To make your travel comfortable and enjoyable, Indian Railways provide several amenities - both in trains as well as at stations. Here, we answer your questions on the services offered during your journey.

**Passenger Amenities**

**Are bedrolls given free to passengers travelling in AC Coaches?**

Yes, bedrolls are supplied free of cost, to all passengers travelling in AC First Class, AC 2-Tier and AC 3-Tier. However, in Garib Rath Express Bedrolls are provided on demand on payment of Rs.25/- per bed roll set.

**Do you provide catering facilities in all the trains?**

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

**How do I avail of the catering facilities on board?**

You could contact the train conductors/coach attendants or other authorised catering staff of Railway.

**What about catering facilities at stations?**

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

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

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

- Place their orders for meals well in advance, with the Coach Attendant/Conductor or Waiters in Trains to facilitate information being sent to the serving stations,
- Insist on a cash memo for all catering services ordered,
- Consult the menu and tariff cards displayed in or available at Restaurants/ Refreshment Rooms/Pantry Cars,
- Record your suggestions or complaints in the book maintained for this purpose in the Refreshment Rooms.

The complaint book is also available with the Train Conductor and also with the Pantry Car Manager. It may be called for, at any time, by the passenger.

- Complaint on catering services provided on trains may be lodged on national Tollfree Number 1800-111-321

**Is medical assistance available on trains?**

Guards/Train Superintendents or Pantry car Managers are equipped with First Aid Boxes. The Front line staff are also trained to administer First Aid to sick persons. In case of any medical emergency you can approach Travelling Ticket Examiner/Train superintendent who will try to arrange relief through on board facilities and try to locate Doctors among passengers of train.

If required Travelling Ticket Examiner/Train Superintendent Shall transmit message to one of the oncoming stations. Details of nearby medical practitioners and hospitals along with their addresses are maintained by Stations Masters/Deputy Stations Superintendents. Efforts will be made to arrange Doctor/medical relief at the coming stations. Medical treatment will provided by the doctor on payment of reasonable charges. In case hospitalization is required, the passenger may have to discontinue his journey.

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

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

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

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

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

**Is there any transit accommodation available at stations?**

Yes, there is. You can stay at the AC and Non AC Retiring Rooms and Dormitories, available at important stations. This transit...
accommodation can be availed by passengers holding valid tickets, on payment of prescribed charges. At present, online booking of Retiring Rooms through IRCTC website has been commissioned at 505 railway stations of Indian Railways through which passengers can book Retiring Rooms at the time of seeking reservation in advance on payment of usual charges.

**What are the other amenities available to passengers?**

Instructions already exist for provision of Wheel Chair at stations. This facility is provided, duly escorted by coolies (on payment) as per present practice.

It has been decided that Zonal Railways may introduce ‘Sarthi Seva’ at stations to help old and disabled passengers requiring assistance at the station and strengthen the existing services for enabling passengers to book Battery Operated Cars (BOC), Porter services, on payment basis in addition to the existing pick up and drop and wheel chair services.

**In addition to concession what are the other facilities provided to persons with disability in trains?**

Besides concession in rail fare following facilities are provided to Divyangjan:-

(i) A reservation quota of two berths in SAC and four, berths in Sleeper Class has been earmarked in all trains running on non-suburban sections for persons with disability, performing their journey on concessional ticket. The person accompanying the persons with disability as escort is also allotted the berth out of this quota. The lower berths are meant for persons with disabilities and the middle berth is meant for their escort.

(ii) Instructions have also been issued that in the tickets issued through Computerized Passenger Reservation System, to extent feasible, one lower berth should be allotted to the Persons with Disability (Divyangjan) and the person accompanying the Persons with Disability (Divyangjan) as escort should be allotted middle/upper berths near the Persons with Disability (Divyangjan) subject to availability of accommodation.

(iii) After departure of the train, if there are vacant lower berths available in the train, and if any Persons with Disability (Divyangjan) booked on the authority of Persons with Disability (Divyangjan) concessional ticket, who has been allotted upper/middle berth, approaches for allotment of vacant lower berths, the Conductor/Train Ticket Examiner (TTE) has been authorized to allot the vacant lower berth to them making necessary entries in the chart.

(iv) Specially designed coaches known as SLRD coaches with wider entrance doors to allow a wheel chair to enter, wider aisles, modified toilet, 4 berths, the lower two for Persons with Disability (Divyangjan) and upper berths for attendants have been attached in almost all Mail/Express trains except Rajdhani, Shatabdi, Jan Shatabdi Express Trains and Duronto Express Trains.

(v) Instructions have been issued that in all Mail/Express Trains, the SLRD coaches should be treated as unreserved coaches earmarked for exclusive use of Persons with Disability (Divyangjan) passengers. In case of Garib Rath Express Trains which are fully reserved trains, these coaches are treated as reserved for booking by Persons with Disability (Divyangjan) travelling on Divyangjan concession on payment of full fare of 3 AC class of Garib Rath Express on first come first served basis.

(vi) With a view to facilitate physically challenged persons to avail concessional tickets online, concessional tickets booking facility including online concessional ticket booking facility for the Persons with Disability (Divyangjan) using Photo identity card issue by the Railways has been introduced.

(vii) Separate counters are earmarked at various Passenger Reservation System (PRS) centres for dealing with the reservation requisitions received from Persons with Disability (Divyangjan), Senior Citizens, Ex. MPs, MLAs. accredited journalists and freedom fighters, if the average demand, per shift not less than 120 tickets. In case there is no justification for earmarking of an exclusive counter for any of these categories of persons including Persons with Disability (Divyangjan) one or two counters depending upon the total demand are earmarked for dealing with the reservation requests for all these categories of persons.

