residence to the station serving the recognized hospital.

021093646
CANCER - RS. 20/-
8.84 - RS.

CONCESSION FOR NON-INFECTIOUS LEPROSY PATIENTS:

1. Non-infectious leprosy patients are eligible for 75%concession in I/SL/II class under the following circumstances:

- a) Travel from home town to get admission in the recognized hospital
- b) Travel to hometown after discharge from the hospital
- c) Travel between home town and recognized hospital for periodical checkup / Re-examination.

2. **Escort is not eligible for concession.**

3. A certificate in the prescribed form issued by the recognized leprosy institute / hospital should be produced in original.
4. The certificate is valid for 3 months from the date of issue.

Persons with hearing and speed impairment totally

1. Totally deaf and dumb persons (both afflicted together) are eligible for 50% concession in I/SL/II class from any station to any station.
2. **Escort is optional** for this concession.
3. A certificate in the prescribed form issued by a Govt. Doctor should be produced.
4. The certificate is valid for 5 years from the date of issue.
5. A Photo copy of the certificate can be accepted and verified with the original certificate to issue journey ticket.
6. While travelling the passenger should carry the original certificate.
7. Season tickets are also issued at 50% concession.

CONCESSION FOR SENIOR CITIZENS

1. Senior citizens of Indian nationality: male-60 years & female-58years and above are eligible for concession as follows: Male---40% Female---50%
2. Concession is given in all classes and by all trains including Rajdhani and Shatabdi trains except ordinary trains.
3. No concession certificate is required at the time of purchasing the ticket.
4. During journey, they should carry some age proof and must show it on demand.
5. If the passenger is not able to produce proof for age at the time of travel, the difference between full fare & concessional fare will be collected.
6. The age of the passenger should be noted on the ticket at the time of issue.
7. Senior citizens are eligible for concession on circular journey ticket, if the distance is more than 1000 Km.

Facilities Extended to Senior Citizens by Indian Railways
40% Concession in fare for Men over 60 years of age and 50% Concession for Women over 58 years of age.
Provision in the Passenger Reservation System (PRS) to automatically allot lower berths to Senior Citizens and female passengers of over 45 years of age.
A combined quota of two (2) lower berths per coach earmarked in Sleeper, AC 3 tier, AC 2 tier for Senior Citizens, Women over 45 years of age and Pregnant Women travelling alone.
Provision for Wheelchairs at stations.
Provision for separate counters at PRS centers for Senior Citizens.

8. Misuse of concession:

If a passenger is found misusing the Senior Citizen Quota & Concession, he/she will be treated as a ticketless traveller and charged accordingly

If a passenger is found misusing the Senior Citizen Concession only, he/she will be charged penalty in addition to difference in fare (between full fare and concessional fare)

CONCESSION FOR UNEMPLOYED YOUTH

- Unemployed youth travelling to attend interviews to secure jobs in the following are eligible for 50% concession in SL/II class :
 - Central / State Government
 - Statutory bodies like Municipal Corporation, University etc.
 - Public sector undertakings
- They are issued a **‘free ticket’ in II class only** for attending interviews in Central / State Government organizations .
- The concession is granted upto the age of 35 years.
- Return journey ticket will be issued on payment of single journey fare.
- The ticket is valid for 10 days from the date of commencement of O / W journey.
- The following should be submitted at the time of purchasing the ticket:
 - Attested copy of the application form submitted by the candidate to the concerned organization.
 - Attested copy of the call letter from the organization indicating the date, time and venue of interview.
- The concession is not given when T.A / D.A. is paid by the organization.

CONCESSION FOR FOREIGN RLY. EMPLOYEES ON RECIPROCAL ARRANGEMENT

- Employees of Foreign Railway are given 50% concession for their travel in IR.
- The employee should produce a letter of introduction to GM/P/SRly
- An Identity card will be issued to the employee.
- He can travel any number of times from anywhere to anywhere in Indian Railways.
- The Identity card number will be noted in the ticket.
- They are eligible to travel by Rajdhani/Shatabdi train also.

STUDENT CONCESSION

- Bonafide students of all recognized educational institutions are eligible for concession in II/SL class.
- Concession is given as follows:
 - General students** --- **50% of public fare**
 - SC/ST students** --- **50% of general students fare**
- Age limit:
 - General students** --- **up to 25 years**
 - SC/ST students** --- **up to 27 years**
 - Research scholars** --- **up to 35 years**
- For SC/ST students, a certification should be made by the head of the institution in the concession order itself, or, a separate community certificate should be produced.
- Concessions are given under the following circumstances only:
 - To go to hometown during vacation after an examination.
 - To return to the institution after vacation.
 - To attend merit scholarship examination

- To attend an examination, not for the purpose of employment
 - To travel from institution to training centre.
 - To travel from one training centre to another training centre.
 - On educational tours in parties of not less than 10 students.
8. A concession order issued by the head of the institution shall be produced in original in 2 foils.
(Railway foil, Students foil).
9. Validity of the concession order (from the date of issue):
For outward journey --- 14 days
For Return journey --- 150days
10. Journey should be performed during the vacation period mentioned in the concession order under the seal and signature of the issuing authority; the journey may be commenced one day before & one day after the vacation period.
11. Exchange of concession order:
- Each institution may select a maximum of 4 stations serving their area to exchange the concession order.
 - The institution should provide these 4 stations with the specimen signature and seal of the issuing authority.
 - Before exchanging the concession order, the seal and signature should be verified with the specimen available.
 - In the case of return journey concession, the order should be verified and an endorsement should be made on the order as “Verified and found correct” under the seal and signature of SM.
 - The order will not be exchanged at the return journey commencing station without the above endorsement.
 - The order can be exchanged for a ticket at both the starting station as well as destination when it is addressed to either of them.
 - Alteration or overwriting makes the concession orders null and void.
 - The student should sign on the Student’s foil in the presence of S.M. and should be verified with the signature available in the Railway foil.
 - The journey ticket is issued along with the students foil.
 - The Railway foil is submitted to accounts office with monthly returns.

EDUCATIONAL TOUR:

1. Bonafide students are eligible for concession for their educational tours.
2. Minimum number of students :
 Post graduates -- 3 (If the total strength of the course is less than 10
 and certified so by the issuing authority)
 Nepal students -- 15
 Others -- 10
3. Escorts:

Student	Age	One Escort for	Concession
Girl Students	Any age	4	50%
Boy Students	Below 12 yrs.	4	50%
	12yrs.&above	10	50 %
Handicapped	12yrs.&above	5	50%
Blind/Mentally Retrd.	Any age	2	Free

4. Teaching and non-teaching staff of the same institution may travel as escort on 50% concession. Students get concession on Round Tour Tickets also.

Round tour tickets (circular tour tickets)

- 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.

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.

CONCESSION FOR STUDENTS FROM GOVERNMENT SCHOOL IN RURAL AREAS:

- The students of Govt. schools situated in rural areas will be granted 75% concession in second class fares when traveling on study tour, once in a year.
- The Head Master / Head Mistress /Principal of the concerned school will additionally endorse the existing concession certificate that the school is a Govt. school located in the rural area and that the concerned student has not availed the 75% concession in current financial year.
- The concession will be granted in second class only and not in sleeper class.
- his 75% concession in second class will be admissible for travel in groups of not less than 20 and the escort, as admissible under to rule mentioned in para above, will also be granted 75% concession.
- The existing 50% concession admissible under the rule mentioned in above para will continue to be available subject to condition applicable therewith.
- **Return tickets will be valid for a period of five months from the commencement of the outward journey.**

Advance Reservation for students:

- Students are permitted to make advance reservation on payment of full fare.
- Subsequently, before starting journey, when the concession order is produced, the concession amount will be refunded and a fresh ticket issued to them.
- The original reservation will be retained.
- A Clerkage charge of Rs.60/- will be collected.

RESERVATION

GENERAL RULES FOR RESERVATION

1. When a confirmed seat or berth is allotted to a passenger for his journey, it is Called 'Reservation'. It is made only by notified trains.
2. Reserved ticket is valid by the particular train and date only.
3. Reservation is made only on submission of prescribed application.
4. Ministers, M.Ps, can request reservation over phone.
5. Only one form is accepted from a passenger at a time.
6. A maximum of 6 persons can be included in one form.(**Tatkal scheme-4 persons**)
7. Reservation for group of more than 6 persons can be done only with the permission of SM / CRS / DCM.
8. Reservation is made on "first come first served basis"
9. **Advance reservation period: (excluding date of journey)**
 - **Foreign tourists --- 365 days(online)**
 - **Bulk booking (More than 6) --- 120 days (From 09.00 hrs on the opening day)**
 - **Other passengers --- 120 days**
10. Reservation is made only on purchase of a journey ticket.
11. The reservation is confirmed by issuing a reservation ticket.
12. Fresh reservation charge will be collected for reservation made after every break of journey, and for Postponement or Advancement of journey and change of class.
13. Break journey is not permitted short of the station up to which reservation has been made.
14. A child ticket is treated as an adult ticket for the purpose of reservation.
15. No separate seat/berth is allotted for a child below five years of age. However, the name of the child with age and sex should be mentioned in the reservation form and also to be given to the TTE.
16. **Sleeping facility is provided during night hours (22-00 to 06-00 hours) only.**
17. **Unauthorised occupation of a reserved seat/berth is prohibited under section 155 of Railways Act, 1989.**
18. **Transfer of a reserved ticket is prohibited under section 53 of RA 1989.**
19. **Unauthorised transfer of a reserved ticket is punishable under section 142 of RA 1989.**
20. **Unauthorised procurement and sale of railway ticket is punishable under section 143 of RA 1989.**
21. To entrain enroute, the passenger should apply atleast 24 hours in advance of the scheduled departure of the train.
22. Bulk booking competency and limit:

CLASS	BERTHS/SEATS	AUTHORITY TO PERMIT
Sleeper/sitting (max. 50% of the available berths)	7-30 31-72 72 & above	CRS/SM ACM of the Division/AM Sr DCM/DCM/AM of the Division or AM
All other classes(max. 1/3 rd of the available berths)	7-12 13-24 25 & above	CRS/SM ACM/AM of the Division Sr DCM/DCM/AM of the Division

PROCEDURE FOR RESERVATION

At Major Reservation Centres:

- At Major Reservation centres, arrangements are made to provide accommodation under different types called confirmed reservation, reservation against cancellation and waiting list.

Confirmed Reservation:

- At the time of booking, seat/berth will be allotted on confirmed basis.

- Journey fare, reservation charge and supplementary charge if any, will be collected.
- Coach number, Seat/Berth No., will be indicated in the ticket in case of 2A/3A/SL/II classes.
- For AC I Class and First Class, coach number and berth number will be furnished in the final chart.
- Confirmed reservation is made up to the quota available.

Reservation against Cancellation (RAC):

- On completion of quota, a passenger requesting berth is allotted with confirmed seat.
- Journey fare, reservation charge and supplementary charge, development charge if any, will be collected.
- Vacant berth due to cancellation in the reservation office if any, shall be allotted to R.A.C. passengers.
- During travel also, vacant berths due to cancellation shall be allotted to R.A.C. passengers.
- If berth is not provided, R.A.C. passenger has to travel in the seat only.
- The R.A.C. system is available in 2A, 3A,FC and SL classes only.

Waiting List(WL):

- On completion of confirmed quota and R.A.C., the passengers are kept under waiting list.
- Journey fare, reservation charge and supplementary charge, development charge if any, are collected.
- On cancellation of berths, waitlisted passengers are allotted confirmed berths after R.A.C. passengers.
- If Waiting list is not confirmed, the passenger should travel only in unreserved coach or he has to cancel the ticket.

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:

- **General Quota(GN)**
 - Major quota
 - Allotted to the passengers without any restrictions.
 - Denoted as “GN” in the computer reservation charts.
 - If a lady passenger alone insists for general quota, it is permitted
- **Intermediate stations quota or Road Side Quota(RS)**
 - Aggregate quota of a group of roadside stations may be clubbed together.
 - Any remote location is added on the PRS network given access only to this quota
 - Fresh profile of PRS train not defined for this purpose.
 - To control this quota -one nodal station defined as the reference point
 - Charting activity etc. done with respect to that nodal station
- **Remote Location Waiting List(RL)**
 - After completion of reservation in remote location- passengers kept in waiting list against remote location quota.
 - Berths falling vacant due to cancellation at RL- allotted to WL passengers in order of priority.
 - Finalization of the charts @ train starting station-vacant berths allotted for WL in remote locations in the order of priority
- **Pooled Quota (PQ)**
 - PQWL shared by several small stations in a particular region.
 - In Train with demand – for passenger from intermediate station
 - Pooled Quota is utilized by passengers travelling from the originating station to a station short of the terminating station, or from an intermediate station to the terminating station, or between two intermediate stations.

- If quota exhausted- passenger placed in PQ WL
- Vacant Pooled Quota berths are automatically tapped by the PRS for booking end-to-end passengers.
- Passengers in the Pooled Quota Waiting List are cleared against the vacancies in the earmarked Pooled Quota only
- **Ladies Quota(LD)**
 - Section 58 of Railways Act 1989 -Separate accommodation is provided for ladies.
 - Boys below 12 years of age allowed in this quota when travelling with relatives.
 - In Sleeper class, quota is 6 berths per train , 3A/GR- 6
- Lower berth for ladies more than 45 years age
- **Combined quota for Sr citizens(SS)**
 - 3AC /2AC- 3 lower berths per coach and SL-6 lower berths per coach for the following passengers when travelling alone
 - Senior citizens
 - Female passengers 45 years of age and above
 - Pregnant women (On production of medical certificate)
 - Quota available for booking till the time of preparation of charts.
 - At the time of preparation of charts-Unutilized quota released to WL passengers
- **Quota for otherwise abled person (HP)**
 - Available by all trains for the use of patient and escort.
 - 2 lower berths and 2 middle berths in SL Class
 - Special coaches (SLRD) for disabled persons with escort on purchase of general tickets – 2 lower berths and 2 upper berths.
 - Available in fully reserved Garibrath train on payment of full fare.
- **Head office or Emergency Quota(HO)**
 - End-to-end quota or roadside
 - Based on requirement of VIPs at that point
- **Foreign Tourist Quota(FT)**
 - Available at important stations and by important trains.
 - Allotted on production of passport at the time of purchase of ticket.
 - Allotted on Indrail Pass Ticket, tourist coupon ticket or any other ticket purchased in India.
 - Unutilized quota is released to general quota at the time of chart preparation
- **Defence Quota(DF)**
 - Available at important stations and by important trains.
 - Allotted to military persons travelling on military warrants and concessions.
 - Register in movement control office (MCO)
 - Get endorsement on the warrant / concession
 - Tickets also issued at reservation counters from defence quota.
 - Unutilized quota released to general quota 24 hours before the departure of the train
- **Tatkal Quota(TQ)**
- **Duty Pass quota (DP)**
 - A limited number of berths/seats have been earmarked in Rajdhani, Shatabdi and Duronto Express Trains in all classes and in air-conditioned class of Jan Shatabdi Express Trains as Duty Pass Quota
 - Serving/retired railway employees can book berths/ seats against Duty/Privilege/Post Retirement Complimentary passes.
 - Complimentary pass booking is also done against the Duty Pass Quota.
- **Parliament quota(PH)**
 - Reserved for MPs, their family members and common passengers of related constitutional area, duly approved by MPs.

RESERVATION ON FREE PASSES:

1. Reservation on passes is completely free.
2. In case of Rajdhani/Shatabdi express trains, a separate quota and maximum number of passengers per pass are prescribed by the Railways.

3. The SM should verify whether the pass has the availability of route for the reservation and the validity for the journey.
4. The endorsement in respect of reservation is made on the face of the pass indicating the train number, date of journey status of ticket etc.
5. Holders of privilege, duty, post retirement, complimentary, metal and other passes can make fresh reservation only if the earlier reservation is cancelled.
6. In case of confirmed reservation on privilege, post retirement, complimentary and other passes, the pass holder can make maximum three time reservations provided the earlier one has been cancelled before chart preparation.
7. If the confirmed reservation is not cancelled before chart preparation the pass will be treated as used, which can under exceptional circumstances be revalidated by a JAG level commercial officer only once.
8. There is no restriction on the number of cancellations in case of duty pass, metal pass and in case of fully/ partially waitlisted tickets against privilege, post retirement and complimentary passes.
9. No telephonic requests for reservation and cancellation will be considered.
10. Duplicate ticket for Pass may be issued without levy of any charge.

AUTOMATIC UPGRADATION OF PASSENGERS

- This scheme provided for free upgradation of full fare paying passengers to the next higher class against vacant accommodation.
- Aims at the optimum utilization of available accommodation in trains.
- Available only in nominated trains having 1AC/2AC/3AC/SL/2S accommodation.
- Upgradation only for Confirmed passengers of General & Tatkal Quota.
- Not applicable for Concessional Ticket including Senior Citizen Concession.
- Not applicable for Bulk Booking Transaction.
- Upgradation done at the time of preparation of chart unless the passenger has indicated his unwillingness in the reservation form during reservation. If the passenger has not exercised his choice, it will be assumed that the passenger has opted for upgradation.
- Passengers need not pay difference of fare for travelling in higher class.
- Upgradation does not guarantee compact accommodation or berth choices.
- Upgradation is fully controlled by the system and there is no manual intervention.
- If no confirmed passenger has opted for upgradation, all RAC/WL passengers will be considered for upgradation irrespective of their option.
- Upgradation is done in one/two class above. Original PNR of the upgraded passenger will remain the same.
- If the passengers who has been upgraded cancels his ticket, cancellation charges of the original class only will be payable.
- Passenger advised regarding upgradation through SMS if mobile number is provided in the Reservation form.

ALTERNATE TRAIN ACCOMMODATION SCHEME – “VIKALP”

- This scheme is introduced to provide confirmed accommodation to WL Passengers and also to ensure optimal utilization of available accommodation.
- WL passenger should opt while booking
- Fully WL Passengers opted for ATAS should check PNR Status after charting.
- Either all passengers of a PNR or none will be transferred.
- Once accommodation provided in alternate train, their PNR will not appear in the WL Chart of their original train.
- Passenger can travel in alternate train on authority of original ticket.
- No refund of difference of fare will be entertained.
- Once confirmed in Alternate train, Cancellation charges will be as per the status in alternate train.
- In this scheme, Boarding and terminating station might change to nearby cluster stations.
- Transfer to any alternate train available within 12 hrs from the scheduled departure of original train.
- It is applicable to all trains

TATKAL RESERVATION SCHEME

1. For Passengers who plan their journey at short notice.
2. This facility is provided in all Mail / Express trains including Rajdhani, Shatabdi, Duronto, JanShatabdi and also in few ordinary trains in sleeper class.
3. This scheme is applicable in Executive Class, 2AC, 3AC, AC CC, SL & 2S Coaches.
4. Accommodation earmarked for this scheme is as under,

Class	No of berths to be earmarked in trains with average occupancy (Apr – June) level of	
	Less than 80%	More than 80%
2AC	4	10
EC	5	5
3AC/CC	6	16
SL	10% of accommodation or one coach whichever is less	30% of accommodation.
2S	10% of accomodation	10% of accommodation.

5. Reservation under this scheme is only for full fare tickets and not for concessional tickets including senior citizen concession.
6. Maximum of 4 Passengers per application will be allowed. Colour of the application form is pink.
7. Only Confirmed and Waitlist tickets will be issued. Cancellation done in general booking shall confirm General & Tatkal waiting list alternatively.
8. Opening of Tatkal Scheme

Class	PRS Counter	Agent (RTSA, IRCTC Agents)
General Booking	08.00 Hrs	08.30 Hrs.
Tatkal AC Class	10.00 Hrs of Previous day	10.30 Hrs of Previous day
Tatkal Non AC Class	11.00 Hrs of Previous day	11.30 Hrs of Previous day

9. Tatkal Charges have been fixed as a percentage of fare at the rate of 10% of basic fare for IInd Class and 30% of basic fare for all other classes subject to minimum and maximum as given below,

CLASS	Minimum distance for charge (in Kms)	Tatkal Charges per passenger	
		Min. Tatkal Charges (in Rs.)	Max Tatkal Charges (in Rs.)
2 nd (Sitting)	100	10	15
Sleeper	500	100	200
AC CC	250	125	225
3 AC	500	300	400
2 AC	500	400	500
Executive Class	250	400	500

10. Tatkal tickets are issued for the actual distance travelled subject to the distance restriction applicable. If the train is travelling less than the above mentioned distance restriction, point to point distance fare is collected.

