

Am I required to carry proof of identity during journey in Reserved Classes?

Any one of the passengers/ the passenger booked on the tickets issued from Computerised Passenger Reservation System (PRS) and internet (i&e ticket), undertaking journey in reserved classes, have to carry anyone of the ten prescribed proof of identity (in original) during the journey and produce the same as and when required failing which all the passengers booked on that ticket will be treated as without ticket and charged accordingly.

The list of valid proofs of identity are as under:

- Voter Photo Identity Card issued by Election Commission of India.
- Passport.
- PAN Card issued by Income Tax Department.
- Driving Licence issued by RTO.
- Photo Identity Card having serial number issued by Central/ State Government.
- Student Identity Card with photograph issued by recognized School/ College for their Students.
- Nationalised Bank Passbook with photograph.
- Credit Cards issued by Banks with laminated photograph. and
- Unique identification Card "Aadhar" eg.downloaded Aadhar (e-Aadhar & m-Aadhar).
- Photo identity cards having serial number issued by Public-Sector Undertakings of State/Central Government, District Administrations, Municipal bodies and Panchayat Administrations.
- In case of reserved tickets booked through computerised Passenger Reservation System (PRS) counters, for undertaking journey in Sleeper (SL) & Second Reserved Sitting (2S) classes, attested photo-copy of Ration Card with photographs and Nationalized Bank Pass-book with photograph are also accepted.

Note: The above said provision is not applicable to Tatkal ticket which is governed by separate instructions.

- Student Identity Card with photograph issued by recognized School/ College for their students
- Nationalised Bank Passbook with photograph and
- Credit Cards issued by Banks with laminated photograph.
- Unique Identification Card "Aadhar " eg.downloaded Aadhar (e-Aadhar & m-Aadhar).
- Photo identity cards having serial number issued by Public Sector Undertakings of State/Central Government, District Administrations, Municipal bodies and Panchayat Administrations.
- Keeping in view the short Advance Reservation Period and with a view to make this scheme economically unviable for unscrupulous elements/touts, refund rules of the scheme have been made stringent in which no refund is granted on the confirmed Tatkal tickets. However, full refund of fare and Tatkal charges is granted on the tickets booked under Tatkal scheme under certain circumstances like non-attachment of coach, cancellation of train, as explained below:-
- If the train is delayed by more than 3 hours at the journey originating point of the passenger & not the boarding point if the passenger's journey originating point and boarding point are different.
- If the train is to run on a diverted route and passenger is not willing to travel.
- If the train is to run on diverted route and boarding station or the destination or both the stations are not on the diverted route.
- 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.
- 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.
- Tatkal charges have been fixed as a percentage of fare at the rate of 10% of basic fare for second class and 30% of basic fare for all other classes subject to minimum and maximum as given in the table below:-

| Class of Travel | Minimum Tatkal Charges (in ₹) | Maximum Tatkal Charges (in ₹) | Minimum Distance for charge (in Km) |
|-------------------------------------|-------------------------------|-------------------------------|-------------------------------------|
| Reserved Second Sitting (2S) | 10 | 15 | 100 |
| Sleeper | 100 | 200 | 500 |
| AC Chair Car | 125 | 225 | 250 |
| AC-3 tier | 300 | 400 | 500 |
| AC-2 tier | 400 | 500 | 500 |
| Executive | 400 | 500 | 250 |

Note:

- In case the total run of the train is less than the distance restriction, end fare i.e. from originating to destination station shall be charged.
- There will be no such restriction for Tatkal scheme in passenger trains.
 - Tatkal tickets are issued subject to the applicable distance restrictions.
 - All authorised ticketing agents of Indian Railways/IRCTC have been restricted from booking Tatkal tickets between 1000 hours and 1030 hours for tickets in AC classes and between 1100 hours and 1130 hours for non-AC classes on the opening day of reservation.
 - It is possible to book a maximum of only four passengers per PNR for Tatkal tickets.
 - The web services agents of IRCTC have been permitted to book only one Tatkal ticket per train per day on the internet.
- Powers for earmarking of Tatkal accommodation in different classes have been delegated to Zonal Railways who take a decision in this regard keeping in view the utilization pattern in that class during the previous financial year as well as availability of accommodation. The accommodation so earmarked, however, in no case exceed upto maximum of 30% of capacity of coach depending on the utilization of this quota during the last 6 month period.
- Out of the total berth potential of around 14.65 lakhs berths/seats per day on an average, around 3.02 lakh seats/berths are available for booking under Tatkal / Premium Tatkal every day i.e. approximately 20.63% of the total accommodation.
- Instructions have also been issued to zonal Railways to introduce Tatkal scheme in the passenger trains in that train/class in which average utilisation during the previous financial year has been more than 60%. The minimum Tatkal charges prescribed for different