(viii) Instructions also exist for provision of wheel chairs at stations. This facility is provided, duly escorted by coolies (on payment) as per present practice. Moreover, Zonal Railways have also been advised to provide free of cost ‘Battery Operated Vehicles for Persons with Disability (Divyangjan) and Old Aged Passengers’ at Railway Stations.

(ix) Zonal Railways have been authorised to introduce Battery Operated Vehicles (BOVs) at major Railway Stations for Disabled, elderly and ailing passengers on ‘first come first served’ basis through sponsorship from individuals, NGOs, Trusts, Charitable institutions, Corporate Houses under their Corporate Social Responsibility with no charge to passenger or to the Railway. 80 BOVs have already been provided at 54 major railway stations. Further, instructions have also been issued to Zonal Railways to invite Expression of interest for providing the facility of Battery Operated Car service on payment basis initially at all A1 category stations keeping in view the financial sustainability of the service. This facility can be availed by passengers on ‘first come first served’ basis, however, preference shall be given to Sr. Citizens, physically challenged, pregnant women and medically sick passengers.

(x) Disabled friendly toilets, water fountains, ticket counters and earmarked parking facility is provided at all A-I, A and B category of stations.

(xi) In allotment of STD/PCO booths at Railway Stations, 25% booths have been reserved for persons with disability (including blind) with disability of 40% and above.

(xii) Zonal railways have also been instructed to provide one wheelchair per platform and in case of island platforms one wheelchair per two platforms at all A-I and A category stations.

(xiii) Yatri Mitra Sewa has also been introduced at major railway stations for enabling passengers to book wheel chairs services cum porter services free of cost through NGOs, Charitable trust, PSUs etc. under CSR and responsibility of providing this facility has been entrusted with 1RCTC. In case of lack of response from NGOs, Charitable trust, PSUs etc. this service may be arranged on payment basis through a service provider or on its own.
(xiv) Indian Railways shall strive to design and manufacture coaches that have a suitably designed compartment & toilet adapted to the needs of Persons with Disability (Divyangjan)/wheel chair borne passengers. The special feature in these coaches shall include wider entrance door for wheel chair borne passengers, wider compartments, larger lavatory and lavatory doors additional grab rails inside the toilets for support, wash basin and mirror at a lower height, etc. For assistance to the visually impaired travelers, Braille signages shall be provided in newly manufactured coaches. Retro fitment in existing coaches shall also be carried out in phased manner.

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

Because Indian Railways cares...

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

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

**Whom do I contact if I have any complaints?**

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

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

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

You may also lodge your grievance online at web-site pgportal.gov.in or www.coms.indianrailways.gov.in or through COMS application which is available for both android and IOS platforms beside that, complaints/suggestions can be sent through SMS on number 9717630982. You may also lodge complaints through All India Helpline No.138. Assistance is also being provided to passengers for their tweets received on the twitter handles of Divisional Railway Managers, General Managers and Ministry of Railways twitter handle @ RailMinIndia. At the Ministry level you may contact Shri Vivek Srivastava, Executive Director (Public Grievances) at Tel. No.011-23386203.

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

Indian Railways has Special Cells functioning at the Ministry and Zonal level to deal with complaints regarding passenger amenities, punctuality and catering facilities. The details of these Special Cells can be ascertained from the respective Zonal Railways.

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**Vigilance Organisation-An Appeal to the Rail Users**

The Government is committed to provide a clean and efficient Rail service to the Public. Official efforts can be strengthened by your active co-operation in the following areas:

- **Insist on buying Tickets from Railway Booking/Reservation Counters or authorised Travel Agents.** While on one hand. Purchase of Tickets from touts and unauthorised travel agencies is illegal, such tickets can turn out to be fake or invalid, on the other. It can also entail consequences like being detained, penalties and prosecution.

- **With the facility of making reservation 120 days in advance, plan your journey and purchase the tickets well in advance.** In any case do not attempt to jump the waiting list by resorting to illegal practices.

- **Insist on a receipt or a voucher wherever due, like for meals, penalties, etc.**

- **Should you come across any instance of malpractice or corruption in any sphere of Railway working, please take the trouble of informing us.** It will be helpful if you could note all the relevant details like description of the train, place, time and date and designation of the Railway Personnel concerned, name and address of the witness, etc. The information along with your name and address may be sent to the Vigilance Organisation of the Zonal Railway which is functioning under Senior Dy. General Manager, who is also the Chief Vigilance Officer of the Railway and looks into the complaints of corruption. In case you wish to convey the information orally, you could meet them in person. The information would be treated as confidential but the Railway may have to seek your co-operation to tender evidence during the course of the investigation/enquiries to help bring the culprits to book.

- **Travelling under another person’s name is an offence under Section 142 of the Railways Act which pertains to travel on transferred tickets.** Passengers who purchase transferred tickets are likely to be detrained, fined and even prosecuted. The penalty for transfer of tickets will be a fine of Rs.500/- or imprisonment up to 3 months or both. Such tickets purchased by the passengers will be forfeited and they will be treated as travelling without ticket. Hence, passengers are advised not to purchase tickets which are sold by touts or unauthorised travel agents.

- **Unauthorised buying and selling of reserved tickets is an offence under Section 143 of the Railways Act.** The penalty for unauthorised purchase and sale of tickets will be a fine of Rs. 10,000/- or imprisonment up to three years or both.

- **Passengers who buy tickets from unauthorised travel agents may lose both their tickets and the reserved accommodation, if such tickets are confiscated during raids.**

- **Buy tickets directly from counters or approach authorised Travel Agents.**