11. There is no need to furnish any photocopy of proof of identity while booking tatkal ticket. During the journey, the passenger will have to produce any one of the prescribed original proofs of identity, failing which all the passengers booked on the ticket shall be treated as travelling without ticket and charged accordingly. The following are the prescribed proofs of identity:

- a) Voter ID
- b) Passport
- c) PAN card
- d) Driving License
- e) Photo identity cards issued by Central/State Government which are having serial number (Viz., Pension Pay orders (PPO) , Ration Card of the passenger whose photograph is available on the Ration Card is travelling, Senior Citizen Cards, Below Poverty Line (BPL) Cards, ESI Cards (with photograph) issued for taking treatment in ESI Dispensaries, CGHS Cards (with photograph) issued to individual family members of Central Government Employees)
- f) Student ID card with photo issued by recognized schools/educational institutions
- g) Nationalized bank pass-book with photo
- h) Photo laminated credit card
- i) Unique Identification Card “ Aadhaar”
- j) Ration card

[Point to Remember:- In case of reservation ticket purchased at PRS for II/SL Class passengers are permitted to produce **attested copy (Gazetted officers or SM/SMR or CRS) of the Ration card** with photograph, **Bank Pass Book of Nationalized Bank** with photo. **This provision is not applicable for TatkalTickets]**

12. Tatkal Quota reservation is upto preparation of final chart. Vacant Berths/Seats if any, will be allotted to RAC/WL Passengers.
13. No refund will be granted on cancellation of confirmed Tatkal ticket. Cancellation of a waitlisted tatkal ticket is done like any other waitlist ticket.
14. **Full refund** of fare and tatkal charges will be granted on tickets booked under tatkal scheme in the following circumstances.
- a. If the train is delayed by more than 3 hours at the journey originating point of the passenger and not the boarding point if the passenger’s journey originating point and boarding point are different.
 - b. If the train is to run on a diverted route and the passenger is not willing to travel;
 - c. 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.
 - d. 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.
 - e. 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.
15. No duplicate ticket shall be issued and if issued under exceptional cases on payment of full fare including Tatkal Charges.
16. Name change & Modification is not permissible on tatkal reserved tickets.
17. Change of Boarding Point is permitted for Tatkal Ticket Holders.
18. Tatkal ticket can be booked both in PRS Counter and through website of IRCTC.
19. Web Service agents of IRCTC will be permitted to book only one Tatkal Ticket per train per day on the internet.

Premium Tatkal (PT) Quota booking on dynamic pricing

- Dynamic fare stands for fare component which may be increased with the subsequent bookings.

- Opening day booking to be allowed on/after 10.00 hrs.
- Advanced Reservation Period (ARP) of premium tatkal booking is same as Tatkal ticket.
- Agents will not be allowed to book tickets in this quota.
- RAC/Waitlist ticket booking is not allowed.
- No concession shall be applicable under this quota. Child passenger will be charged with full fare.
- No refund is allowed in case of cancellation of confirm PT quota ticket.
- All rules for tatkal quota booking over internet are applicable to Premium tatkal quota also.

SUVIDHA TRAINS

General Features.

- **ARP** of this train will be a **120 days**.
- **Dynamic fare** shall be charged for confirmed RAC & W/L passengers. **Upgradation option, Modification, Duplicate Ticket, Cluster Bookings, BPT** is not allowed.
- Tickets can be purchased as **e-ticket or at PRS Counters**. Only **General Quota** Booking allowed. Railway authorized agents like YTSK, RTSA, Agents of IRCTC can book tickets for suvidha trains only from 48 hrs before the scheduled departure of train and till preparation of the chart.
- **Concessions and Warrants** are not applicable in this train.
ICRP, RTC, and Passes are permitted
- Passenger should produce one of the **prescribed Identity card** during journey for **verification purpose for both e-ticket and PRS Ticket**.
- **No First AC, First Class, Executive Class** in the composition

Types of services

- Fully AC service with or without stoppage: Base price = rajdhani BF + Tatkal charges
- Mixed services with no stoppage : Base price= Mixed Duranto BF + Tatkal charges
- Mixed Mail /Exp service with stoppage : Base price = Mail/Express BF + Tatkal charges

FARE STRUCTURE.

- **Full Fare charged for all** irrespective of their age.
- **Other Charges** like Reservation Charge, Catering Charge, Superfast charge, Service Tax etc., **is collected in full.**
- **Booking Pattern and Dynamic Pricing for both AC & Non AC Classes is as follows**

Charges	(BF+ Tatkal)	1.5 times of (BF+ Tatkal)	2 times of (BF+ Tatkal)	2.5 times of (BF+ Tatkal)	3 times of (BF+ Tatkal)
% of Seat/Berth	20 %	20 %	20 %	20 %	20 %

- **Vacant Berths** after charting will be offered **for current booking at the last price sold for that class.**
- **Min class of ticket to be held by passengers to be allowed by TTE :**
 - For 1A,2A,3A- **FC/O**
 - For CC,SL,2S- **II/E**

REFUND RULES

- Normal refund rule shall apply
- Tickets against Cancelled Berth/Seats shall be issued in the current bucket rate.
- If Train cancelled, full refund upto 72 hours after the sch. Dep time of the train. For E-Tickets automatically the amount is credited.
- For II/UR travel, II/superfast ticket is issued

Flexi pricing

1. Applicable in all trains
2. Except in 1A,EC

3. Base Fare up by 10% with every 10% of berths sold
4. Base fare increases up to 1.4 times more except in 3A, where it is 1.4 times
5. 1.5 times the base fare collected as tatkal charge
6. Concessions apply on the base fare of respective stage

Rebate in basic fare

1. 10% rebate is given in the base fare of all trains on vacant berths/seats after charting
2. Rebate applicable on the base fare of last ticket sold just before charting
3. 10% discount is also applicable for allotment of vacant berths in the train by TTEs.

CHANGES IN RESERVATION

- Any changes will be allowed only once
- Passenger should approach the reservation office within the time limits specified against each change.

CHANGE OF TRAIN AND DATE:

Preponement of Journey:

1. It is allowed for Confirmed, RAC, Wait Listed tickets.
2. It is allowed in the same class and for same destination or any higher class by the same train or by any other train for any earlier days.
3. The status of the revised train may be Confirmed, RAC or WL.
4. In case of Confirmed tickets, Fresh Reservation Fee for the class for which reservation is required is paid.
5. In case of RAC/WL, Clerkage charges should be collected.
6. Time Limit:
Ticket should be surrendered during the working hours of reservation office and at least forty eight hours before the scheduled departure of the train in which originally booked.

Postponement of Journey:

1. It is allowed for Confirmed, RAC, Wait Listed tickets.
2. It is allowed in the same class and for same destination or any higher class by the same train or by any other train for any subsequent days.
3. The status of the revised train may be Confirmed, RAC or WL.
4. In case of RAC/WL tickets, clerkage charge is collected.
5. Time Limit:
Ticket should be surrendered during the working hours of reservation office and at least forty eight hours before the scheduled departure of the train in which originally booked.

Note:

6. In case of difference in fare for originally booked journey and revised journey, the difference of fare be refunded or recovered, as the case may be.
7. The Postponement or Preponement of journey shall be allowed only once.
8. The postponement or preponement of journey on normal ticket other than that Tatkal ticket shall not be applicable against Tatkal quota even on payment of Tatkal charges.

CHANGE OF CLASS

1. Change of class is permitted on a confirmed reserved ticket only once.
2. It is permitted from lower class to higher class only.
3. Confirmed accommodation should be available in the higher class.
4. No cancellation charges should be collected.
5. Fresh reservation charges are collected for the higher class.
6. Difference of fare between the classes should be collected.
7. It is permitted in the reservation office up to 6 hours before the sch. dep. of the train.
8. During the journey, the T.T.E may permit change of class.
9. After the change, if journey is cancelled, two cancellation charges will be collected:
 - Cancellation charges due at the time of giving the change.
 - Cancellation charges due at the time of cancellation of the fresh ticket.

CHANGE OF BOARDING POINT / JOINING ENROUTE:

1. Application should be given 24 hours before the departure of train at any PRS counter.
2. The train should have a halt at the station from where the passenger wants to join.
3. The seat / berth can be allotted to any other passenger upto that boarding point.
4. No refund will be granted to the passenger for the untraveled portion.
5. Once boarding point is changed, passenger can not travel from the booked station to boarding point. If found travelling, will be treated as travelling without ticket.

CHANGE OF NAME

1. Change of Name on a confirmed reserved ticket is permitted only once.
2. No charges are collected.
3. Rules for name change:

Passenger type	General Public	Marriage party	Students on educational tour	NCC Cadets to attend camps	Govt Officials on duty
Time limit prior to the Sch. Dep. of the train	24 Hours	48 Hours	48 Hours	24 Hours	24 Hours
Requested by	Original Passenger	Head of the party	Head of the Institution	Group commandant	Controlling Officer
To whom permitted	Family Members *	Another member of the party	Another Student of the same Institution	Another NCC Cadet	Another Official on same duty
Maximum limit	-	10%	10%	10%	-

*Family Members: Father, Mother, Son, Daughter, Brother, Sister, Husband, Wife.

4. Name change is not permitted on concessional tickets issued for a specific purpose and on tatkal tickets
5. But it can be permitted in case of an escort to another family member of the escort. (In case of blind, OPH, Cancer or TB patients, etc. cases)
6. When the name change is permitted from an adult to child no refund will be given in difference of fares.
7. But in case of child to adult, the difference will be collected.
8. Name change for general public can be permitted only by a **Gazetted officer**, with **documentary evidence** from the party to prove the 'relationship.'
9. In stations, where Gazetted officer is not posted, the SM can get permission over telephone from a Gazetted officer and permit name change and at the first available opportunity the SM should get **post facto** approval from the Gazetted officer.
10. In case the telephonic permission from the Gazetted officer is also not possible then SM can give name change after satisfying himself about the genuineness of the party by getting **documentary evidence** as to the family member status.
11. **Documentary evidence** may be **Family card, Voter'I/D, Passport, Driving Licence** or any other such document to prove the 'relationship.' If no such document is available with the passenger, he has to file an affidavit with a 'notary public' and a copy to be attached with the original application. In this case too **postfacto** approval is necessary.
12. Gazetted officer here means only a railway Gazetted officer in charge of Commercial working viz., SMR (GAZ), AO, AM, ACM, DCM or Sr.DCM.

ISSUE OF DUPLICATE TICKETS ON TORN/MUTILATED & LOST 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 genuinesss and authenticity are verifiable on the basis of the particulars visible on the face of the ticket.
3. When a confirmed / RAC ticket is lost, misplaced or torn or mutilated ,duplicate ticket will be issued.

4. Duplicate ticket is issued on the basis of status of the ticket at the time of request for duplicate ticket.
5. No duplicate ticket is issued to waitlisted tickets.
6. The passenger is permitted to avail the same reservation.
7. Charges for duplicate ticket is collected as follows:

a. Before preparation of chart:

LOST / TORN or MISPLACED/ MUTILATED CONFIRMED OR RAC TICKETS	
Second and SL class	Rs.50/- per passenger
For other classes	Rs.100/- per passenger

b. After preparation of chart:

TICKET STATUS	CHARGES	
	TORN/MUTILATED	LOST/MISPLACED
CONFIRMED	25 % of total fare	50 % of total fare
RAC	25 % of total fare	Not to be issued

8. A duplicate ticket in respect of a party coach ticket or a special train ticket shall be issued upto the time of departure of the train , on payment of a charge equivalent to 10% of the total fare.
9. TTE of the train can allow passengers who are not able to produce their tickets and not obtained duplicate ticket as follows:
10. The name of the passenger should be verified from the chart.
11. The TTE should verify the genuineness of the passenger.
12. Full charges should be collected without excess charge and EFT is issued.
13. All details of the original ticket should be written in the EFT.
14. The same reservation can be given to the passenger.
15. No refund shall be granted on duplicate ticket alone, surrendered for cancellation.
16. In case 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,
 - a) Duplicate ticket shall be refunded after deduction of 5% of the amount paid for duplicate ticket subject to minimum deduction of Rs. 20
 - b) In case the journey is not undertaken , the normal cancellation charge on the original ticket will apply.
17. In case of concession tickets, duplicate ticket can be issued on collection of charges as above on the actual fare and other charges & NOT ON CONCESSIONAL FARE.
18. If the passenger , who has paid excess charges in train 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 inquiry as he may deem necessary , grant refund of a single journey ticket fare per passenger provided that no one has taken refund earlier on the original ticket.

Duplicate tickets on PASS & PTO

1. Duplicate ticket may be issued in lieu of lost/misplaced ticket on pass/PTO, provided that the travel authority i.e., Pass/PTO is in physical possession of the passenger at the time of placing such request.
2. Duplicate tickets may be issued irrespective of the status whether the original ticket is confirmed or RAC or waitlisted.
3. Duplicate tickets shall, however, be issued only upto the departure of the concerned trains.
4. **Duplicate tickets on pass may be issued without levy of any charge.**
5. **Duplicate tickets on PTO may be issued on collection of clerkage charges of Rs.10/- per passenger”.**

REFUND OF FARE

UNUSED UNRESERVED TICKET

1. Ticket is presented for cancellation within 3 hours of issue of ticket.
2. In case of tickets issued in advance, the ticket is presented **upto 2400 hours of the day preceding the day of journey.**
3. Fare is refunded after deducting the clerkage charge per passenger.
4. The clerkage for II class unreserved is **Rs.30..**

UNUSED RESERVED TICKET

Time of cancellation	Cancellation Charge Per passenger	Class of ticket				
		IA	2A, FC	3A, CC	SL	2S
		Rs.	Rs.	Rs.	Rs.	Rs.
		(Minimum cancellation fee)				
More than 48 hrs before the scheduled departure of the train.	Flat Rate	240	200	180	120	60
Between 48 hrs and up to 12hrs before the scheduled departure of the train	25 % of fare	Subject to minimum of				
		240	200	180	120	60
Between 12 hours before the scheduled departure, and upto 4 hours before the scheduled departure of the train irrespective of distance.	50 % of fare	Subject to minimum of				
		240	200	180	120	60

Note:

- Fare includes reservation charge and supplementary charge
- **No refund** shall be granted on the reserved ticket if it is surrendered for cancellation within **four hours** from the scheduled departure of the train.
- In case, on a party ticket or a family ticket issued for travel of more than one person, some persons have confirmed reservation and others are on RAC or waiting list, Full Refund of fare, less clerkage is admissible for confirmed passengers also provided that the entire ticket is surrendered for cancellation up to 30 minutes before the scheduled departure of the train.

UNUSED RAC / WL TICKETS

- Where an RAC ticket or waitlist 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 **thirty minutes** before the scheduled departure of the train
- Clerkage charge of Rs. 60/- per passenger will be collected irrespective of the distance.
- In case no facility of cancellation of RAC ticket or waitlisted ticket issued through PRS is available at the journey originating station for the night trains leaving between 21 hours and 6 hours (actual departure), refund shall be admissible at the station within first 2 hours after the opening of reservation office.

Partial confirmed and waitlisted

- In case on a party PRS ticket or a family PRS ticket issued for travel of more than one person, some persons have confirmed reservation and others on RAC/ waiting list, full refund of fare, less clerkage is admissible for confirmed passengers also provided that the entire ticket is surrendered for cancellation upto 30 minutes before scheduled departure of the train

Cancellation of e-ticket.

- The e-ticket may be booked and cancelled through internet and the refund of fare shall be credited to the customer's account.
- In case of **Confirmed e-ticket**, refund of fare shall be granted in accordance with normal unused reserved tickets.
- In case of **RAC e-ticket**, refund of fare shall be granted in accordance with normal unused RAC tickets.
- In case of **Waitlisted e-ticket**, on which status of all the passengers is on waiting list even after preparation of reservation charts, name of all such passengers booked on that Passengers Name Record (PNR) shall be dropped from the reservation chart and refund of fare be credited to the customer's account after deducting the clerkage.
- In case of party e-ticket or a family e-ticket issued for travel of more than one person, some persons have confirmed reservation and others are on the list of RAC or Waiting list then in case of passengers on RAC or Waitlisted not travelling, a certificate has to be obtained from the ticket checking staff to that effect and refund of fares shall be processed online through TDR, indicating the details of the certificate issued by ticket checking staff.
- when a train is cancelled, automatic full refund is allowed for CNF/RAC/WL passengers without filing any TDR

Refund on unused reserved ticket beyond the working hours of PRS

- One of the UTS counter in the existing PRS ticket booking locations shall be converted in to UTS CUM PRS counter only for cancellation and refund of PRS counter tickets during the non working of PRS counters at stations.
- Refund shall be granted as per refund rule.
- This facility shall be available on the tickets for those trains whose scheduled departure time is **within 24 hours** from the time of cancellation of tickets
- In no case during the working hours of PRS counters of a particular station such refund shall be granted across UTS cum PRS counter.
- Cancellation ticket shall not be issued in this case and the original tickets shall be retained by counter clerk as is being retained at PRSs counter for accountal purpose. No UTS roll shall be used for this purpose.
- In case of partial cancellation, new ticket shall be issued for the persons those who want to travel. For such tickets, the printer of existing PRS counters may be utilized.
- UTS earnings may be utilized for refund of PRS counter tickets in case adequate PRS cash is not available at the station.

Cancellation of PRS counter tickets through IRCTC website or through 139

- Cancellation of tickets and refund of fare shall be permitted on confirmed/RAC/Waitlisted PRS counter tickets in normal circumstances(not in case of late running of trains/Cancellation of train)
- This facility shall be available in case the mobile number has been given at the time of booking of tickets.
- Refund of fare shall be collected as under:

Time	PNR status	Surrender Time limit	Where
More than 24 hrs ofsch.dep.	CNF/RAC/WL	CNF- up to 4hrs before sch.dep RAC/WL- up to 30 min before sch.dep	Any PRS counter
Within 24 hrs	CNF/RAC/WL	Schdep 0601-1800 : 4 hours after the schedule departure of the train Schdep 1801-0600 :First two hours of the opening of PRS counters on the next day	Journey commencing station nearby satellite location

- No refund would be given after the above mentioned time limit.
- This facility is not available for the following:
 - a. Circular journey tickets and onward tickets booked under CJT.
 - b. Foreign tourist PNR's against which berth allotment has been done.
 - c. ATAS generated new PNR
 - d. Duplicate ticket.

WHEN MORE THAN ONE LEG OF JOURNEY INVOLVED

- When more than one leg of journey is involved, refund is given as follows:
 - a. Cancellation charge/Clerkage charge as applicable according to the status of the
 - b. first lap of the journey will be levied on the total fare of the ticket.
- The cancellation charges are levied only once on the entire amount of the ticket and not separately for each lap of journey.
- The same procedure is applied for circular journey tickets also.

LATE RUNNING OF TRAINS

- No cancellation charge or clerkage shall be levied and Full fare shall be refunded to all passengers holding Confirmed , RAC and WL if the journey is not undertaken due to late running of the train by more than 3 hours of the scheduled departure of the train from the station commencing the journey.
- The ticket should be surrendered for cancellation upto the actual departure of the train.
- In case of e-ticket , the TDR is filed online before the actual departure of the train for availing full refund.

MISSING CONNECTION AT A JUNCTION

- If a passenger misses a connection train at a junction station due to late running of the train by which he arrived at the junction, refund is given as follows:
 - Fare for the travelled portion is retained.
 - Balance amount is refunded in full.
- Refund is given up to 3 HOURS after the arrival at the junction station.
- Refund is given both for reserved and unreserved tickets.
- They can be permitted to travel by the next train also.

INABILITY TO PROVIDE ACCOMMODATION

- When Railway is unable to provide accommodation for a reserved passenger due to any reason, full refund is given.
- Refund is given up to **3 HOURS** after the actual departure of the train.

CANCELLATION OF TRAINS

- When train is cancelled at the starting station due to unforeseen circumstances such as accidents, breaches, or floods etc., full refund is given.
- Refund is given up to 3 DAYS excluding the day of departure of the train.

PARTIALLY USED TICKETS

- No refund shall be granted at a station on a partially used ticket.
- On surrendering the journey ticket, a Ticket Deposit Receipt (TDR) shall be issued.
- The passenger should apply to DCM of the TDR issuing station enclosing the TDR.

DISLOCATION OF TRAIN SERVICE

- In case of dislocation of train services *en route* due to unforeseen circumstances such as accidents, breaches, or floods, refund is given as follows:

Full Refund:

- Railway's inability to tranship/divert or otherwise to carry the passenger to destination
- Passenger involved in railway accident or injured and does not continue his journey
- In case of death or injury to a passenger, the kith and kin of the passenger have to terminate the journey

Partial Refund :- (Fare for travelled portion is retained and balance is refunded)

- When passenger is not willing to avail the alternate arrangement made by the Railways
- When dislocation is due to bandhs, agitation, rail roko etc.

TRAVEL IN LOWER CLASS

- If a higher-class ticket holder is made to travel in a lower class for want of accommodation, difference of fare shall be refunded at the originating station, before commencing the journey.
- Refund can be granted at the destination also, if the ticket is surrendered along with a certificate issued by TTE or Guard within 2 DAYS of the date of issue of the certificate excluding the date of issue.

FAILURE OF AIRCONDITIONING EQUIPMENT

- If AC equipment has not worked over a portion of the journey, difference of fare between AC & Non AC classes for such portion will be refunded as follows:

Class of ticket	Difference of fare between
I AC	IAC & I Class Exp.
Executive Class	Executive Class & I Class Exp.
II AC	II AC & SL Exp.
III AC	III AC & SL Exp.
AC CHAIR CAR	AC CHAIR CAR & II M/ E

- A certificate should be obtained from the TTE regarding AC failure.
- The ticket and certificate should be surrendered at the destination within 20 HOURS of actual arrival.
- If AC had failed in more than one portion of journey, such portions will be combined and treated as a single portion for calculation of refund amount.

LESS NUMBER OF PASSENGERS TRAVELLING IN A COMBINED TICKET :

- At starting station:
 - a) Before starting journey, original ticket should be collected and free EFT issued to the passengers travelling.
 - b) Refund is given for the passengers who are not travelling on collection of due cancellation charges.
- If refund is not obtained before starting journey, TTE shall issue a certificate about the passengers not travelling.
- The TTE should make remarks in the chart for the passengers not joined.
- The passenger can get refund by applying to CCM/DCM with the certificate issued by the TTE.

..