Tatkal Scheme

With a view to provide reservation to those passengers who have to undertake journey at short notice and to save such passengers from the clutches of unscrupulous elements/touts, Tatkal Reservation Scheme was initially introduced in December, 1997. Initially this scheme was available only in around 110 trains and mainly in Sleeper Class. At that time an extra coach was to be attached for this purpose. This scheme was thoroughly revised in August 2004 and some modifications were made from time to time. The salient features of this scheme as on date are as under:-

- Tatkal booking for AC classes opens at 1000 hours on the previous day of journey excluding date of journey from the train originating station. For non-AC classes, Tatkal booking starts at 1100 hours on the previous day of journey excluding date of journey from the train originating station. For example, if train is to depart from the originating station on the second of the month, the Tatkal quota for that particular train shall open at 1000/1100 hours on the first of the month.
- The reservation under this scheme is available only upto the time of preparation of charts. At the time of preparation of charts, the vacant Tatkal accommodation is released to the RAC/waitlisted passengers and no Tatkal charges are realised from such passengers.
- The facility of change of name is not permitted on the bookings made under Tatkal scheme.
- No duplicate Tatkal tickets are issued. Duplicate Tatkal tickets are issued only in exceptional cases on payment of full fare including Tatkal charges.
- The reservation under this scheme can be sought by **full fare paying passengers only and no passenger holding concessional ticket** is allowed to avail reservation under this scheme.
- In case of tickets booked under Tatkal scheme, during the journey, one of the passengers booked on that ticket is required to produce any one of the prescribed proof of identity mentioned below (in original), failing which all the passengers booked on that ticket are considered as travelling without ticket and charged accordingly:-
 - Voter Photo Identity Card issued by Election Commission of India.
 - Passport
 - PAN Card issued by Income Tax Department
 - Driving Licence issued by RTO
 - Photo Identity Card issued by Central/State Government

classes will be applicable as flat Tatkal charges. All other conditions applicable to normal Tatkal scheme will be applicable in case of identified passenger trains.

The Up-gradation Scheme

With a view to optimise the utilisation of available accommodation in train, a scheme to upgrade full-fare paying passengers to the higher class without any extra charge against the available vacant accommodation is available in almost Mail/Express trains.

The passengers are required to give the option for being considered for upgradation. If no option is given at the time of filling up of requisition form, the same is treated as “yes” and passenger(s) can be considered for upgradation.

The passengers for upgradation are selected automatically (except in cases where the passenger has shown his unwillingness to be upgraded) on random basis by the System at the time of preparation of reservation charts.

All the passengers on a ticket are upgraded together.

It is not done for block booking transactions.

If a passenger, who has been upgraded, cancels his ticket, cancellation charges of the original class only are payable. It is advisable to avail the facility (by exercising the option in the affirmative) and always to check the status (coach/ berth numbers) before boarding the train.

SALIENT FEATURES OF ALTERNATE TRAIN ACCOMMODATION SCHEME - “VIKALP”

The Alternate Train Accommodation Scheme (ATAS) was launched under the name “VIKALP” on pilot basis only for the tickets booked through internet on two sectors i.e. Delhi-Jammu and Delhi-Lucknow sectors (November, 2015).

The scheme is applicable to all passengers getting the status of waiting list at the time of booking irrespective of booking quota and concession.

This scheme has been expanded to cover all type of trains on all sectors from 01.04.2017.

The passengers can exercise the option for getting shifted to a train upto 72 hours of scheduled departure of original train in which waitlisted ticket was booked.

All the passengers booked under the scheme are given an option for getting alternate accommodation irrespective of the fact whether the boarding/ destination station of the passenger are originating/ terminating/roadside station.

No extra charges are taken from passenger or any refund is provided for difference of fare.

VIKALP opted passengers who remain fully Waitlisted after charting will only be considered for allotment in the alternate train.

Either all passengers of a PNR or none will be transferred to alternate train in same class. The passenger can be considered for shifting to a train leaving from any station amongst the cluster of stations defined by Railways based on the convenience of the passengers to a station serving the destination station on the same analogy.

Waitlisted passengers of original train shall not be allowed to board the original train if allotted alternate accommodation.

Passengers once provided alternate accommodation in alternate train will be treated as normal passengers in alternate train and will be eligible for up gradation.