REFUND ON UNUSED TICKETS WHEN LUGGAGE IS BOOKED:

- **When Luggage is not despatched:**

Luggage ticket is cancelled and freight refunded after deducting Rs 5/- per luggage ticket as cancellation charges. Wharfage charges if any collected, without allowing any free time.

- **When Luggage is already despatched:**

Freight charges are collected for the free allowance already granted.

- The details should be endorsed on the journey ticket.
- The journey ticket with such cancellation endorsement can be cancelled and fare may be refunded.

Cancellation and refund procedure for UTS/PRS ticket booked using SBI POS for payment

- No swiping is required
- Enter RRN
- Amount credited card holder's account online within 7 days
- Can be cancelled anywhere
- PRS ticket can be cancelled at PRS/IUTS counter and UTS tickets at UTS/IUTS counter
- Can be cancelled at any non POS location also.
- No cash refunds to be given
- The print of the cancelled PRS ticket shall have a message indicating electronic refund

Application for refund of passenger reservation system (PRS) TICKETS in other circumstances TICKET DEPOSIT RECEIPT (T.D.R)

1. Fare refund of fare under circumstances other than those specified in these rules or under circumstances like Bandh, or agitation or floods etc., the passenger could not reach the reservation counter or station or current counters for cancellation of tickets.
2. TDR shall be issued only **upto 3 days** after the scheduled departure of the train.
3. T.D.R. has **3 foils. (Depositor, DCM and Record)**
4. After preparing the TDR, the Depositor foil will be issued to the passenger.
5. The passenger **should apply within 10 days** from the day of commencement of journey to the Chief Commercial Manager (Refunds) of the Railway administration under whose jurisdiction the TDR issuing station comes, enclosing the original TDR.
6. Chief Commercial Manager (Refunds) of the Railway administration will issue pay order for the amount to be refunded.
7. The pay order can be encashed at the station mentioned in the pay order **within 3 months** from the date of issue.
8. To encash the pay order, passenger should prove his identity at the station by producing ration card, etc.

COMPUTERISED COACHING REFUNDS SCHEME(CCRS)

1. Refund can be given up to 10days at stations where CCRS facility is available from the day of scheduled departure.
2. Refunds are arranged in the following situations:
 - A/C equipment failure
 - Lower class travel
 - Passenger alighting *en route*(dislocation)
3. TTE shall prepare an '**Exceptional Data Report**' (EDR) and give to the *en route* / terminal station CTTI
4. CTTI shall key in the details into the CCRS terminal.
5. PRS upgrades the data and facilitates refunds.
6. After 10 days refunds are arranged only by the 'claims Office'

Catering in Railways

The catering and vending services are run departmentally or through the agency of contractors appointed by the railway administration or IRCTC for this purpose. No other person should be permitted to hawk or expose for sale any article, whatsoever, on any train, station platform or other railway premises.

With the objective of providing quality food to rail passengers, unbundling of catering services on trains has been envisaged in the new catering Policy as follows:

- (i) IRCTC shall manage catering services on all mobile units.
- (ii) Meals for all mobile units will be picked up from the nominated kitchens owned, operated and managed by IRCTC.
- (iii) IRCTC will engage service providers for hospitality industry for service of food in trains.
- (iv) Other units are managed departmentally by Railways

E -CATERING

1. e- catering service has been started by IRCTC exclusively for passengers travelling in trains without pantry cars.
1. Passengers can book a meal through :
 - a. www.irctc.co.in or
 - b. Calling 1323 or
 - c. SMS - MEAL to 139

PROCEDURE:

- SMS and email forwarded to the passenger 2 hrs before the scheduled delivery time at the station.
- E -catering service is from 06.00 hrs to 22.00 hrs only
- At present minimum order value is Rs.60 per unit per location

Payment:

- website : e- payment
- phone & SMS : COD

REFUNDS:

- Can cancel the confirmed meal

Railways Act 1989—Some Provisions

SEC	Provision
Sec.137	Fraudulently travelling or attempting to travel without proper pass/ticket fine Rs.1000 + imprisonment up to 6 months or both
Sec.138	Levy of excess charge & fare for travelling without proper pass/ticket or beyond authorized distance.
Sec.53	Prohibition of transfer of accommodation
Sec.141	Needlessly interfering with means of communication in a train Fine Rs1000 or imprisonment up to 1 year or both
Sec.142	Penalty for transfer of tickets. Imprisonment up to 3 months or fine up to Rs 500 or both
Sec 143	Penalty for unauthorized procuring and sale of rly ticket Imprisonment up to 3yrs or Rs 10000 or both
Sec.144	Prohibition of hawking & begging. Fine uptoRs 2000 or 1 year imprisonment or both
Sec.145	Drunkenness or nuisance Imprisonment 6 months or fine uptoRs 500
Sec.146	Obstructing Rly. Servant in his duties. Imprisonment upto 6 mnths or Rs 1000 or both

Sec.147	Trespass & refusal to desist from trespass. . Imprisonment upto 6 mnths or Rs 1000 or both
Sec. 156	Travelling on roof, step or engine of a train. Imprisonment upto 3 months or fine uptoRs 500 or both
Sec.157	Altering or defacing pass/ticket. Imprisonment upto 3 months or fine uptoRs 500 or both
Sec.162	Entry into carriage or place reserved for female Fine uptoRs 500
Sec 163	Mis declaration of goods Fine: Rs 500/Qtl
Sec.164	Unlawfully bringing dangerous goods on a railway.
Sec.165	Unlawfully bringing offensive goods on a railway.
Sec.167	Prohibition of smoking. Fine uptoRs 200
Sec.172	Penalty for Rly. Servant under to intoxication Fine uptoRs 500 or imprisonment 1 yrs or both
Sec 173	Abandoning train without authority Fine uptoRs 1000 or imprisonment upto 2 yrs or both

Section	Provisions of RAILWAYS ACT, 1989
49	Exhibition of time table and fare
50	Supply of tickets on payment of fare
51	Provision for case in which ticket is issued for class or train not having accommodation for additional passengers.
52	Cancellation of ticket and refund
53	Prohibition against transfer of tickets
54	Exhibition and surrender of passes and tickets
55	Prohibition against travelling without pass or ticket.
56	Power to refuse to carry persons suffering from infectious or contagious diseases.
57	Fixing maximum number of passengers in each compartment
58	Earmarking of compartment for ladies
59	Providing means of Communications between passengers and railway servant in charge of train

The Railway Accidents and Untoward Incidents (Compensation) Rules, 2016”.

- **Section 124** – Extent of liability – Train accident
 - When an accident occurs in the course of working a railway, resulting in death or injury to passengers and or loss of luggage , compensation is payable.
 - Passenger includes a Railway servant on duty also
 - Ex- gratia (immediate relief to the victims):

Train accident	Train accidents& manned LC gates	Untoward incident
Death	R.50000/	Rs.15000/
Grievous injury	Rs.25000/	Rs.5000/
Simple injury	Rs.5000/	Rs.500/

1. Compensation in case of death is Rs.8 lakh

2. Section 124 A

3. When an untoward incident occurs in the course of working a railway resulting in death or injury to the passenger and or loss of luggage , compensation is payable

Untoward incident includes	Untoward incident does not include
Terrorist act Dacoity Theft Act of God Act of War Accidentally falling from the train	Suicide/attempted suicide Self-inflicted injury Own criminal act Any act committed by him in a state of intoxication Any natural disease

Section 125: application for compensation

Section 126: Interim relief by Railways

Section 127: Determination of compensation in respect of any injury or loss of goods

Section 128: saving as to certain rights

Section 129: power to make rules in respect of liability of railway administration for death and injury to passengers due to accidents

PUBLIC COMPLAINTS

- Customer grievances are the feedback on the quality of service .
- They are the mirrors through which self -analysis can be done to improve the quality in service rendered.
- Complaints arise when there is deficiency in service

Redressal Machinery:

- Public Grievances Redressal Machinery is functioning under the Director, Public Grievances who is also the AGM assisted by Joint Director at the Zonal Hqrs.
- At the Divisional level this machinery is functioning under the control of ADRM.
- Complaints books are available at all Railway Stations - Booking Offices, major Goods Sheds , Parcel Offices , Enquiry , Reservation Offices.
- Pantry Cars, Guards of all Non- Suburban passenger carrying trains carry complaint books
- Passenger having grievances or suggestions can record their complaints/suggestions in these Complaint Books.

Complaint Book:

- Available in sets of 3 foils-original, duplicate, triplicate & written in carbon process
- Original-record, duplicate- sent to Division, triplicate- complainant
- Reply from the Division is recorded in the Original copy
- All complaints registered are to be monitored on day to day basis and the target for sending replies to the complainants has been fixed as :
 - 7 days where enquiry is not required

- 15 days for the complaints requiring detailed enquiry.
- SMR/SM or Senior Supervisor/ Supervisor should enquire into the complaints within 2 hours of the complaints registered and convey it to the Commercial Control before 00.00 hrs with full details of the complaints registered during the last 24 hrs at his station.

Other channels for lodging complaints :

- www.coms.indianrailways.gov.in
- RPGRAMS
- Twitter: @railminindia
- Helplines : 138,182

LUGGAGE

DEFINITION

Luggage means goods of a passenger either carried by him in his charge or entrusted to the railway administration for carriage.

Procedure for booking:

1. Luggage should be booked only on the authority of a ticket or pass.
2. Luggage must be booked atleast 30 minutes before the sch.departure of the train.
3. Luggage may be booked upto 24 hours in advance of the date of journey.
4. It may be carried either by the passenger in his charge as ICP (In-charge of Passenger) or may be booked in-charge of guard for carriage in the BV.
5. Any fraction of weight will be rounded off to the next higher multiple of 10 kg.
6. Minimum weight for charge - 10 kg.
7. Minimum distance for charge - 50 km.
8. Minimum freight charge - Rs.30/-
9. Prepayment of freight is compulsory.
10. 2% development charge is levied.
11. Luggage will be charged under Scale "L".

ARTICLES NOT TO BE ACCEPTED AS LUGGAGE:

1. Offensive articles (wet skin etc.)
2. Dangerous goods (Explosives, Inflammable articles, Acids & other corrosives)
3. Oil, grease, ghee, paint etc.(if carried in packages which might by contact, breakage or leakage, damage other articles)
4. Dry grass / leaves & waste paper
5. Dead poultry and game
6. Aerosol Deodorant spray cans/ Aerosol can type material
7. 'Portion ' for aluminothermit welding will not be permitted in the compartment or in the BV.

NOTE: Merchandise items are not permitted for booking as personal luggage

EXCEPTIONS TO THE ABOVE LIST:

1. Skins of wild animals securely packed in airtight boxes at Owner's Risk
2. Safety based cinema films
3. Empty gas cylinders can be accepted in brake van only
4. Oxygen cylinders for patients with a medical certificate may be allowed

as ICP in all classes and free allowance is granted

5. Safety cartridges as ICP
6. Ghee up to 20 kg. Per passenger as ICP
7. Not more than two pots of fish sperm may be carried with passenger without free allowance.

LIMITATIONS:

1. One Musical Instrument, One Portable Television set(100x60x25) and one Baby Tricycle, per passenger is allowed as ICP and free allowance can be given.
2. Laptop computers may be carried as ICP within LFA but Tabletop computers in charge of the passenger without LFA and the UPS & Keyboard be kept in a suitcase.
3. Invalid chairs of Orthopaedically handicapped persons can be carried 'Free' as
4. ICP (if collapsible) or in BV, on production of a certificate from a Govt. doctor.

LUGGAGE FREE ALLOWANCE:

Passengers are permitted to carry a certain quantity of luggage free of charge according to the class of travel. This is called "Free Allowance"

The free allowance of luggage permitted on each class of ticket per adult is as follows:

GENERAL PUBLIC	FREE ALLOWANCE (in Kg.)	Max ICP
1A	70	150
2A	50	100
FC	50	100
3A	40	40
CC	40	40
SL	40	80
2S	35	70
SEASON TICKET		As per class of travel
I Class	15	
II Class	10	
Market Vendor O/J R/J	60 25(empty)	
MILITARY WARRANTS (Any Class)	40	
PASS HOLDERS		
Metal Pass	140	
I -A Pass	140	
I Class Pass	70	
II-A Pass	50	
II Class Pass	50	

For child tickets, half the quantity is allowed.

For combined class tickets, the free allowance will be as for the higher class.

6. Maximum dimensions of a package allowed as ICP is 100 x 60 x 25 cm.

7. All articles taken as ICP are carried at the **entire risk of the owners**.

8. No Luggage Free Allowance will be given for luggage carried in BV.

9. There is no restriction on booking of personal luggage or merchandise luggage by any train. However, luggage in owner charge in the passenger compartment beyond the prescribed free allowance shall be charged at 1.5 times of the luggage rate.

If the luggage is carried in excess of max. ICP the weight in excess will be booked in the BV

LUGGAGE IN EMU TRAINS:

Max. limit in the passenger compartment is the free allowance granted on tickets. There is no restriction if luggage is carried in vendor's compartment. In other trains excess luggage on season tickets must be booked in the BV and on other tickets, it may be carried with passenger as permissible.

ARTICLES NOT WEIGHED:

II/ SL class Passengers	Other class passengers
Walking stick Umbrella Food items for the journey	Walking stick, Umbrella, Food items including small icebox & a vanity bag for ladies and an <i>attaché</i> case for men.

CONDITIONS FOR CARRIAGE IN BV:

1. No Luggage Free Allowance for articles taken in the BV.
2. Maximum dimensions permitted are 200cm x150cm x 125cm. (for BG & MG)
3. All conditions for acceptance regarding Packing, Marking, and Labelling will apply as for the Parcel traffic.

PARCELS**DEFINITION**

Goods entrusted to a Railway Administration for carriage by a passenger train or parcel trains are called “Parcels”.

ARTICLES NOT ACCEPTED AS PARCELS:

- Acids and other Corrosive substances
- Offensive articles

Accepted as per Red Tariff Rules:

- Uranium
- Uranium concentrate
- Thorium
- Thorium Nitrate
- Thorium Oxide
- Heavy water and other radioactive materials

WEIGHMENT OF PARCELS:

All the parcels tendered for booking should be weighed on the weighing machine in the presence of sender or his authorised agent. In case weighing machine is out of order parcels should be charged on the weight declared by sender and the following remarks should be written on all foils of PWBs:

“Weighing machine out of order – Sender’s weight accepted – Destination to weigh before delivery and collect any undercharges due”.

In case of vehicle-load consignments when packages are of uniform size and weight, 10% of the consignments can be weighed and total weight can be calculated.

METHOD OF CHARGE:

- Parcels are charged either by actual weight or by measurement whichever gives greater charge. Parcels booked from one consignor to one consignee to the same destination station will be charged on the gross weight of the total number of packages.
- In case of parcels chargeable by measurement, the chargeable wt. of each package will be calculated separately and the total weight of all the packages thus arrived at will be charged on the gross weight. To convert the volume into weight, apply formula:

$$28 \text{ dm}^3 \text{ or part thereof} = 4 \text{ kg.}$$

- When parcels are charged by measurement, both the actual weight and volumetric weight must be shown in the PWB.

MINIMUM WEIGHT FOR CHARGE:

Generally	- 10 kg per consignment
Grapes	4.5 kg. Per package [CT 620]
Apple, Anar& Cherries	5 kg.
Treasure/Live Poultry	40 kg.

MINIMUM WEIGHT FOR ACCEPTANCE:

- Grapes - 4.5 kg. Per package
- Apple, Anar, Cherries, Koah and betal leaves - 5 kg. Per package
- **Minimum chargeable distance:** 50 km.
- Prepayment of freight is compulsory for all parcel traffic.
- Rounding off of freight charge: Any fraction is rounded off to next higher rupee

Minimum freight charge per consignment:

- Scale R, P, S - Rs. 30/-
- Small Animals and Birds - Rs. 30/- per animal/bird
- Registered Newspapers/Magazines - Rs. 2/-

COMMODITIES CHARGEABLE UNDER DIFFERENT SCALES

- The Zonal Railways will notify the chargeable scale for Up & Down Directions of the trains separately.
- Registered Newspapers & Magazines will be charged at 45 % of Scale-S, by all trains.
- Minimum distance for charge for all Parcels will be 50 km

and the minimum charge will be Rs.30/-.

- The maximum permissible weight and outside dimensions of any package/article which can be accepted for booking, except by previous arrangements are as under: -

Gauge	Maximum weight	Maximum Dimensions
BG	150 Kg	2 x 1.5 x 1.25 meters
MG	150 Kg	2 x 1.5 x 1.25 meters
NG	125 Kg	1.5 x 1.07 x 1 meters

- Parcels will be charged either by actual weight or by weight derived on volumetric basis, whichever is higher.
- Dangerous goods can be booked and carried by ordinary trains only.

BULKY ARTICLES

1. Any single package exceeding the weight of 100 kg is 'bulky'
2. Outside measurement exceeds 100 x 100 x 70 cm.
3. Exceptions:
 - If any one dimension exceeds by 10 % or less, it will not be treated as bulky provided the actual weight is less than 100 Kg.
 - For Copper, Brass sheets and pipes the outside measurement not exceeding 200 x 100 x 70 cm, will not be treated as bulky if the actual weight is within 100 Kg.
4. No free allowance should be given for bulky articles accepted as luggage.
5. Charges should be collected based on Actual weight or measurement weight, whichever is more.
6. For calculating volumetric weight, 28 dm^3 or part = 4 Kg.
7. Double the 'scale' should be charged for bulky articles.
8. Articles for which standard weight is prescribed are not treated bulky.

Preparation of waybill:

1. The PWB should be prepared with the help of double-sided carbon and should be signed in full by the staff preparing them. The number of packages booked should be recorded both in figures and words. Out Agency or City Booking Agency charge, PCEV charge and Paid on charges, if any should be shown separately. Alterations, erasures and over-writing should be avoided. If any mistake is committed it should be scored off and written again and signed by the staff preparing the PWB. The description of the articles must be clearly mentioned and if any article is unpacked such as bicycle, motorcycle, the maker's trade name and the condition of the article should be mentioned in the PWB. In case of Bi-cycle the frame no. and in case of motor cycle/scooter, the registration no. should also be mentioned.
2. There are two types of PWB books supplied to stations, i.e., Local Paid and Foreign Paid and each Parcel Way Bill contains 4 foils namely, Record, Receipt, Accounts and Guard's foils.

Routing of parcels:

All parcels shall be booked and carried via the shortest route. When a parcel is required to be booked by other than the shortest route, the sender should make an endorsement in that regard in the Forwarding Note, and the same will be reproduced in all the foils of PWB.

e- waybill:

- 1) Consignor/consignee is responsible to produce e-waybill for consignments of value more than Rs 50,000/-
- 2) An undertaking is taken by railway from the customer about the value of consignment and submission of e- way bill
- 3) Undertaking is necessary for all consignments of value above or below Rs 50,000/-
- 4) If e-way bill is not produced , the customer cannot make any claim for consignment
- 5) The customer is responsible for violation of GST Act
- 6) No delivery is granted if e-waybill is not produced
- 7) E- way bill is not required for consignments of value less than Rs 50,000/-

Booking, Carriage and Stacking of Parcels

1. The system of stacking parcels on the passenger platforms should not affect the basic function of the platforms to provide smooth entry and exit to the passengers for boarding or alighting from a train.
2. In this connection the Board has given the following instructions:
3. It has been decided by the Board to rationalize booking and carriage Parcels so as to ensure convenience and safety of traveling public, reduction in transit time of parcels and enhanced punctuality record of trains as follows
4. Booking & carriage of Parcels by all passenger carrying trains shall be permitted only to those stations where the particular train terminates.
5. Booking of parcels To and From intermediate stations served by a particular train shall also be permitted provided,
6. By Mail/Exp. train if the particular train stops there for 5 minutes or more
7. By ordinary trains if there is adequate halt for such booking
8. Unloading & re-loading of parcels at intermediate stations shall not be permitted.
9. However one break-of-gauge Transshipment will be permitted at higher of the Two scales for entire distance from booking point to destination

10. The above instructions do not apply to Booking of Luggage

11. Railways must ensure Parcels unloaded in Platforms are promptly removed to avoid inconvenience to passengers.
12. Similarly, Loading of Parcel booked at the stations to be done with barest minimum time of stacking of parcel on the platforms

13. Loading program for Parcel movement for all M/E Trains should be chalked out by the Zonal Railways as per demand pattern and notified to stations concerned.

14. On cancellation of luggage ticket or PWB, a clerkage of Rs 5/- is collected.

BOOKING OF ANIMALS:

Transportation of all animals including wild animals and birds in parcel vans and BVs should be charged uniformly at **scale L** in all the cases whether animals are booked in parcel vans by passenger/exp irrespective of the category of the train or in Parcel exp. Or as luggage/ parcel in SLR(BV) of passenger/exp trains irrespective of the category of the train.

STANDARD CHARGEABLE WEIGHTS:

ARTICLE	WEIGHT (Kg)
Children's Bi-cycle	20
Baby tri-cycle	20
Perambulator (collapsible)	20
Adult Bi-cycle	40
Children's push chair	40
Perambulator	75
Adult Tri-cycle	100

MOTOR CYCLE	Up to 60 cc	100
	61 cc to 349 cc	200
	350 cc or more	250
Auto Rickshaw		600
Human ash		20
Human skeleton		200
Corpse		200
As ICP		60
DOG	In BV	30
	In Basket	20
SMALL ANIMALS AND BIRDS	In Loose	40
	Large Birds	30
Live Poultry in Basket (Per basket)		40
Calves, Pigs, Sheep & Goats (Per Animal)		40

PACKING OF FISH CONSIGNMENT:

1. Fish fresh must be packed in strong baskets/plastic tubs with lids securely fastened.
2. Fish should be packed with ice at the ratio of 1: 2 i.e., fish to ice.

3. Saw dust should be spread over each layer of ice.
4. The weight of ice and fish should be recorded separately in the forwarding note and reproduced in the P.W.B.
5. Also the kind of the fish should be mentioned in the F.Note and PWB.
6. Iced fish packed in thermocol boxes are accepted not exceeding 100kg.

BOOKING OF DOG:

1. Dogs are charged as follows:

As ICP	60 Kg
In Brake Van	30 Kg
Seeing eye dog as ICP	30 Kg

2. Dog should be provided with collar and chain (**not a mouth cover!**)
3. Loading, Unloading and feeding should be done by owner only.
4. Dog as ICP on the condition that,
 - In 1A and FC - Classes only &
 - 2 Berth Coupe or 4 Berth Cabin has been allotted to the Passenger
5. Minimum charge of Rs. 30/- per dog shall be levied.
- 6..Dog can be taken as ICP in Special coaches exclusively reserved for a party.
- 7.Dog to be despatched by the same train in which the owner is travelling.
8. Cat can be carried in 1st AC on the same terms and condition and charges for booking of Dog.

BOOKING OF CALVES, PIGS, SHEEPS AND GOATS

1. Small calves under 0.76 meters in height at the shoulder level, pigs, sheep and goats can be booked in the brake van (dog box).
2. They are charged for 40 kg. per head subject to a min. of Rs.30/- per animal.
3. An attendant must travel by the same train by paying normal fare. He is responsible for feeding and watering the animals during the journey.
4. Pigs are accepted only when packed **in crates**.
5. When detected unbooked:
 Upto the point of detection → 6 times scale 'L' (minimum of Rs.50/-)
 Normal charges from point of detection to destination.(animal to be removed to BV)
6. Maximum number of animals allowed in BV:

ANIMAL	BG	MG
Calves (< 0.76 Meters)	5	5
Pigs, Sheep, Goats	15	10

BOOKING OF SMALL ANIMALS AND BIRDS (EXCEPT LIVE POULTRY) :

1. **Puppies, cats, kitten, mongooses, ferrets, rabbits, monkeys, guinea pigs and other small animals and birds (other than poultry) can be booked and carried in BV and ICP.**

2. **Weight charged:** 'In cage' → 20 kg & 'In loose' → 40 kg

3. For carrying as ICP, SM's permission should be obtained and with the consent of co-passengers only.

4. For carrying **Kittens and Puppies** consent of the fellow passengers shall not be required.

5. Birds other than chicken will not be booked unless a certificate is submitted.

Issued by Chief Wildlife Warden or an officer authorised by the State Govt.

'That the bird offered for booking is not wild' or 'If wild, transport of such bird is permitted'.

6. Due provision for supply of food & water for the animals to be made by owner.

BOOKING OF LIVE POULTRY

1. It is booked in BV only.

2. The birds should be packed in cases/baskets/hampers with proper ventilation.

3. They are charged on actual/measurement weight subject to a minimum of 40 kg. per basket.

4. Conditions for Baskets / Hampers:

The bottom should be solid and strong

Size → Diameter -- 1 meter, Height -- 30 cm.

▪ Maximum number of birds allowed in one container

BIRD	NUMBER
Fowls - Large	30
Medium	40
Small	60
Large Ducks	18
Small Ducks	27
Chicken	60

For the distance in BV charges should be collected

→ For actual/measurement weight, If in cages

→ For 30 kg. per bird, If loose

BOOKING OF LARGE BIRDS

1. Large birds such as Peacocks, Storks, etc. charged for 30 kg. per bird.

2. Minimum charge per bird → Rs. 30/-

3. They are booked in BV only.

4. Owner should make arrangement for supply of food and water.

5. They are accepted only on production of a certificate issued by 'wildlife authorities'

BOOKING OF DAY OLD CHICKS

1. Day old chicks are booked in Brake van only.

2. The container should have adequate 'ventilation holes' on the sides & on top.

3. They should be packed in containers of corrugated fiberboard of the following dimensions:
Length → 60 cm; Width → 40 to 45 cm; Height → 12 to 20 cm.

4. Maximum number of birds allowed in one container → 104

5. It should be booked only by convenient direct trains without involving transshipment.
6. The transit time should be less than 30 hours.
7. Weight charged → Actual weight or Volumetric weight, whichever is more.
8. Chargeable scale : R,P or S

BOOKING OF CORPSES

1. The corpse must be booked in brake-van and should be despatched in the Guard's brake van only.
2. It should be packed in airtight coffin.
3. Standard Weight to be charged → 200 kg.
4. The Minimum freight → Rs. 50/-
5. Document to be produced at the time of booking:
A Medical Certificate that "*death was not due to an infectious disease*".
6. Prepayment of freight is compulsory.
7. A 'responsible person' should travel by the same train on payment of fare to take charge of and remove it on arrival at the destination.
8. No other parcel should be loaded in the same luggage chamber(LC) in which the dead body is loaded.
9. A message should be given to destination and stations *en route* for transshipment or unloading.
10. After unloading, the brake van should be thoroughly disinfected.
11. Corpse of a patient who had died while undergoing treatment in a major Govt hospital will be carried "Free" when certified so by that GH from the station nearer to the hospital to station nearer to the home.

WHARFAGE

1. Wharfage charge is collected when parcels and luggage are not removed from the station premises within the allowed free time for such removal.
2. PERMISSIBLE FREE TIME FOR REMOVAL:

Type of station	Permissible free time for removal		
	Parcel/luggage	2/3/4-wheeled carriage,motorboat,dog cart, Tonga, palanquin,dhooly, howdah, etc.	Livestock*
Notified stations	10 hours of working of delivery section of parcel office after consignment is unloaded	6 hours of working of delivery section of parcel office after consignment is unloaded	6 hours of working of delivery section of parcel office after consignment is unloaded
Other than notified stations	18 hours of working of delivery section of parcel office after consignment is unloaded		

- under any circumstances, livestock shall be removed from the railway premises within 24 hours from the time of arrival at destination ,failing which they may be disposed of in accordance with the provisions contained in sub-section of sec 84 of the RA 1989.

WHARFAGE RATES:

Wharf age charges will be levied for excess detention of consignment at railway premises at the rates prescribed below.

Type of station	Rate of wharfage charge			
	Parcel /luggage	2-wheeled carriage (eg. Motor cycle, cycle)	3 or 4- wheeled carriage, motor boat, dog cart , Tonga, palanquin,dhooly, howdah, etc.	Livestock**
Notified stations	Rs 1.00 per 50 kg or part thereof per hour or part of an hour	Rs 10.00 per head per hour or part of an hour	Rs 25.00 per head 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 kg or part thereof per hour or part of an hour			

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

PARCEL VANS/PARCEL RAKE (like VP, VPU, VPH, VPHX, VPRetc)

The permissible free time for loading/unloading of parcel van/parcel rake will be as prescribed below:

Numbers	Permissible free time (in hours and minutes)	
	Loading	unloading
Up to 3 parcel vans	3.00	3.00
4 to 10 parcel vans+1 SLR or 2 SLRs	5.00	5.00
11 to 15 parcel vans+1 SLR or 2 SLRs	6.00	6.00
16 to 20 parcel vans +1 SLR or 2 SLRs	7.00	7.00
More than 20 parcel vans +1 SLR or 2 SLRs	8.00	8.00

In case there is unloading and back loading of the same parcel vans at a terminal the free time for unloading and loading will be permitted separately.

DEMURRAGE RATES(parcel)

Demurrage charge including penal demurrage charge if any will be levied for excess detention of wagon/van at the rate prescribed for goods wagon from time to time.

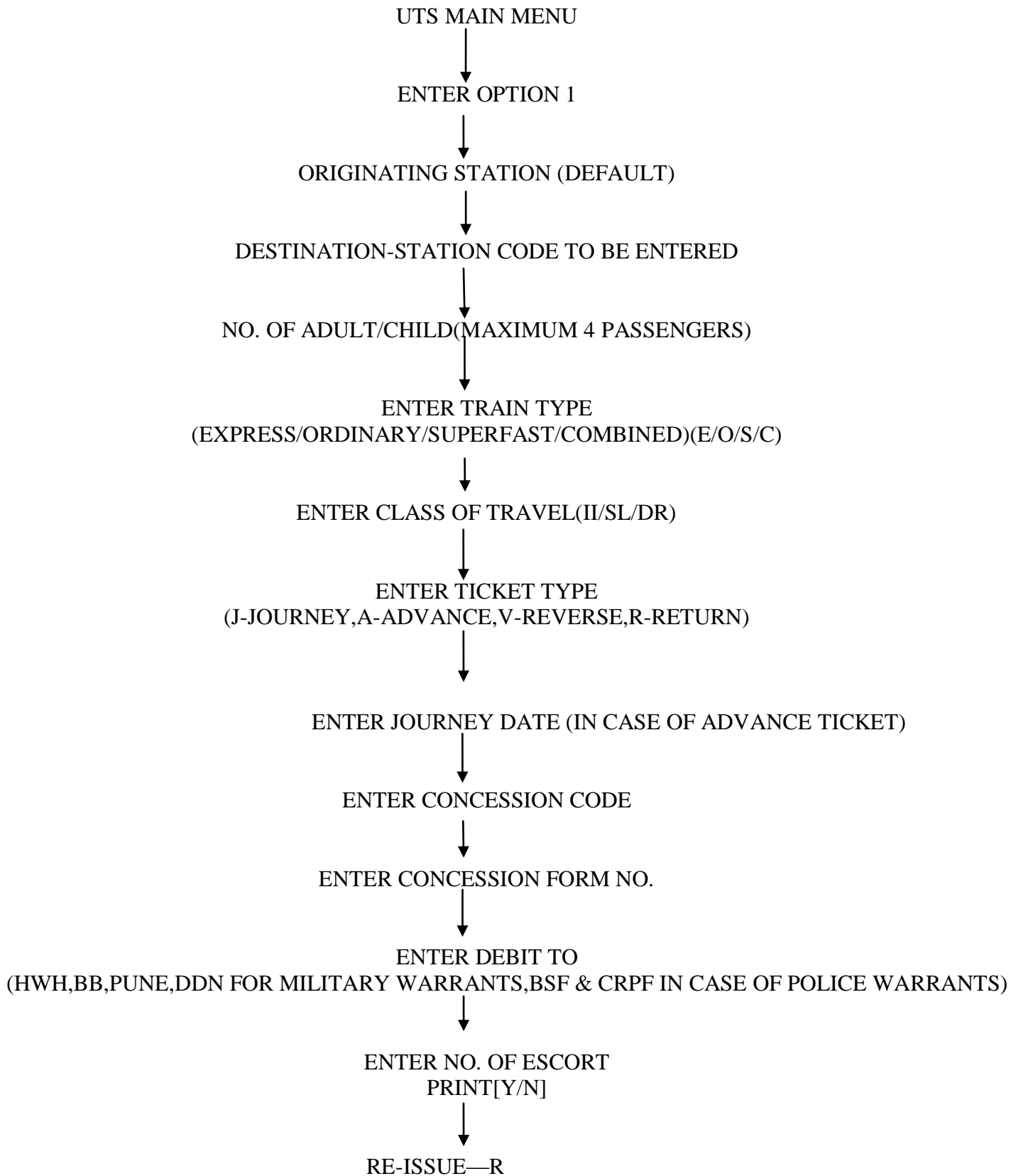
1. However in case of detention to individual wagon/ van/SLR resulting in detention to the entire rake demurrage will be charged on the entire rake.
2. However demurrage rate for SLR will be 25% of the rate prescribed for a goods wagon

Registration Fee for registration of indents for Parcel Rake

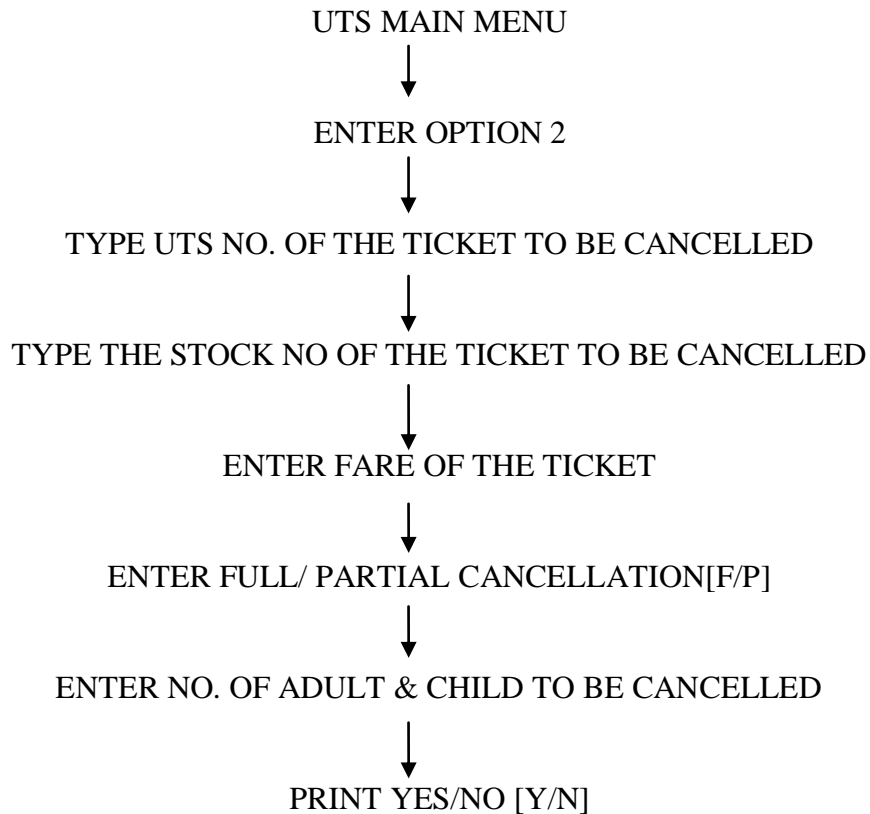
Wagon Registration Fee to be deposited at the time of registration of indents for parcel rake applicable uniformly on all gauges is as under,

S.No	Type of Registration	Amount
a	Full Vehicle load (Parcel van) all type	Rs. 5000/- per vehicle/parcel van
b	Full Rake 20 VPH or as notified by the Railway administration from time to time	Rs. 1,00,000/-

GENERATION OF NORMAL JOURNEY TICKETS IN UTS

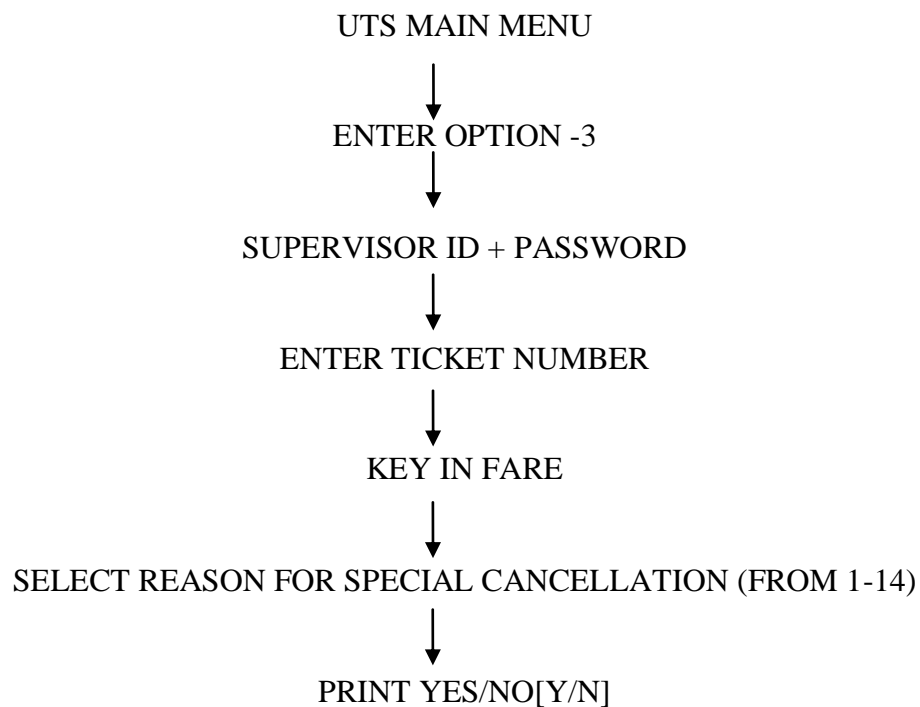


PROCEDURE FOR CANCELLATION IN UTS



Note: Club both the tickets duly cancelling in ink and secure for account check

PROCEDURE FOR SPECIAL CANCELLATION



- Issue fresh ticket to the passenger. Enter the fresh ticket number in special cancellation register. Secure the original ticket and special cancelled ticket for accounts verification

PROCEDURE FOR NON-ISSUE OF TICKETS

After printing journey ticket, if found in correct

PRESS “,”(COMMA)

↓
NON ISSUE FOR APPEARS

↓
TYPE THE REASON (1--14)

↓
PRINT YES/NO[Y/N]

- Secure both original ticket and non-issue ticket and submit for verification
- A ticket can be made as non –issue only immediately after its printing and before another transaction is done.

ISSUE OF MISCELLOUNES TICKETS

PLATFORM

Platform can be issued by pressing pf 1 key from any booking form

OR

GO TO UTS MAIN MENU

↓
OPTION -7

↓
SUB OPTION -1

↓
TYPE NO. OF PERSONS

↓
MULTIPLE TICKETS[Y/N]

MAXIMUM 8 PERSONS IN ONE PLATFORM TICKET

ISSUE OF SUPER FAST TICKET

UTS MAIN MENU

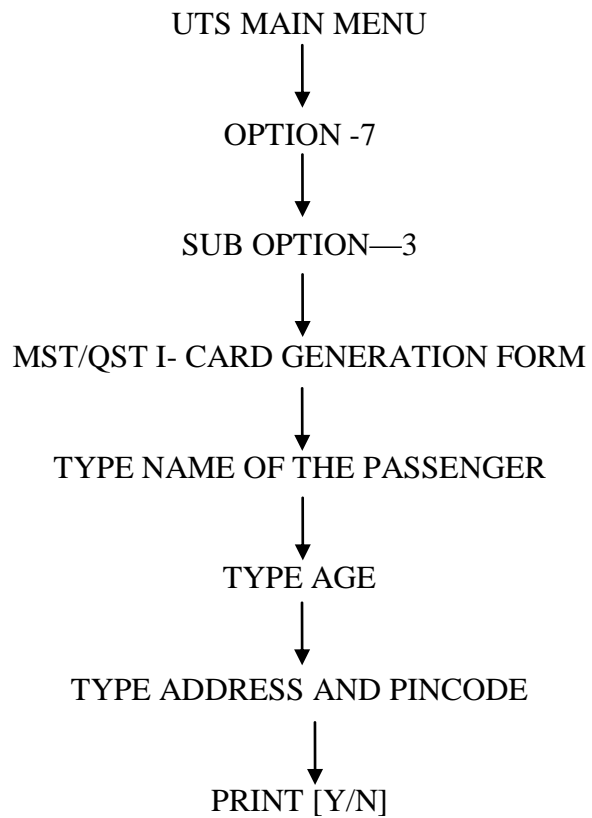
↓
OPTION-7

↓
SUB OPTION-2

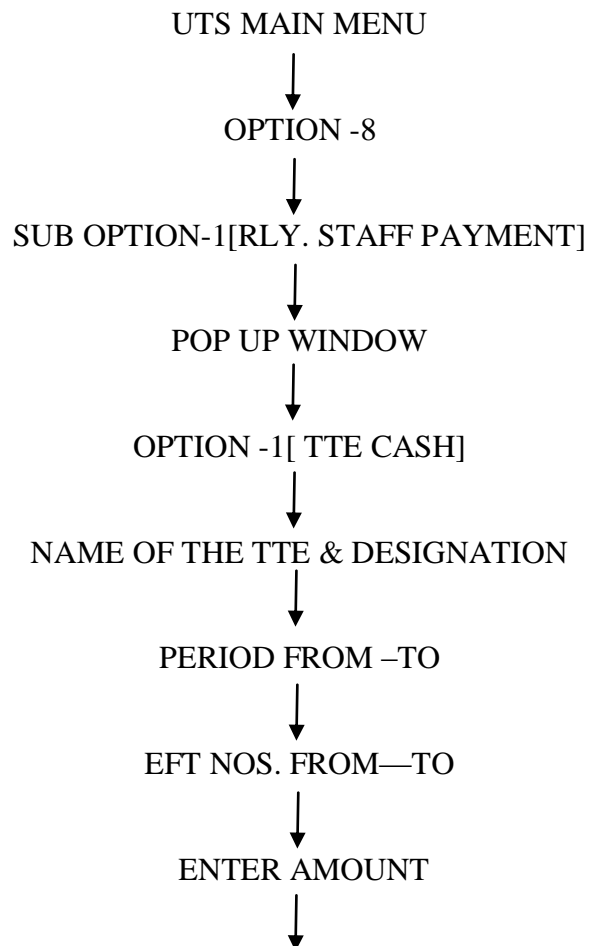
↓
ENTER UTS TICKET NO.