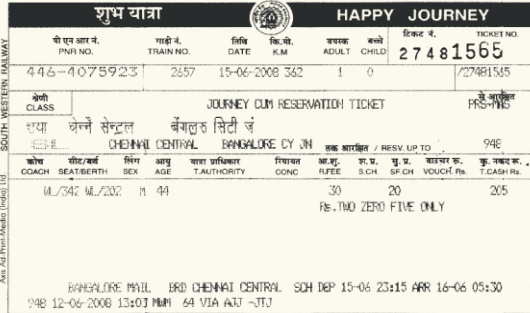
When a VIKALP opted passenger opts to cancel, after he/she has been given an alternate accommodation, he/she will be treated as a CONFIRMED passenger and the cancellation rules will apply accordingly.

No refund for difference of fare between the original train and the alternate train, including Tatkal charges, if any, will be given to re-allocated passengers or realised from them.

Once a VIKALP passenger has been allotted alternate accommodation, journey modification will not be permitted.

When a passenger who has been allotted alternate accommodation has not performed his journey in the alternate train, he can claim for refunds by filing a TDR request.

KNOW YOUR TICKET



शुभ यात्रा **HAPPY JOURNEY**

टिकट नं. 27481565

पं. नं. 446-40759233

ट्रेन नं. 2657

दि. 15-06-2008

कि. म. 362

वयस्क 1

बच्चे 0

श्रेणी: JOURNEY CUM RESERVATION TICKET

स्थान: चेन्नै सेंट्रल, बंगलुरु सिटी

कोच: ML/342

सीट/बेथ: ML/2307

लिंग: M

वय: 38

आ. नं.: 30

व. नं.: 20

कु. नं.: 205

फे. टाइम: ZERO FIVE ONLY

बंगलुरु मसिल. 06:00

चेन्नै सेंट्रल. 15:00

सो. डेप. 15-06-2008

अ. टाइम. 05:30

- 1 The Passenger Name Record (PNR) Number printed on your ticket is a unique number. Quote this number to check the status of your ticket.
- 2 Indicates the train number, date of journey, the distance for which the ticket is issued and the number of adults and children on your ticket.
- 1 Refers to the class of accommodation in which you intend to travel. Such class of accommodation is abbreviated as below.
1A-First AC; 2A-2-TierAC Sleeper; 3A-3-TierAC; EC - Executive Class; CC-AC Chair Car; FC-First Class; SL-Sleeper Class; II-Second Class Seat.
- 4 Indicates the originating and destination station of your journey as well as the station up to which you have sought a reservation. The name of such stations are displayed in both English and Hindi.
- 5 Indicates the confirmed status of your ticket. Viz. Coach No. A2, Berth/Seat No. 34, Sex: M (Male)/F (Female), Age : 38. In case you have AC First Class or First Class Ticket, the coach number or seat/berth number is not displayed. Such passengers may ascertain their actual accommodation status from the Reservation Chart.
- 1 Indicates your waitlisted position. Two such waitlist numbers are indicated: the first, is the **running waitlist number** and the second, the **current waitlist number** at the time of booking your ticket. The former is unique for a given train, date, route and class combination you are travelling on. Please look at the reservation chart with reference to your **running waitlist number** to instantly ascertain the final status of your ticket.
PQWL, RLWL, RSWL etc. indicate waitlist position of your ticket. PQ, RL and RS are internal codes used for operational reasons.
- 1 Indicates the amount paid for your ticket, both in words and figures. This may include charges such as Concession Amount (CONC) Reservation Fee (R Fee), Super Fast Charges (S.CH) and Voucher Charges (Vou. Ch)
- 1 A Displays the name of the train, your boarding station and the date and time of your travel along with scheduled arrival time and date at destination station.
- 1 Displays the date and time you bought your ticket.



Can I book my tickets through digital payment mode?

Yes. Point of Sale (PoS) machines have been installed at ticket booking counters to facilitate payment through credit/debit cards. Moreover, UPI/BHIM is also accepted as payment mode while booking tickets through counters.

Can I book my tickets through Mobile Phone?

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

Can I book my tickets through Travel Agents?

Yes, you can approach authorised Agents, who will book your tickets on payment of prescribed charges. No separate reservation quotas have been assigned to these agents.

Can I book meals through E-catering?

Yes, E-catering service has been started by Indian Railway Catering and Tourism Corporation (IRCTC) at all 408 A1 & A Category Stations and trains without pantry where passengers can book preferred meal of reputed brands through e-catering website as well as through phone and SMS. The website address is www.ecatering.irctc.co.in and phone numbers are 1800-1034-139 (Toll-free), 0120-4383892-99 (Toll) and SMS MEAL to 139 Further, a four digit all Indian Toll free no.1323 is operational along with a Mobile APP launched for this service. The list of the trains in which e-catering facility is available are shown in the above website.