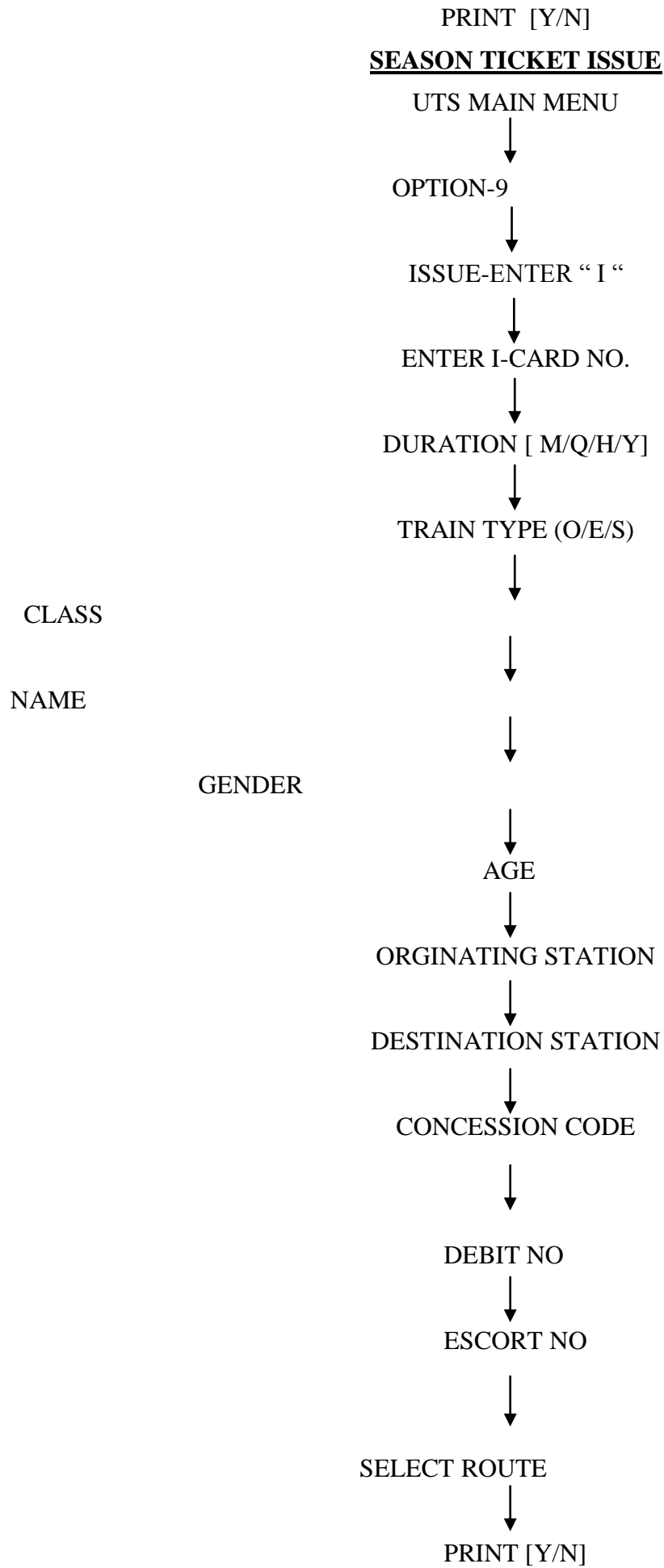
↓
PRINT [Y/N]

GENERATION OF SEASON TICKET IDENTITY CARD

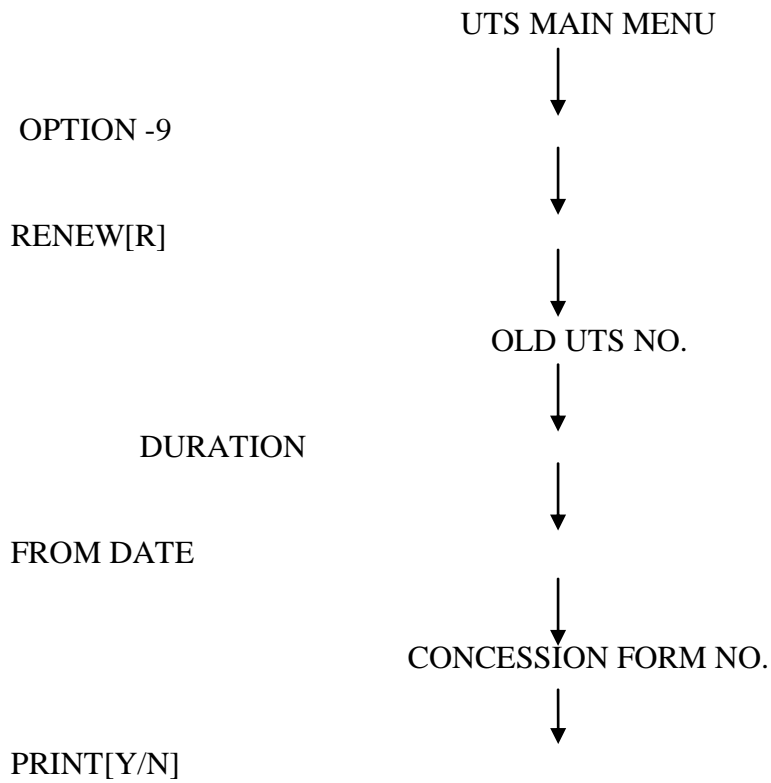


MONEY RECEIPT FORM

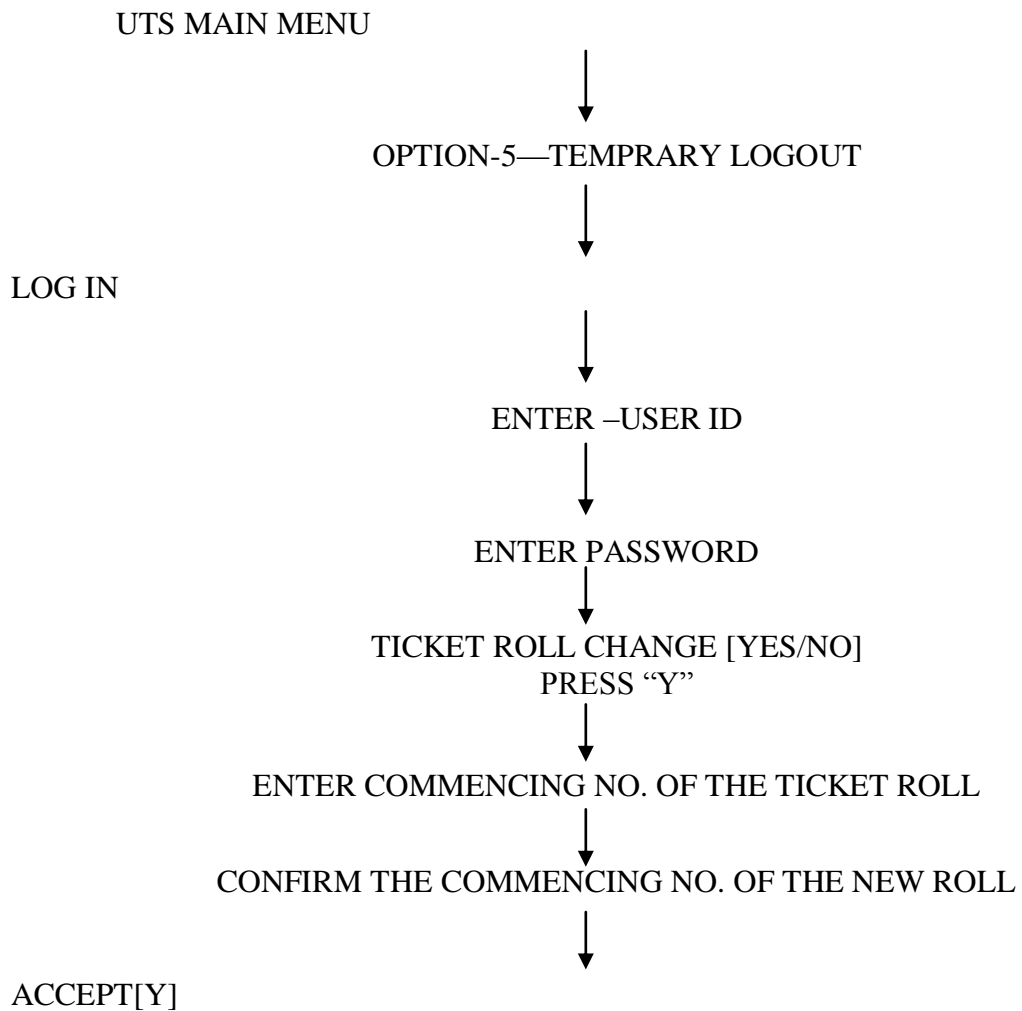




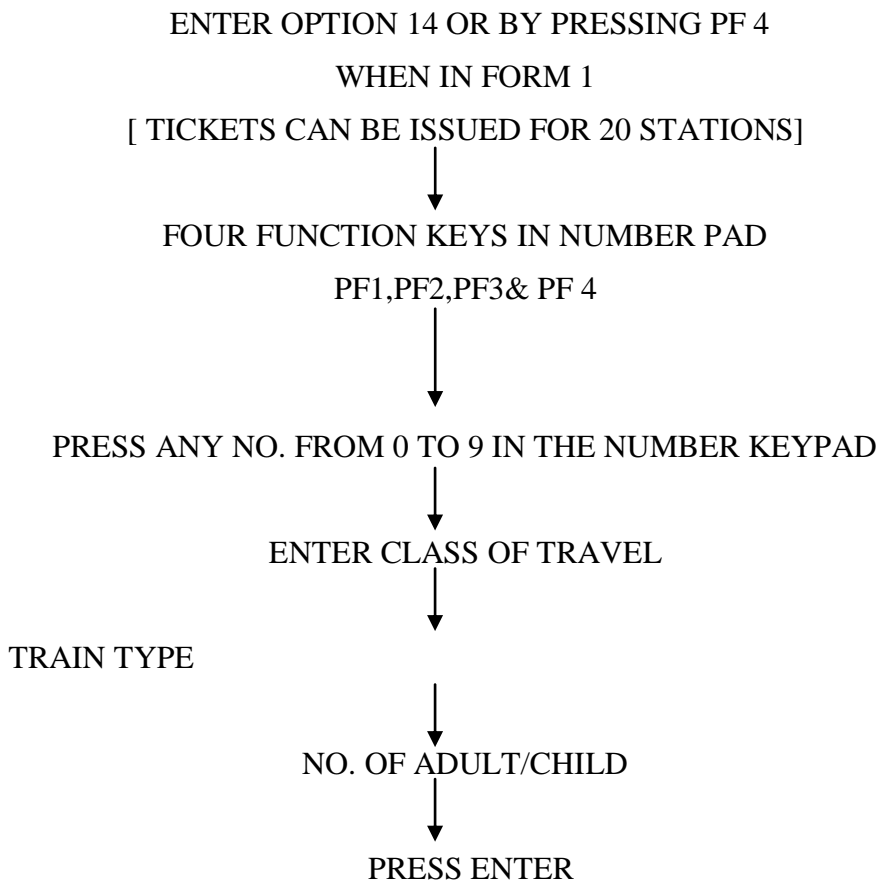
PROCEDURE FOR SEASON TICKET RENEWAL



PROCEDURE FOR CHANGE OF TICKET ROLL IN UTS



TICKET ISSUE THROUGH FAST FORM



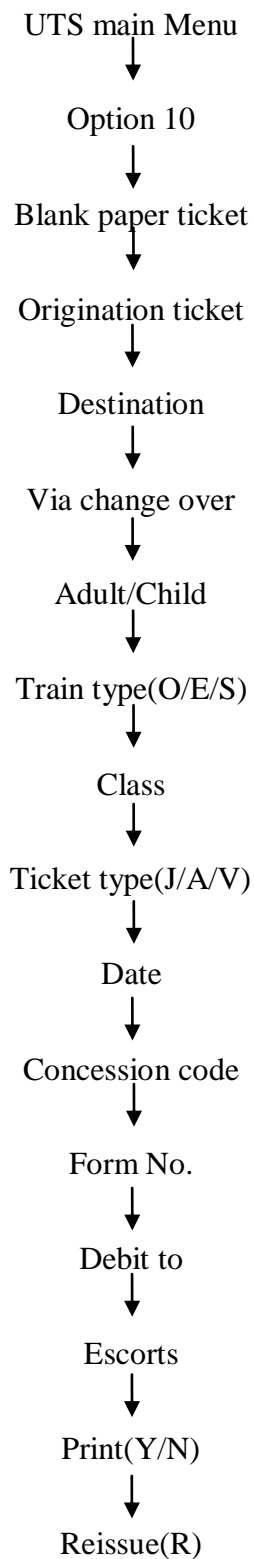
OTHER FEATURES

1. The form has frequently asked station tickets
2. It has bulk tickets booking facility
3. Input for maximum 99 persons allowed
4. Platform ticket for one passenger by pressing pf 1
5. For 20 stations uts operator can dynamically change train type ie., exp,ord,superfast[f12-sft,f8-ord,f9-exp]
6. Operator can change the class of travel[f3-11,f4-sl,f5-cc]
7. Operator can choose adult,child& senior citizens tickets

HOT KEYS

- Tickets for 35 stations can be issued through hot keys.
- Type the appropriate alphabet key defined for required station in the station key field.
- If only one route, that route will be automatically selected.
- If more than one route, displayed in pop-up menu
- Give print COMMAND

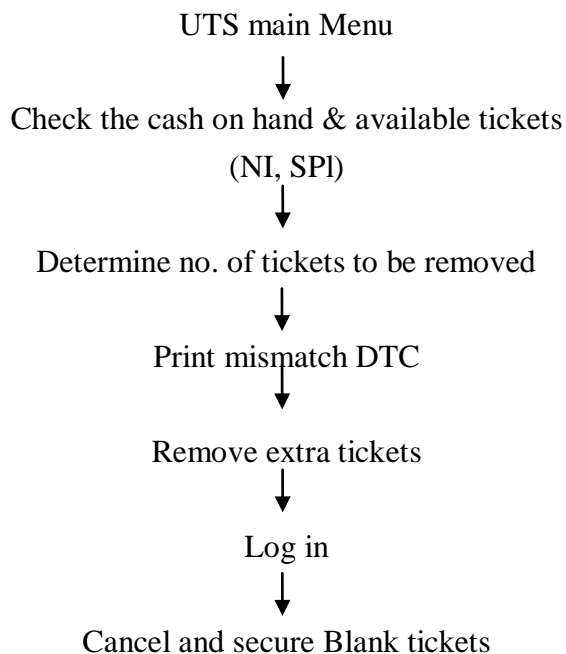
Blank Paper ticket



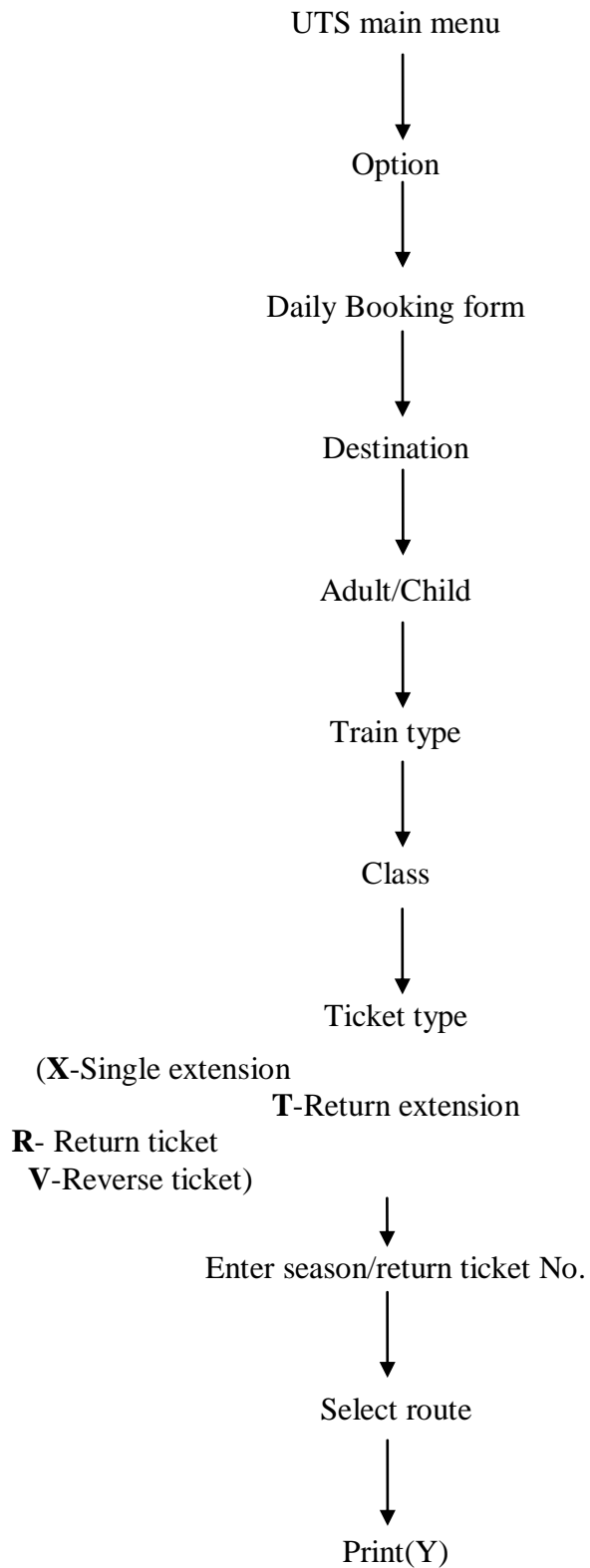
How to Set right 'Mismatch'

If the check digit no. is more than the stock no., it is called a higher mismatch and if it is less, then it is a lower mismatch

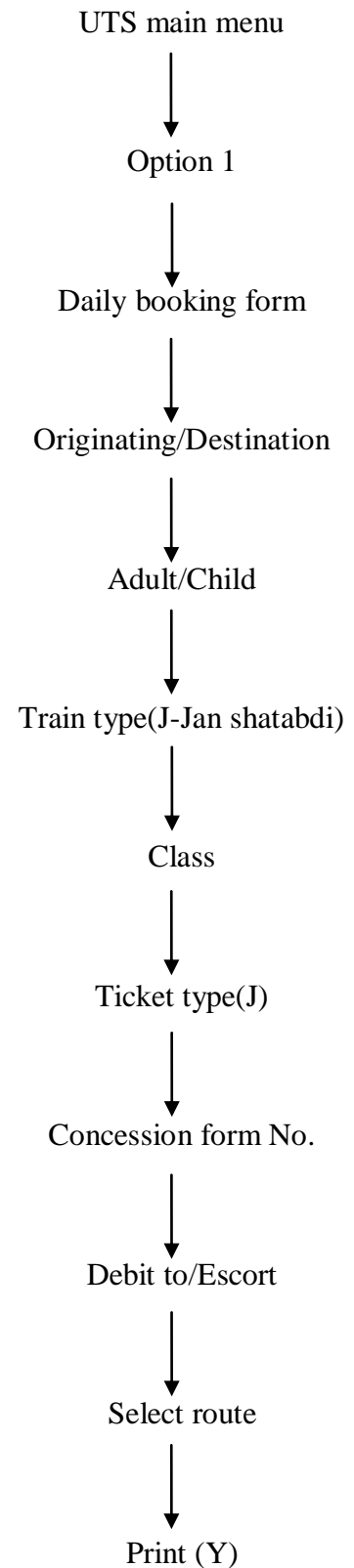
How to Set right the higher Mismatch



Extension ticket/Return ticket

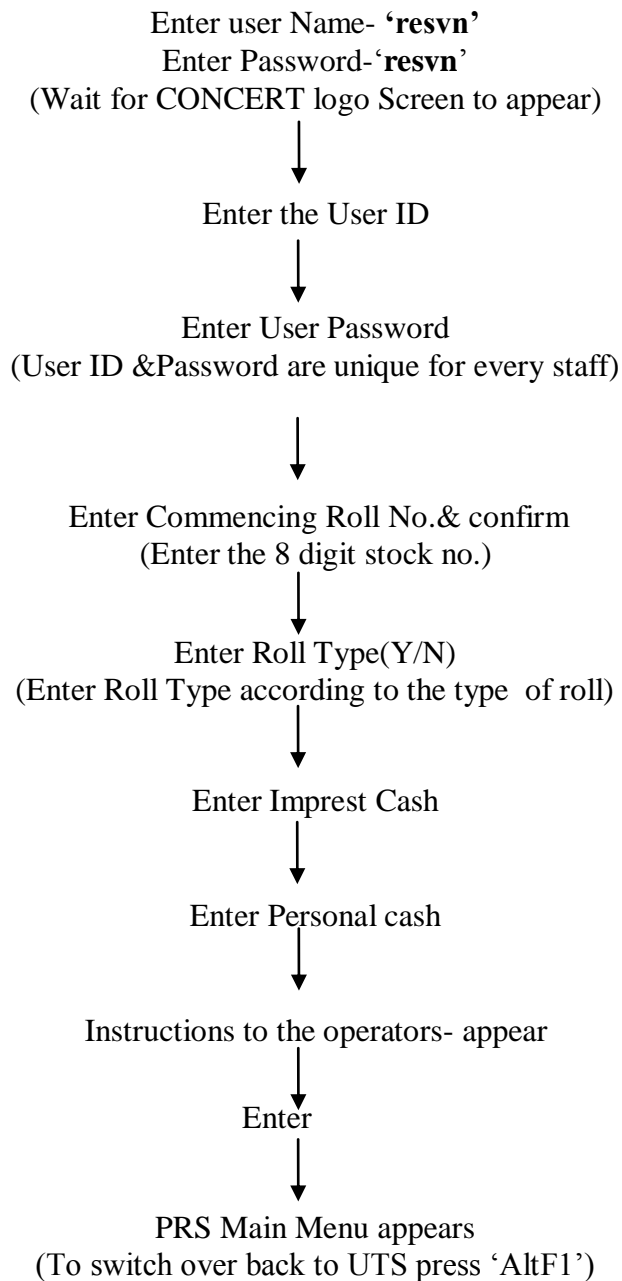


How to issue Janshatabdi Tickets



IUTSPRACTICAL

MCP Log in procedure



PRS MAIN MENU SCREEN

Important options in the Main Menu are,

- Option 1 – Direct Journey Reservation (Form 1)
- Option 2 – Reservation on Concessions (Form 2)
- Option 5 – Cancellation.
- Option 6 – Modification.
- Option 7 – Special Functions Menu.
- Option 8 – Enquiries Menu.
- Option 10- Current Reservation Form
- Option 11-Logout

The screenshot shows the 'DIRECT JOURNEY RESERVATION (FORM 1)' screen. It contains several input fields for reservation details:

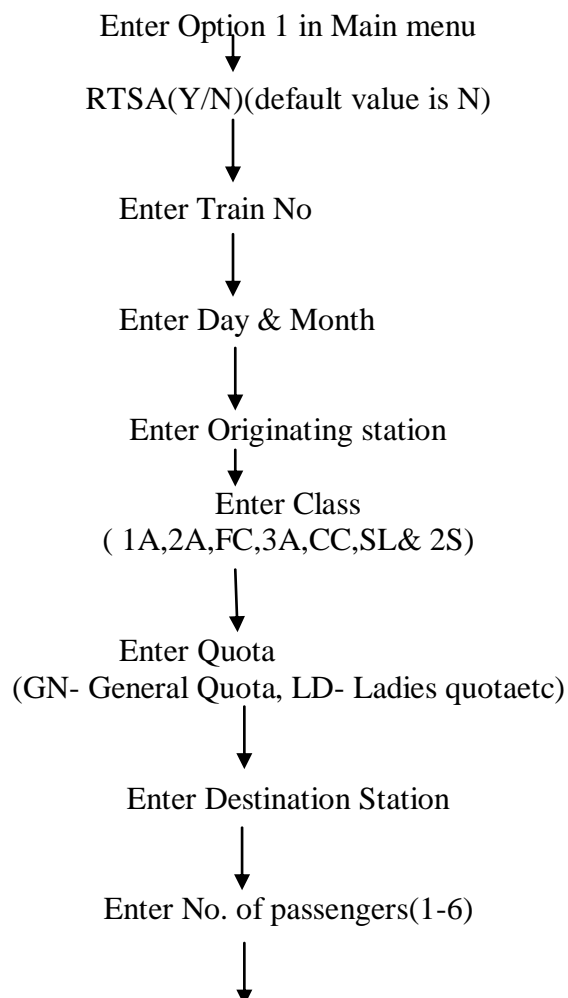
- RTSA(Y/N): ☐ Y ☐ N
- DATE:
- QUOTA:
- RES UPTO:
- TRAIN NO:
- FROM:
- TO:
- BOARDING PT:
- TRAIN NAME:
- CLD (Y/N): ☐ Y ☐ N
- NO. OF PSGN:
- VIPCODE:
- CLASS:

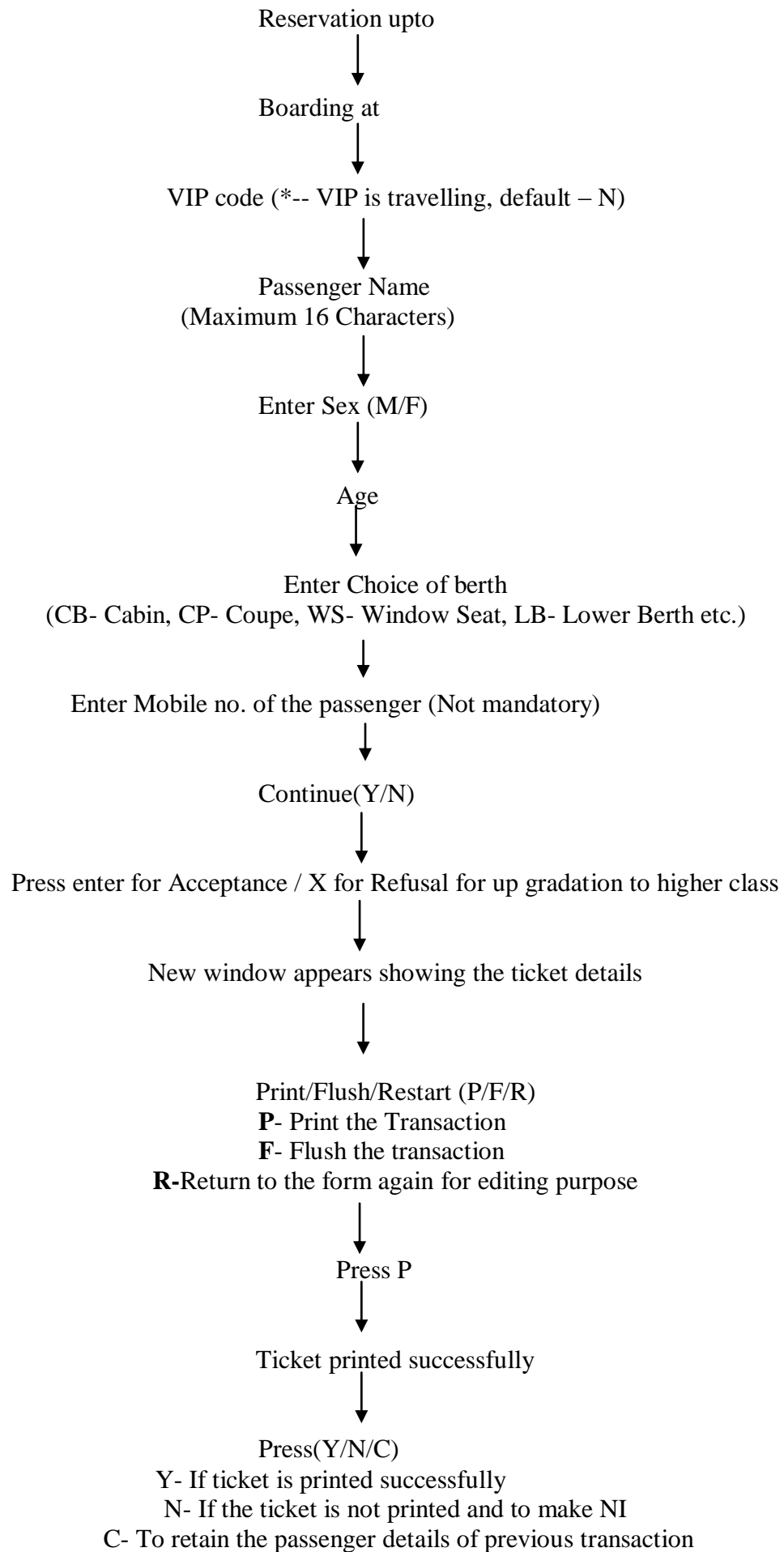
S. NO.	NAME OF PASSENGER	SEX	AGE	CHOICE : (BERTH - B/ROLL - UEG)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

HOB NO: CONTINUE (Y/N): ☐ Y ☐ N

At the bottom, there is a status bar with the text: '184,817' '0108' 'Pn:Ready' 'Rx' 'Tx' '13:52:48'

DIRECT JOURNEY RESERVATION(1)





RESERVATION ON CONCESSIONS(FORM-2)

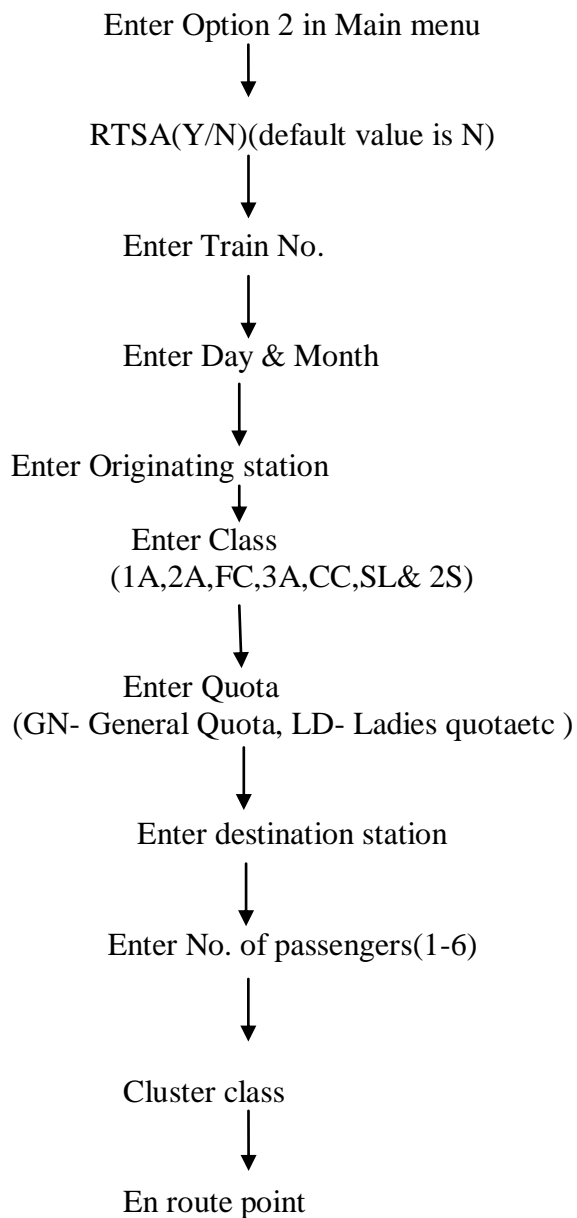
CONCESSION
RESERVATION (FORM 2)

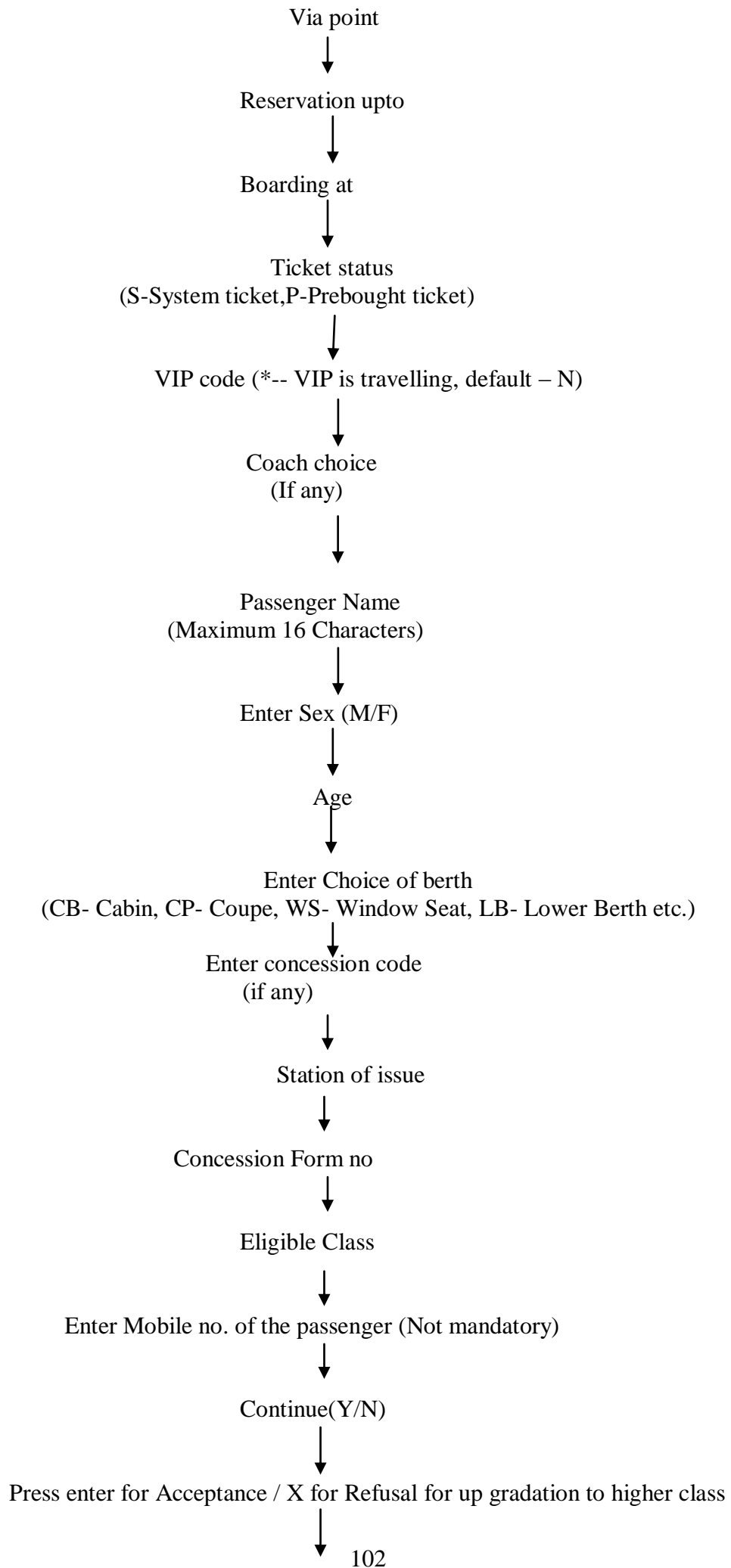
RTSATXN(Y/N):N		TRAIN NO.:		TRAIN NAME:		CLASS:	
DATE:		JRN FROM:		OLD (Y/N):		CLUSTER CLS:	
QUOTA: GN		JOURNEY TO:		NUM PSGN:		BOARDING PT:	
ENROUTE PT:		VIA PT:		RESUPTO:		COACH CHOICE:	
TKT STATUS: S		RESTR OVERRIDE:		UIPCODE:		PAID RES CLS:	
BANK CODE:		CREDIT CARD NO:					

S.NO	PASSENGER NAME	SEX	AGE	CHOICE	CONC	STN	FORM/TKT-NO	CLS
1								
2								
3								
4								
5								
6								

ON TRAIN NO:	ON TRN DATE :	RETURN CLS:	ON FROM:	ON TO:
ON MSG STN :	RESFEE (Y/N):	SLPCHRG(Y/N):	SUPCHRG (Y/N):	CONTINUE (Y/N):
RET CONC ULD UP TO:	DOB NO:			

(184,416) CAG 01188 ProReady





New window appears showing the ticket details



Print/Flush/Restart (P/F/R)

P- Print the Transaction

F- Flush the transaction

R-Return to the form again for editing purpose



Press P



Ticket printed successfully



Press(Y/N/C)

Y- if ticket is printed successfully

N- if the ticket is not printed and to make NI

C- To retain the passenger details of previous transaction

NON ISSUE OF TICKET

Press N when ticket is not printed



Non Issue form appears



Enter the reason for Non Issue

(1-Wrong Train,2-Wrong Date, 3-Wrong Class etc.)



Press 'OK'

(If all the details taken as input are correct)



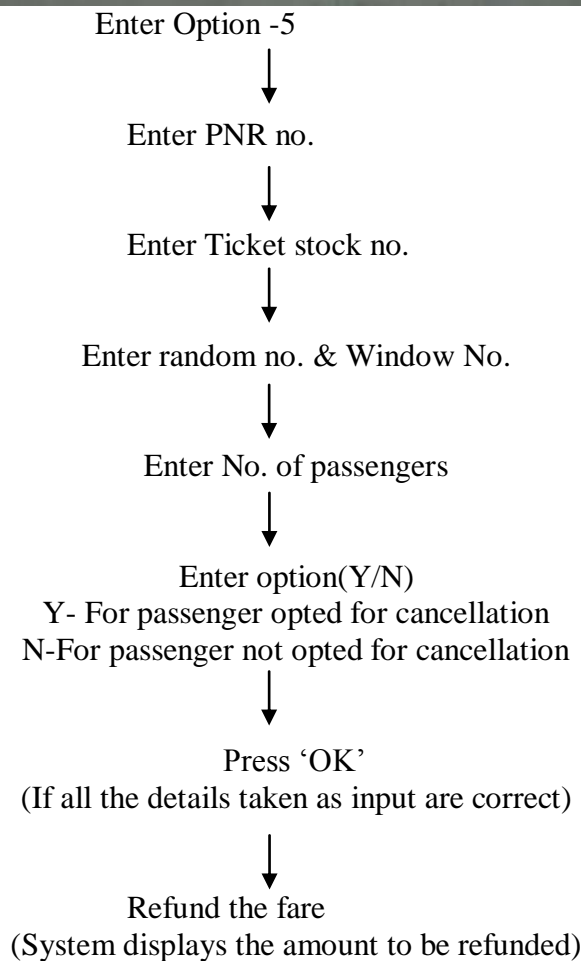
Non- issue ticket is printed by the system

Note

- **Secure the original ticket and Non-Issue ticket for accounts verification**
- **Issue a fresh ticket to the passenger according to the requisition of the passenger**

CANCELLATION OF PRS TICKET(5)

The screenshot shows a terminal window titled 'CANCELLATION FORM'. At the top, there are fields for 'PNR-NO:' and 'STOCK/TICKET NO:'. Below these are 'BANDON-WINDOW NO:' and 'LAP/PSG TO CHNL:'. The main body of the form is a table with columns for 'SNO', 'TEN-NO', 'TEN-NAME', 'DATE', 'FROM', 'TO', 'CLE', 'CHNL REASON', and 'OPT'. There are two rows of input fields for these details. Below the table, there are fields for 'CASH PAID', 'AMOUNT DEDUCTED', and 'REFUND AMOUNT'. At the bottom, there are fields for 'TIME' and 'Pm:Ready'.



Note:

- In case of full cancellation, one cancel ticket is printed by the system
- In case of partial cancellation **two** tickets are printed, one is a cancellation ticket and the other one is the journey ticket for the passengers travelling.
- **The original ticket to be secured for accounts verification.**

MODIFICATION OF PRS TICKET(6)

MODIFICATION FORM

PNR NO.: STOCK NO.:

TRAIN NO.: TRAIN NAME: RTSA(Y/N): SOURCE:
DESTINATION: DATE: CLASS: QUOTA:
CLUSTER DATE: NO. OF PASSENGER(S) TO BE MODIFIED:

S.NO.	NAME OF PASSENGER	SEX	AGE	TICKET NO.	STATUS	OPTION	CHOICE

NEW JOURNEY DETAILS

QUOTA: DATE: TRAIN NO.: TO: TRAIN NAME:
CLASS: CLUS DATE: CLUS CLASS: CLUS ENROUTE: CLUS VIA:
AMOUNT TO BE COLLECTED CASH: RTC: REFUNDS: PROCEED(Y/N):
TATKAL IDENTIFICATION NUMBER:

182,8473 07188 Prs:Ready Kx Tx 13:53:38

(Postponement or Preponement of journey)

Enter form 6

Enter PNR No.

Enter Stock No.

System displays all the information about the ticket

Enter no. of passengers to be modified

Enter option(Y/N)

Y- For passenger opted for modification
N-For passenger not opted for modification

Press 'OK'

(If all the details taken as input are correct)

Quota

(Quota in which new journey booked)

Date

(Date and month for new journey)

Train No.

(Train No. of the new journey)

Destination

(Destination station for new journey)

Class
(Class in which new journey booked)



Amount to be collected/refunded displayed
(According to the modified ticket)



Enter option(Y/N)

Note

- Modified ticket can be issued to the passenger on collection of due charges.
- **The original ticket needs to be secured for Accounts verification.**

SPECIAL FUNCTIONS MENU(7)



Some Important special Functions menu are,

1. Option 2 – Other Quota Reservation(for booking other quota like LD,HP, DP)
2. Option 3 – Block Booking.
3. Option 5 – Special Cancellation.
4. Option 6 – Student Concessions
5. Option 11 – Change of Boarding Point
6. Option 13 – Change of Passenger Name.
7. Option 19 -- Blank paper ticket reservation
8. Option 22 – Duplicate Ticket Issue.
9. Option 24 – Duplicate Ticket Refund.
10. Option 27 – Tatkal Service Reservation Form.