Are there any special facilities provided by Indian Railways for foreign tourists?

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

BOOKING TOURISTS THROUGH INTERNET UPTO 365 DAYS IN ADVANCE

- i. For booking the, tickets the passport number, Nationality and the international Mobile no. of the passenger has to be mandatorily entered for generation of the ticket.
- ii. All tickets are booked on applicable fare and no concession is admissible
- iii. Payment is to be made only through international debit/credit cards. An SMS confirming the reservation of the ticket is sent to the registered mobile number
- iv. The fare is uniformly charged at 1.5 times the base fare by Indian Railways and IRCTC collects enhanced charges of 200/- per ticket.
- v. The passenger who has reserved the ticket under this category has to carry the original Passport (given at the time of booking ticket) with valid visa as identity proof and make it available for check during the journey. In case the passenger is not able to show the original Passport with valid visa, the passenger is treated as without ticket and charged penalty equivalent to 3 times the fare of the ticket and if passenger fails to pay the penalty, legal action will be taken against the passenger.
- vi. Foreign tourists are allowed to register their demand up to 365 days in advance till the train is made open for booking as per Advance Reservation Period (ARP). The limit up to which the demand of foreign tourists is registered is as under: -

| | |
|------------------------------|---------------------------|
| a. Eight berths per FAC | b. Four berths per FACCW |
| c. Eight berths per 2A coach | d. Ten seats per EC coach |
- vii. The demand is registered for all types of trains. The status on the ticket will be "Confirmed". Coach/Seat/Berth Number will be allotted on the day of opening of reservation as per ARP except in case of First AC in which Coupe/Cabin is allotted at the time of preparation of first reservation charts.
- viii. As on the day of registering of requests, no train exists in the system, the composition of the train on that date is taken into account for allowing the number of berths/seats for which requests are registered e.g. beyond ARP, if there are 04 coaches of 2A in a train, then provision is made for registering 4x8 i.e. 32 passengers. In case on the day of opening of reservation as per

- ARP, the number of coaches of that class varies, the number of berths/passengers allowed to be registered does not change.
- ix. If class itself doesn't exist once ARP opens, passengers will have to be manually allotted berths/seats in another class by database, operators as is being done presently.
 - x. The last request being registered is honoured even if the limit above has to be extended, however, beyond that no request is registered e.g. if the last request received is for 6 passengers and there is a scope for registering request for only 3 passengers, the above said limit is extended by 3 berths/seats to accommodate the last request. However, thereafter, no more transactions is allowed in that class beyond ARP.
 - xi. In case of cancellation of the tickets booked under this facility by the passenger flat 50% of the fare is deducted in addition to the cancellation charges applicable while refunding the amount. The time limit for granting 50% refund is as per extant Refund rules i.e. upto 4 hours before scheduled departure of train for confirmed PNRs. Part confirmed/part waitlist will be given refund as per rule upto 30 minutes. This rule is applicable for e-tickets as well as counter tickets.
 - xii. No change of name is permissible on such tickets under any condition.
 - xiii. Authorised ticketing agents are not allowed to book accommodation under Foreign Tourist Quota.
 - xiv. On the day of opening of reservation as per ARP, the accommodation will be released for general booking after accommodating of such request is registered.

Foreign tourist quota within ARP

- a. This quota is defined by zonal railways based on demand pattern.
- b. Booking against this quota starts from the day of opening of reservation in the train as per ARP.
- c. Accommodation against this quota can be booked within ARP on payment of 1.5 times the base fare.
- d. For booking across the counter through FT Quota within ARP, payment is accepted through any type of mode i.e. Indian Currency/National/ International Credit/Debit cards. Foreign nationals booking berths under general quota can book ticket on normal fare.
- e. The accommodation under this quota is allowed, to be booked up to the limit of foreign tourist quota defined by the Railways subject to the condition that the last party is accommodated in general quota. If partial accommodation is available under foreign tourist quota. The fare for the entire party in such case is 1.5 times the base fare.
- f. If foreign tourist quota is exhausted, system will not automatically book in GN quota, the passenger has to explicitly book in General quota on payment of normal fare.
- g. No waiting list tickets are issued except in case the last request for foreign tourist quota is more than the quota and there is no accommodation available in general quota at the time of booking.
- h. The unutilised accommodation under foreign tourist quota is released to RAC/ waiting list passengers at the time of preparation of first reservation chart.

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

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