SPECIAL CANCELLATION OF PRS TICKET(7/5)

SPECIAL CANCELLATION

PNR-NO.: STOCK/TICKET NO.: RANDOM & WINDOW NO.:

SRNO	TRN-NO	TRN-NAME	DATE	FROM	TO	CLS
1						

SRNO	NAME	AGE	SEX	TICKET NO
1				
2				
3				
4				
5				
6				

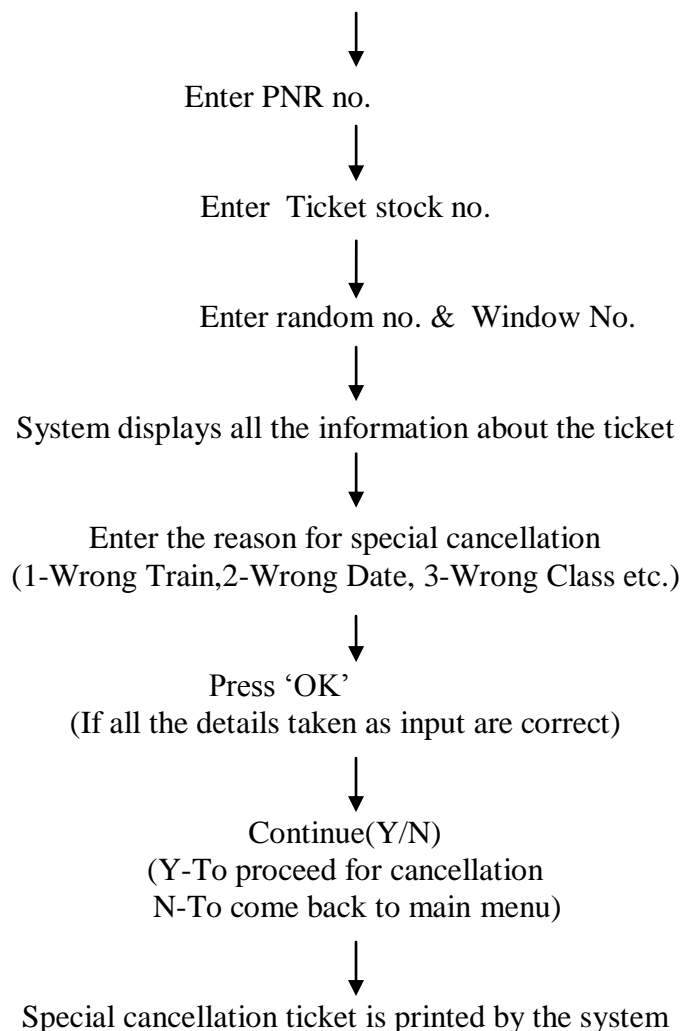
1. WRONG TRAIN
2. WRONG DATE
3. WRONG CLASS
4. WRONG SOURCE/DESTINATION
5. WRONG TICKET NO
6. CHILD TKT INSTEAD OF ADULT
7. ADULT TKT INSTEAD OF CHILD
8. UNDER ORDERS OF COMPETENT AUTH.

REFUND AMOUNT: RTSA TKN(Y/N): CANCELLATION REASON CODE: (OK/NO) ?

CREDIT CARD NO. (IF APPLICABLE):

TRN: 1111 VTIME: PNR: 11111111 11/11/11 11:11:11

Enter Form 7/5



Note

- Secure the original ticket and special cancellation ticket for accounts verification
- Make entry in the Special Cancellation Register
- Issue a fresh ticket to the passenger according to the requisition of the passenger

TATKAL SERVICE RESERVATION FORM(7/27)

TATKAL
SERVICE RESERVATION FORM

STATION(Y/N): ☐ TRAIN NO.: TRAIN NAME:
DATE: JOURNEY TO: OLD (Y/N): ☐ CLASS:
QUOTA: VIA PT: NUM PGM: CLUSTER CLS:
ENROUTE PT: RESULTS: BOARDING PT:
TKT STATUS: UIC CODE: COACH CHOICE:
BANK CODE: CREDIT CARD NO.: PAID RES CLS:

S.NO	PASSENGER NAME	SEX	AGE	CHOICE	CONC	NATION/PASSEPORT/ID
1						
2						
3						
4						
5						
6						

ON TRAIN NO.: ON TRN DATE: ON CLASS: ON FARM: ON TO:
ON MSG STN: RESFEE (Y/N): ☐ SLPCHRG (Y/N): ☐ SUPCHRG (Y/N): ☐
RET CONC ULD HFTO: MSG NO: CONTINUE (Y/N): ☐

9 35 UT100 Par-PAR:Ready SS-MS121

Enter form no. 7/27



RTSA(Y/N)(default value is N)



Enter Train No



Enter Day & month



Enter Journey originating station



Enter Class of travel
(2A,3A,CC,/SL/2S)



Enter Quota
(CK/PT)



Enter Destination

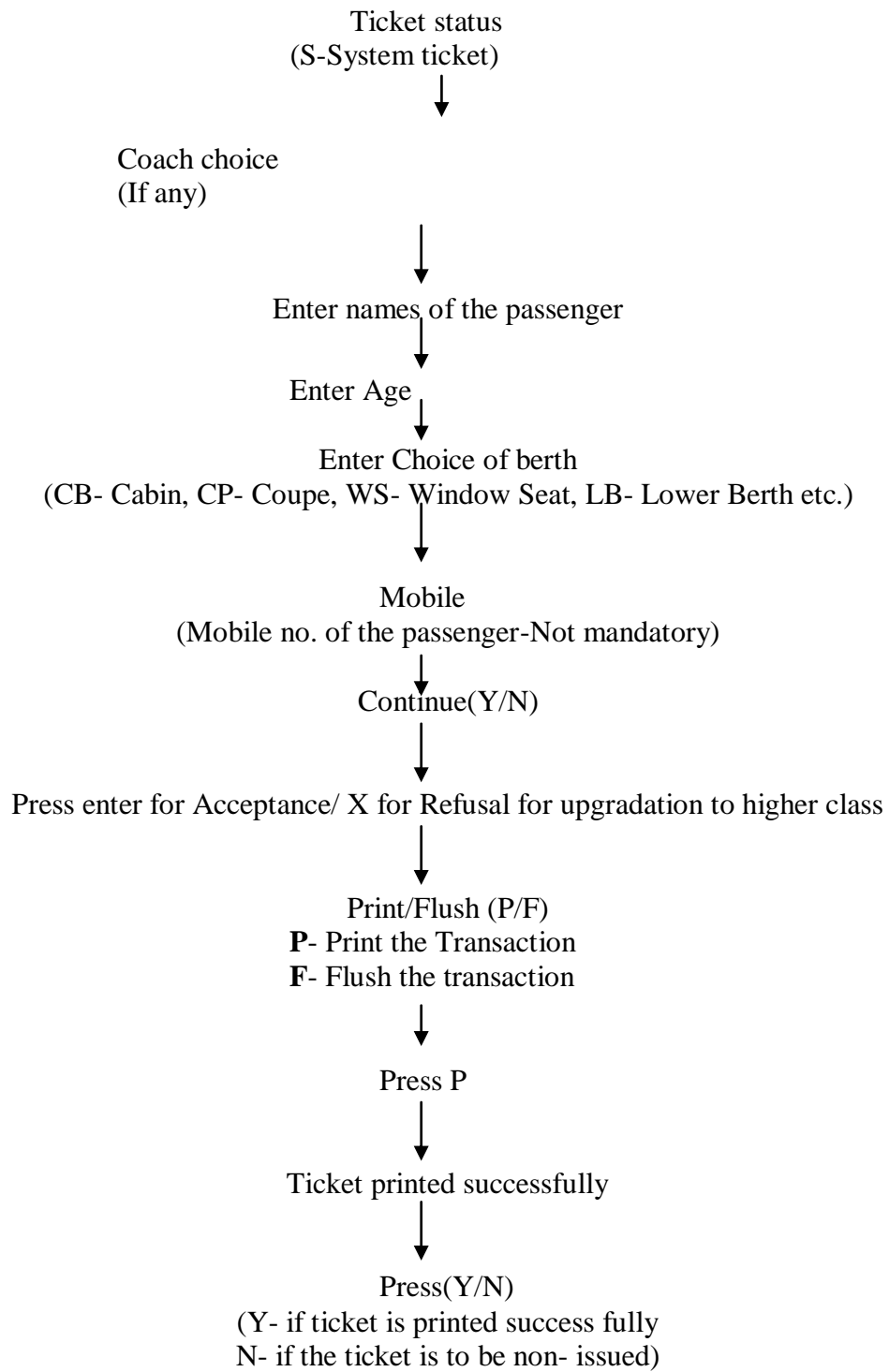


Enter No. of Passengers
(max- 4)



Boarding point





ENQUIRIES(8)



The screenshot shows a terminal window titled "ENQUIRIES". It contains a list of 30 options, numbered 1 through 30, arranged in two columns. The options are:

1 GENERAL ACCOMMODATION AVAILABILITY	2 CURRENT STATUS OF PASSENGERS
3 TIME TABLE ENQUIRY	4 FARE ENQUIRY
5 PNR NUMBER OF PASSENGERS	6 DATE OF BOOKING AND SHIFT ID
7 PNR SESSION HISTORY	8 PASSENGERS BOOKED IN EACH COACH
9 ALL TRAINS FOR A DESTINATION	10 VACANT BERTH ENQUIRY FROM HHT
11 STATIONWISE ACCOMMODATION AVAILABILITY	12 ALL CLASSES ACCOMMODATION AVAILABILITY
13 ACCOMMODATION AVAILABILITY FOR A DESTINATION	14 OPERATOR INSTRUCTIONS
15 PASSENGERS CANCELLED AFTER CHARTING	16 ALL CLASSES FARE ENQUIRY
17 INTERMEDIATE STATIONS TIME TABLE	18 DETAILED PNR ENQUIRY
19 ALL REMOTE LOCATIONS CHARTING STATUS	20 PASSENGERS BOOKED AFTER CHARTING
21 CURRENT BOOKING AVAILABILITY	22 REFUNDED PNR ENQUIRY
23 COACH POSITION ENQUIRY	24 WAITING LIST ENQUIRY
25 DUPLICATE ALLOTMENT PASSENGERS LIST	26 CURRENT BACKGROUND AVAILABILITY (REMOTE WISE)
27 AUTH PNR ENQUIRY	28 NTES - TRAIN STATUS
29 BERTH TYPE AVAILABILITY	30 ITDC RELEASE PENDING ENQUIRY

Below the list, there is a prompt: "(0-EXIT) ENTER CHOICE : █". At the bottom of the terminal, there is a status bar with the following text: "(21,048) UT100 Prn:NA Rx Tx 07:44:4".

IMPORTANT MENU IN ENQUIRY MENU(FORM -8)

1. OPTION 1-General accommodation availability
2. OPTION 2-Current status of passengers
3. OPTION 3-Time table enquiry
4. OPTION 4-Fare enquiry
5. OPTION 9-All trains for a destination
6. OPTION 12-All classes accommodation availability
7. OPTION 14-Operator instructions
8. OPTION 28-NTES-train status

11-LOGOUT MENU(FORM 11)



The screenshot shows a terminal window titled "EXIT MENU". It contains a list of 10 options, numbered 1 through 10, arranged in a single column. The options are:

1. PERMANENT LOGOUT.
2. TEMPORARY LOGOUT.
3. CHANGE OF TICKET ROLL.
4. INTERNAL CHECK - VIEW TRANSACTION DETAILS.
5. INTERNAL CHECK - ONLINE TRANSACTION DETAILS.
6. INTERNAL CHECK - VIEW TRANSACTION SUMMARY.
7. INTERNAL CHECK - PRINT TRANSACTION SUMMARY.
8. CHANGE-DESTINE PRINTER.
9. CHANGE-DESTINE TERMINAL.
0. EXIT.

Below the list, there is a prompt: "ENTER CHOICE : █". At the bottom of the terminal, there is a status bar with the following text: "UT100 Prn:NA Rx Tx 07:44:4".

IMPORTANT MENU IN LOGOUT MENU(FORM -11)

1. OPTION 1-Permanent log out
2. OPTION 2-Temporary log out
3. OPTION 3-Change of ticket roll
4. OPTION 6 -Internal check – view transaction summary

Permanent logout(11/1)

DAILY TERMINAL CASH SUMMARY

PRS ID: 1 LOC ID: 112 TRL NO: 101 WINDOW NO: 205 VTS: 1
OPER ID: 111111 DATE: 11-12-2018 TIME: 10:11:20 SHIFT: 1 OPER: 1

ROLL	EDH NO.	CLS NO.	TICKETS USED										PSGN BKD		
			JCR	H	C	EST	S	NI	SC	TTL	FULL	COND	RTC		
ROLL 1	111111	111111	102	1	15	1	1	1	1	1	1	1	1	1	
ROLL 2	111111	111111													
ROLL 3	111111	111111													

AMOUNT RECEIVED					TOTAL	CLK AND CHFE	REFUNDS				
CASH	CCARD	RTC	UCH	CST			CASH	CCARD	RTC	UCH	CST
11111	1111	111	111	111	11111	1111	1111	111	111	111	

NET AMT - CASH: 11111 CCARD: 1111 RTC: 111 UCH: 111 CST: 111
VTSK SCH: 111111 IMPRES CASH: 11111 PER CASH: 11111 PD CHRG: 11111 CONT(V): 11111

Ticket Printed Successfully (V/R) :
124,0377 Caps 07100 Prn:Ready Rx Tx 06:36

TRAFFIC ACCOUNTS – COACHING

PERSONAL CASH DECLARATION REGISTER

Personal cash is the private cash pertaining to the staff working at stations/ booking office / parcel office, Goods sheds etc., who deals with the cash transactions.

- As per Para No.2429 of IRCM – I, Private Cash should not be kept in the railway cash chest, drawers, ticket tubes, cash safes etc.
- Private cash should not be mingled with the Railway Cash.
- Before taking duty, the SM/CC dealing with cash should declare the personal cash in a register called Personal Cash declaration Register (PCDR).
- It is helpful to ascertain the correctness of the Railway Cash, that there is no Excess collection or short of Railway cash thereby, it can be ensured that there is no acceptance of bribe or misappropriation of Railway Cash by the staff.
- The stationary staff are permitted to have Rs.750/- and non-stationary (mobile) staff to the tune of Rs.2000/-.
- If the staff is having more than the limitation, then the entry should be countersigned by the Supervisor concerned.
- The inspecting officials will check the personal cash of the staff on duty at the time of their inspection and it is the duty of the SM/CC to hand over their personal cash to the inspection official for verification.
- If any such amount or extra cash, found by the supervisory staff or inspecting official, it should be remitted to the cash office.
- If an excess amount is found than the declared one, or failure to enter the PCDR (even in case of 'NIL' cash), necessary DAR action will be taken; besides the excess amount will be made to be remitted.

DIFFERENT BOOKS MAINTAINED FOR ACCOUNTAL AND MAINTENANCE OF ICV BOOKS IN BOOKING OFFICE:

1. Daily Trains Cash Book – DTCB
2. Windows earning register:
3. CBSR cash book:
4. Coaching Summary Cash book
 - Is in fact a complete record of all the coaching earnings for each day.
 - The earnings recorded in the following heads-

a. Passenger Local	-	} Extracted from M9 Passenger Classification.
b. Passenger Foreign	-	
c. Season Tickets – Monthly	-	
d. Season Tickets – Quarterly	-	
e. Cancellation Fees	-	
f. Plat form Tickets	-	} -
g. Superfast surcharges	-	
h. Money Receipts – TTE earnings	-	
i. Money Receipts – Sundries	-	
j. Identity Card	-	
k. Parcels	-	} - General Parcel Cash Summary Book
l. Luggage Tickets	-	
m. Wharfage / Storage	-	
n. Cloak Rook Ticket	-	
o. Dormitory/Retiring Room	-	- Dormitory / RR Register

- Gross earnings of each day are arrived.
- Refund of Cancelled Tickets (Cancelled ticket statement in System)
- Net earnings are arrived
- Bifurcation of Vouchers and Cash is shown
- Reference of CR Note through which the cash / Bank challan is sent to cash office.
- Returns are tallied against each traffic with the total arrived in this register.
- Balance Sheet is drawn based on the entries in this register.

5. Full Roll Register:
6. Part roll Register
7. Issuable Cash Value (ICV) Books Register
8. Error Advice (EA) Register
9. Cancelled tickets Register:
10. Non-Issued tickets Register:
11. System Failure Register:
12. Special Cancellation register:
13. ADVANCE BOOKING REFUNDS (ABR) Register:
14. Local O/W paid parcel cash book:
15. General Parcel summary cash book
16. Delivery Book (L/F)
17. Un-loading Tally Book:
18. Loading register:
19. Re-weighment register:
20. Mis-declaration Register:
21. Sunday Stock Register:
22. Dormitory / Retiring room Register

HANDING OVER AND TAKING OVER OF CASH AND VOUCHERS

- In small stations, the SM will be having Daily Trains Cash Book (DTCB)
- After closing the accounts the total cash and vouchers are shown in this book.
- The person who is handing over and the person who is taking over the cash and vouchers should declare both in words and figures with full signature an designation and time.
- At the station where the SMs are going commercial activities, the cash and vouchers will be entered in Station diary also.
- At major stations, the individual counters will be having cash book, which is otherwise called as Window earnings register.
- Each commercial clerk in each counter will make an entry of cash and vouchers of his/her counter in the window earnings register.
- Then the cash and vouchers will be handed over to the CBSR, with proper acknowledgement.
- The CBSR in his cash book will record of the cash and vouchers handed over by each window clerk date wise and name wise.
- Thus the total earnings of a station shiftwise and date wise can be known from the CBSR cash book.

DAILY, PERIODICAL AND MONTHLY STATEMENTS IN UTS AREA**I. DAILY REPORTS**

1. SEASON TICKETS	2. ADVANCE SEASON TICKETS
3. SUMMARY OF SEASON NI TICKETS	4. CANCELLED TICKETS
5. SUMMARY OF CANCELLED TICKETS	6. SPL. CANCELLED TICKETS
7. SUMMARY OF SPL. CANCELLATION TICKETS	8. NON ISSUE TICKETS
9. TTE MONEY RECEIPTS	10. TC MONEY RECEIPTS
11. SUNDRIES AND OTHER EARNINGS	12. ADHOC CONCESSIONS
13. CONCESSION (CONC PASSENGER)	14. POLICE VOUCHERS
15. MILITARY VOUCHERS	16. CST
17. RTC CONCESSIONS	18. BLANK PAPER TICKET
19. SAFETY SURCHARGE	20. SUPERVISOR INTERVENTION
21. STATION PAIR	22. SUMM OF TRANSACTION (CASH INFO)
23. M-17 CONTINUITY	24. TICKET INFORMATION
25. M9 CLASSIFICATION	26. CONCESSION PASSENGER (SEASON)
27. SPL CANCEL SEASON TICKET	28. MELA CHARGES SUMMARY
29. ZONE WISE SEGREGATED CASH	30. ZONEWISE PSGN CLASSIFICATION
31. SUBURBAN PSG CLASSIFICATION	32. JAN SHATABDI REPORT
33. MONEY RECEIPT & NET EARNINGS	34. PAY VOUCHERS REPORT
35. IZZAT CONCESSION	36. BALANCE SHEET

II. PERIODIC REPORTS

1. ADHOC CONCESSIONS	2. CANCELLED TICKETS
3. CONCESSION TICKETS	4. CST CONCESSION TICKETS
5. POLICE CONCESSIONS	6. RTC CONCESSIONS
7. VCH CONCESSIONS	8. MILITARY WARRANTS CONCESSIONS
9. NON-ISSUED TICKETS	10. NON-ISSUED SEASON TICKETS
11. STN PAIR STATEMENT	12. M9 PASSENGER CLASSIFICATION
13. SEASON TICKETS	14. TICKET INFORMATION
15. CASH INFORMATION	16. M17 CONTINUITY
17. SPL. CANCELLED TICKETS	18. SAFETY SURCHARGE
19. CANCELLED MR TICKETS	20. M9-SUBURBAN/NONSUB
21. SUNDRIES	22. BALANCE SHEET

III. MONTHLY REPORT

1. SEASON TICKETS	2. ADVANCE SEASON TICKETS
3. SEASON NI TICKETS	4. CANCELLED TICKETS
5. SPL CANCELLED TICKETS	6. NON ISSUE TICKETS
7. MISC. RECEIPTS TICKETS	8. ADHOC CONCESSIONS
9. CONCESSION (CON PSGN)	10. POLICE VOUCHERS
11. MILITARY VOUCHERS	12. CST VOUCHERS
13. RTC CONCESSION	14. BLANK PAPER TICKET
15. SAFETY SURCHARGE	16. STATION PAIR
17. SUMM OF TRANSAC (CASH INFO)	18. M17 CONTINUITY
19. TICKET INFORMATION	20. M9 CLASSIFICATION
21. SUPERVISOR INTERVENTION	22. BALANCE SHEET
23. ADVANCE STATEMENT	

UNDER CHARGES

- At the time of internal check in the Accounts Office, if the Accounts officer finds any revenue loss, it will be intimated to the station.
- Under Charge means the difference between the amount 'Should be' and the 'Amount collected'.
- The undercharge can also be detected by the SM himself at the station, after the transaction is over.
- This amount should be taken in to the account in the Balance Sheet and should be cleared immediately.

OVER CHARGE

- If the SM is collecting more amount than the actual amount due to the Railways, it is called as Overcharge.
- Over Charge should be allowed by the SM only in goods transaction and that too for – to-Pay transaction.
- The overcharge may be allowed for the following reasons:
 - # Error in Rate
 - # Error in Class
 - # Error in Calculation
- The amount of overcharge allowed should be shown in the RR and the signature of the consignee should be obtained.
- The Overcharge allowed should be shown in the delivery book also, before getting signature of the party therein.
- Separate Overcharge statement should also be prepared at the end of the month and sent to Accounts Office along with Balance Sheet, as an authority for taking special credit in the Balance Sheet.

RAISING OF DEBITS:

- TIAs, on deduction of any loss of revenue due to non-accountal or short accountal of transaction, raise debit to that extant action the station accounts.
- Debit Memo will be prepared in 4 copies and signature of the duty staff with the station seal will be obtained.
- 2 copies will be handed over to the station so that one will be retained as station copy and one will be sent along with the balance sheet for the amount taken into station accounts under special debit.
- All Debit memo issued by TIAs should be taken into admitted debits and should be cleared immediately.

ERROR ADVICE

- Error advice is a debit issued to stations by accounts office.
- They are issued for any short or non-accountal noticed during the check of various returns submitted by the stations.
- They are prepared separately for local and foreign traffic.
- They are prepared in four copies (Record, DCM, and 2 for station) in the prescribed form giving the reasons for the debits.
- All the EAs received at the station are first entered in the error advice register.
- They are classified as admitted and objected.
- The SM returns one copy of EA to the accounts office within a week with details of the Name of the staff responsible, month of accountal and action proposed for clearance.

- A special debit up to Rs.150/- are cleared immediately by cash payment.
- Admitted debits more than Rs.150/- are cleared either by cash payment or through pay sheet recovery.
- In case of pay sheet recovery, recovery statement received from DCM is sent to the accounts office along with the balance sheet.
- For objected debits, reason for objection should be furnished.
- If the objection of the station is correct, the accounts office will withdraw the wrong debit by issuing a credit advice.
- If the objection of the station is not correct, the debit will be forced against the station so as to treat it as admitted debit.
- In case of irrecoverable debits, it should be written off by the competent authority.
- If the staff is transferred from one station to another station, the EA should also be transferred to the station where staff is working.

BALANCE ADVICE

- The balance sheet should be sent to the accounts office every month.
- In the accounts office it will be checked.
- Having checked, an advice will be sent to the station which is called Balance Advice.
- If any debit is not taken into account, the same will be forced through the B/A.
- Any credit, communicated through the B/A may also be operated the B/A number as an authority.

STATION OUTSTANDINGS

As per Para No.2701 of IRCM – Vol- I, The station outstandings represent those amounts for which Station Master has become accountable but he has not liquidated his liability either by remittance of cash or vouchers or by taking special credits as authorised under the rules upto the close of the month.

There are seven kinds of outstanding at the Stations:

- Admitted debits
- Disputed/Objected debits
- TIA's debits
- Freight outstanding
- Disallowance by Cashier
- Saleable items received
- Wharfage and Demurrage charges waiting for Remission Order.

Admitted debits are the debits raised by Accounts office through Error Advices and admitted by the station staff but yet to be cleared by payment or by salary recovery.

Disputed debits are also the debits raised by Accounts office through error advice by objected by the station staff.

TIA's debits are the debits raised against the station through TIA's Debit Memo, on any non-accountal or short account of a transaction notice during the station inspection.

Freight Outstanding will be mainly on To-pay Goods traffic on the following occasions:

- a. Consignment received but not delivered during the month accounted under the head "Goods on hand".
- b. Consignment due but not received at station within the month accounted under the head Freight on 'Goods not on hand' .
- c. Freight on Goods delivered short of destination or diverted or withdrawn and awaiting for Certified Overcharge Sheets.
- d. Error in invoice and awaiting for Certified Overcharge Sheets.

Disallowance of Cashier will be done while acknowledging the Cash Remittance Notes for the following reasons;

- a. Forged Currency
- b. Short remittance of cash and vouchers
- c. Non-availability of Vouchers

The details of dis-allowance will be remarked in 'red' in CR note.

Saleable Items like Time Tables (Zonal, Indian Railways, suburban) etc. Are taken into the account of station outstanding and the balance will be reduced as and when it is sold.

Wharfage & Demurrage outstanding will only against the consignments delivered and awaiting for the Remission order for the debits forgone or in case of amount outstanding at Sidings.

Efforts to be taken to bring down the outstanding to 'Nil' at stations:

Admitted Debits:

- Debit of Rs.150/- or less should be remitted immediately.
- More than Rs.150/-, may be recovered through salary on instalment basis.
- If the staff is transferred to other station, the outstanding may also be Transferred to that station.

Objected Debits:

- Proper reasons should be furnished for the objections so that Accounts office will withdraw the debit.
- On disagree of Accounts Branch, the debits should be transferred to Admitted debits and should be cleared immediately.
- Special Credits can also be obtained from TIAs against the objected debits.

TIAs Debit:

- Should be taken into Admitted debit and cleared immediately.
- In case of any dispute, it may be referred to the Accounts Officer to obtain Special Credit.

Freight Outstanding:

- In case of Consignments received buy party not turned up to take delivery, the party should be contacted and should be insisted to take delivery immediately and outstanding can be cleared.
- In case of diversions, the outstanding will be cleared by exchange of Certified Overcharge Sheet.

Cashier's disallowance:

Cashier's disallowance cannot be disputed and should be taken to admitted debit and cleared immediately.

Saleable Items: Sales can be promoted.

Wharfage and Demurrage charges:

- Long awaited for R.O can be called for from office.
- Due Wharfage and Demurrage charges should be collected immediately in case of siding

STATION BALANCE SHEET

- The Station Balance Sheets are prepared every month by the Station Master separately for Coaching and Goods transactions.
- It will be in prescribed format.
- The items of earnings classified under the various categories of traffic are recorded on Debit Side of the account.
- The amounts remitted by the Station Master to the cashier by Cash and Vouchers, Other special items by which the SM clears his/her liability are shown on Credit side of the Balance Sheet.

PRS ACCOUNTS

1. PERSONAL CASH DECLARATION REGISTER

Personal cash is the private cash pertaining to the staff working at stations/ booking office / parcel office, Goods sheds etc., who deals with the cash transactions.

- As per Para No.2429 of IRCM – I, Private Cash should not be kept in the railway cash chest, drawers, ticket tubes, cash safes etc.
- Private cash should not be mingled with the Railway Cash.
- Before taking duty, the staff dealing with cash should declare the personal cash in a register called Personal Cash declaration Register (PCDR).
- It is helpful to ascertain the correctness of the Railway Cash, that there is no Excess collection or short of Railway cash thereby, it can be ensured that there is no acceptance of bribe or misappropriation of Railway Cash by the staff.
- The stationary staff are permitted to have Rs.750/- and non-stationary (mobile) staff to the tune of Rs.2000/-.
- If the staff is having more than the limitation, then the entry should be countersigned by the Supervisor concerned.
- The inspecting officials will check the personal cash of the staff on duty at the time of their inspection and it is the duty of the SM/CC to hand over their personal cash to the inspection official for verification.
- If any such amount or extra cash, found by the supervisory staff or inspecting official, it should be remitted to the cash office.

If an excess amount is found than the declared one, or failure to enter the PCDR (even in case of 'NIL' cash), necessary DAR action will be taken; besides the excess amount will be made to be remitted.

2. BOOKS TO MAINTAINED IN PRS CENTERS:

1. Private Cash Declaration Register (only for non-counter staff – Counter staff should enter the private cash in system).
2. Full Roll Register (Ticket Stock Register)
3. Part Roll Register (entry to be made before commencing the duty and after completion of the duty)
4. Earnings Register. This register contains details of date, number of reservation slips, number of tickets, number of passengers, gross earnings, number of refund tickets, refund amount and Net Earnings.
5. Name Change Register
6. Ticket Lost entry register
7. Bulk Booking register
8. Interactive Voice Response System register (entry to be made every hour to study the number of calls received through IVRS)
9. Queue Length register.
10. System failure register
11. Special Cancellation Register
12. Manual Advance Booking Refunds Register
13. Daily Trains Cash Book (Counter wise)
14. Daily Cash Book summary
15. Monthly Cash Book Summary

16. Counter shortage book
17. Error Advice Register
18. Balance Sheet register
19. Outstanding Register
20. TIA's inspection register
21. Commercial Inspection Register
22. Officers' inspection register
22. Credit Card transactions (realisation) register.

3. MAINTENANCE OF ISSUABLE CASH VALUE BOOKS IN RESERVATION OFFICE:

A separate register to record the Receipt and Issue of ICV Books, called Issuable Cash Value (ICV) Books Register, is maintained at all PRS Centers

- This is also Stock Register for recording the Receipt/Usage/Supply of all Indented Cash Value Books like BPT (both Local & Foreign), Money Receipt, Time Tables etc.)
- Supply Advice for the receipt of the books at station and Acknowledgement from the stations, if issued, on request, are filed separately, duly making entries in this register against respective ICV Books.
- Date of Utility of each book (Commencement and Completion date) is recorded with the signature of the staff who takes for commencement.
- CRS can ensure the availability of stock of these books for continuous usage.

TICKET ROLL INDENT:

- Indenting of ticket rolls for use in PRS centres are prepared by CCM/PM/MAS.
- These tickets are arranged to be printed at Government approved printing presses as desired by the Administration.
- Based on the requirement for each centre, CCM/PM/MAS will arrange for the printing of tickets.
- After the receipt of the tickets from the press, it will be distributed to the Divisions.
- The ticket stationary will not be dispatched by any train. Instead the Division will personally nominate the staff to collect the tickets from CCM/PM/MAS.
- On receipt of the ticket rolls, the PRS Centers are required to post all tickets in the Full Roll Register maintained as a stock register.

4. HANDING OVER AND TAKING OVER OF CASH AND VOUCHERS

- In small locations, ECRC enter HOC/TOC in Daily Trains Cash Book (DTCB)
- After closing the accounts the total cash and vouchers are shown in this book.
- The person who is handing over and the person who is taking over the cash and vouchers should declare HOC/TOC respectively both in words and figures with full signature, name, designation and time.
- At major stations, the individual counters will be having cash book, which is otherwise called as Window earnings register.
- Each ECRC in each counter will make an entry of cash and vouchers of his/her counter in the window earnings register.
- Then the cash and vouchers will be handed over to the CRS, with proper acknowledgement.
- The CRS in his cash book will record of the cash and vouchers handed over by each window ECRC, date wise and name wise.

- Thus the total earnings of a PRS location, shift wise and date wise can be known from the Summary cash book.

5. DAILY STATEMENTS, PERIODICAL STATEMENTS AND MONTHLY STATEMENTS

DAILY, PERIODICAL AND MONTHLY STATEMENTS IN UTS AREA

IV. DAILY REPORTS

STATEMENT OF ACCOUNTS	MANAGEMENT INFORMATION SYSTEM
37. Daily summary of cash information	1. Login and logout timings of each operator
38. Daily summary of ticket information	2. Hourly summary of transactions done by each operator
39. Voucher Statement	3. Hourly summary of transaction before 08.00 hrs.
40. CST statement	4. Hourly summary of after 20.00 hrs
41. Concession statement (with supporting)	5. Statement of settings/resetting of train status
42. Concession statement (without supporting)	6. Statement of change of name/age/sex
43. Modification/Special cancellation statement	7. Statement of release of accommodation
44. Cancellation statement	8. Statement of settings/resetting of lost ticket
45. Non-issued statement	9. Statement of change of boarding point
10. RTC statement	10. Statement of lost tickets
11. Ticket roll continuity statement	11. Statement of setting of coach damage status
12. Originating earnings statement	12. Operator wise summary of transactions lists.
13. Daily statement of Bank credit card Transactions	
14. Credit card cancellation statement	
15. Credit card modification statement	
16. Gross earnings (passenger classification)	
17. Statement of system BPTs.	

PERIODIC REPORTS

23. Periodic summary of Gross earnings
24. Periodic summary of RT and other charges
25. Periodic summary of cash information
26. Periodic summary of passenger information

V. MONTHLY REPORT

24. Monthly summary of Gross earnings	25. Monthly summary of RT and other charges
26. Monthly summary of cash information	27. Monthly summary of ticket information
28. Monthly summary of cash vouchers	29. Monthly summary of concession vouchers (supporting)
30. Monthly summary of concession vouchers (without supporting)	31. Monthly summary of CST tickets
32. Monthly summary of	33. Monthly summary of Non-Issued tickets

Modification/Special/student tickets	
34. Monthly summary of Cancelled tickets	35. Monthly summary of tickets issued on RTC
36. Monthly ticket roll continuity statement	37. Monthly Voucher register
38. Monthly Bill Register	39. Monthly statement of Mela charges
40. Monthly statement of HOR concessions	41. Monthly statement of Police concessions

6. ERROR ADVICE

- Error advice is a debit issued to stations by accounts office.
- They are issued for any short or non-accountal noticed during the check of various returns submitted by the stations.
- They are prepared separately for local and foreign traffic.
- They are prepared in four copies (Record, DCM, and 2 for station) in the prescribed form giving the reasons for the debits.
- All the EAs received at the station are first entered in the error advice register.
- They are classified as admitted and objected.
- The CRS returns one copy of EA to the accounts office within a week with details of the Name of the staff responsible, month of accountal and action proposed for clearance.
- A special debit up to Rs.150/- are cleared immediately by cash payment.
- Admitted debits more than Rs.150/- are cleared either by cash payment or through pay sheet recovery.
- In case of pay sheet recovery, recovery statement received from DCM is sent to the accounts office along with the balance sheet.
- For objected debits, reason for objection should be furnished.
- If the objection of the station is correct, the accounts office will withdraw the wrong debit by issuing a credit advice.
- If the objection of the station is not correct, the debit will be forced against the station so as to treat it as admitted debit.
- In case of irrecoverable debits, it should be written off by the competent authority.
- If the staff is transferred from one station to another station, the EA should also be transferred to the station where staff is working.

7. INSPECTION BY TIAs

Objects:

- It is necessary for the Accounts Office to verify at the spot with the help of TIAs that the returns and documents which it has to audit, have been correctly prepared and accord with the facts as far the initial records in which these facts are contained are maintained properly at stations.
- Misuse of Cancelled/NI/Spl Cancellation options and other frauds regarding PRS tickets can be detected by the TIA and not by the Accounts Office.
- TIAs help in guiding and instructing the station staff in interpreting rules and regulations, maintaining of station accounts.
- TIAs serve in arresting leakage of Revenues and at times providing suggestions in increasing traffic revenues.

Nature:

- TIAs inspection is surprise in nature.
- TIAs inspection is periodical and with specified intervals.
- Collaboration with other departments in Departmental Enquiries.
- Collaboration with commercial department in undertaking surprise checks and in suggesting remedial measures at need.
- Relief work as and when need arises and special drives such as rate checking at the time of general rate revision, clearance of outstandings at the close of Financial year etc.

Main items to be checked by the TIAs:

Mainly to check the items which do not come within the extent of internal check exercised in the Accounts office, viz.

- a. Cash on hand verification and counter checks.
- b. Prompt Cash remittance with respective acknowledgements, since previous inspection.
- c. Tickets and ICV Books stocks – Used, In use and in Stock.
- d. Check for any Non-Accountal, Short Accountal and Late Accountal of transactions.
- e. Check of proper maintenance of Documents and Registers.
- f. Proper account of Error Advices
- g. Correctness of Station Outstandings
- h. Correctness of Station Balance Sheet
- i. Prompt submission of Returns and Balance Sheet.
- j. Raising of Debits in case of less or non-accountal of transactions.
- k. Affording Provisional special credit in case of any disputed debits.

8. RAISING OF DEBITS:

- On detection of any Non-accountal or short accountal, during his inspection, the TIA will raise debit through a Debit Memo.
- It is prepared in 4 copies. Two copies will be handed over to station. Out of which one will be sent to accounts office along with the Balance Sheet and one will be retained as station/location copy.

- TIA debit should be admitted and cleared at the earliest.

9. REMITTANCE OF CASH: (Cash Remittance Procedure)

- The cash to be remitted should be checked by the CRS with the Original records.
- The daily collection is sent to cash office on the following day.
- The cash remittance note should be prepared which is of three parts. They are Record, Accounts and Receipt foils.
- All the columns of record and a sealed leather bag with Cash and Vouchers.
- Currency notes, coins, vouchers, NI and ABR tickets are bundled separately and details are entered in the CR note.
- The bundles are placed in the leather bag and it is secured, tied and sealed.
- The sealed cash bag is dropped in the “Travelling Cash Chest” in the presence of Guard of the train. The SM should sign the guard’s cash chest way bill and the guard should sign the Cash Bag deposit register.
- At the last station the cash way bill is placed inside the TCC and sealed with the seal of that station.
- The sealed TCC is opened in the cash office in the presence of cash witness.

BANK REMITTANCE

- Certain stations are permitted to remit the earnings daily in the local bank
- The amount is remitted in the bank duly preparing a bank remittance chalan.
- The cashier in the bank will acknowledge for the amount remitted duly affixing the bank seal.
- The acknowledged bank chalan and vouchers are sent to cash office in a sealed leather bag duly preparing a CR note

AT SUBURBAN STATION

- i. The stations and PRS location where there is no TCC Movement through train, A mobile van with TCC will come at fixed hours and sealed bags are dropped in the presence of a cash office staff. The SM should sign the register, kept by the cash office staff. Cash office staff will sign in the Cash Bag deposit register.
- ii. IDBI Bank collection: As a recent development at Chennai Suburban stations and PRS locations, IDBI bank send his Agent (CMS-Cash management service) to collect the cash from the stations, remit at the bank and return the counter foil of chalan to the station after depositing at bank. Then, these chalans along with the vouchers entered in CR note will be collected by the agent of the same service unit, in sealed cash bags, hand over to cash office and returns the acknowledgement foil CR Note to the station duly acknowledged by the Cash office.

10. STATION OUTSTANDINGS

As per Para No.2701 of IRCM – Vol- I, The station outstandings represent those amounts for which Station Master/CRS has become accountable but he has not liquidated his liability either by remittance of cash or vouchers or by taking special credits as authorised under the rules upto the close of the month.

Outstanding at the PRS are posted under following heads:

- Admitted debits
- Disputed/Objected debits
- TIA's debits
- Disallowance by Cashier
- Saleable items received

Admitted debits are the debits raised by Accounts office through Error Advices and admitted by the station staff but yet to be cleared by payment or by salary recovery.

Disputed debits are also the debits raised by Accounts office through error advice and objected by the station staff.

TIA's debits are the debits raised against the station through TIA's Debit Memo, on any non-accountal or short account of a transaction detected by the TIA during the station inspection.

Disallowance of Cashier will be done while acknowledging the Cash Remittance Notes for the following reasons:

- d. Forged Currency
- e. Short remittance of cash and vouchers
- f. Non-availability of Vouchers

The details of dis-allowance will be remarked in 'red' in CR note.

Saleable Items like Time Tables (Zonal, Indian Railways, suburban) etc. Are taken into the account of station outstanding and the balance will be reduced as and when it is sold.

11. PRS STATION BALANCE SHEET

- PRS Balance Sheets are prepared every month by the CRS.
- It will be in prescribed format.
- The items of earnings classified under the various categories of traffic are recorded on Debit Side of the account.
- The amounts remitted by the CRS to the cashier by Cash and Vouchers, Other special items by which the CRS clears his/her liability are shown on Credit side of the Balance Sheet.
- The Balance represents the un-realised earnings at the close of the month and which will be the first liability in the Balance Sheet of the following month.

Items to be taken into 'Debit' and 'Credit' side of a Coaching Balance Sheet.

PRS BALANCE SHEET

DEBIT SIDE		CREDIT SIDE	
Item	Extracted from	Item	Extracted from
Opening Balance	Previous month B/S	Cash and Vouchers acknowledged by the cashier	Coaching Summary
Floating Cash			
Base Fare – Local	Passenger Classification (M9)		Statement of Cancelled Tickets
Base Fare - Foreign			
Reservation Charges		ROPD – Local	Statement of Modified/Special Cancellation Tickets
Superfast Charges		ROPD - Foreign	
Clerkage			
CST(Govt. Passengers)- Local		Modification- Local	
Foreign		Modification Foreign	
Blank Paper Ticket- Local	Monthly summary of CST tickets		Credit Advices
Blank Paper Ticket-			

Foreign Cancellation Fees		Credit Advice TIAs Spl credit	Manual ABR Statement
Manual Cancellation Fees	Statement of system BPTs	Manual ABR	
Excess in Booking	Manual ABR Statement		
Sundries			
Credit Card Service Charges			
Error Sheets received	Respective Statement		
Time Table received			
<u>Special Debits:</u>			
EA received			
TIAs debit		Floating Cash	Out Standing Register
Saleable Publications received	EA Register	Closing Balance	
Cashier's Disallowance	Stock Register		
TOTAL	CR Note	TOTAL	---
	----- -----		

Customer care

1. For railways, customers are passengers , merchants and traders who transport goods by rail.
2. Passengers expect
 - a) adequate booking and reservation facilities at a short notice and
 - b) easy refunds
 - c) clean and hygienic catering facilities
 - d) clean toilets
 - e) sufficient and well-maintained passenger amenities
 - f) efficient public grievance Redressal
 - g) punctuality of trains
 - h) courteous service
 - i) helping attitude of the railway

3. Merchants and traders want prompt supply of empty rakes and timely delivery of goods
4. Railway's failure to provide them creates dissatisfaction in customers

Winning the customers:

5. Listen to the customer patiently
6. Show interest in solving the problem
7. If the problem cannot be solved, explain the difficulty

Though the expectations of a customer are high, customer is the purpose of our service.

Responsibilities of commercial/Ticket checking staff during accidents:

- 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 / labourers 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 untravelled portion to be refunded if passengers refuse to avail such alternate transport arranged.
- Maintain correct account of cash received and payments made.

DISCLAIMER

“This booklet is to serve only as a guide to the trainees of ZRTI, undergoing training in the commercial subjects and should not ever be quoted as an authority in case of disputes. For exhaustive reference the books such as ‘Traffic commercial Code’, ‘Commercial Manual’ or the ‘Goods Tariff’ etc., must be looked into.”

