

COACHING THEORY



COMMERCIAL
DEPARTMENT,
ZONAL RAILWAY
TRAINING INSTITUTE,
BHUSAWAL.

DISCLAIMER

This reading material has been prepared for the guidance of trainees under going in the institute; hence it should not be looked as substitute of Tariffs, Manuals and Codes on Commercial subjects. This is not exhaustive, in case of any doubt; it is advised to refer concerned code, manuals and rulebooks.

Principal

Zonal Railway Training Institute,

Bhusawal. Central Railway.

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CHAPTER 1:- GENERAL FOUNDATION.**Functions of Commercial Department -**

1. To issue reserved and unreserved tickets to passengers.
2. Booking, loading / unloading and delivery of Goods traffic.
3. Booking, loading / unloading and delivery of parcel and passenger luggage.
4. Booking, loading / unloading and delivery of livestock.
5. Checking of tickets at stations and in trains. Collection of Charges from without ticket and irregular Travellers. Charging of unbooked luggage.
6. Accountal of cash received from above mentioned activities and remittance to Chief Cashier through Station Master / Cash clerk.
7. Preparation and submission of Balance sheet at the end of the month and other statements time to time to the Accounts Office.
8. To provide facility of enquiry regarding reservation and running of trains.
9. Disposal of claims and taking measures to prevent claims.
10. Maintain public relations.
11. Disposal of public complaints.
12. To provide catering service and other passenger amenities and upgradation of provided amenities.
13. Commercial publicity - Publicity of services / amenities provided by Railways and earn through advertisements.
14. Marketing and Sales.
15. Traffic Survey.
16. To co-ordinate with other modes of transport.
17. To provide catering service, alternate transport services to passengers and payment of ex-gratia at accidental site.
18. To conduct meeting with railway users at Station, Divisional, Zonal and at the Railway Board level.
19. Opening of halt station, City Booking Office, City Booking Agencies, out agencies and Sidings. Appointment of contractors for sale of tickets at halt station.
20. Disposal of station outstanding.

Public Complaints

Definitions: - When there is any deficiency in services / amenities provided or any inconvenience passenger, then complaint is lodged. It means Complaint is an allegation against Railway administration.

General Causes for Complaints -

1. Theft of passenger luggage in train.
2. Entry of unauthorized passengers in passenger coaches.

3. Delay in running of trains.
4. Damage to booked luggage / parcels.
5. Improper cleanliness in trains and stations.
6. Dirty bed rolls in the trains.
7. Regarding settlement of claim.
8. Regarding corruption
9. Deficiency in catering service.
10. Discourteous/non cooperative /rude behaviour of commercial staff.
11. Inadequate facility of drinking water.
12. Improper functioning of electrical equipment's.
13. Incorrect information and improper guidance provided to railway customers on enquiry.
14. Railway employees' ignorance about rules.
15. Inadequacy in amenities provided to railway customers.
16. Accidents to passenger trains and improper disaster management in case of accidents.
17. Over charging from railway customers.
18. Not attending telephones in enquiry office.
19. Over carriage of parcels and luggage.
20. Gents travelling in ladies coach.

Disposal of Complaints:

1. If a complaint is received about non-availability of water or non-functioning of lights/fans in coaches, to render the assistance to the passengers, concerned employee should be informed immediately and the problem should be resolved.
2. If gents are traveling in ladies coach, they should be requested to leave the coach; otherwise assistance of the security personnel should be taken.
3. If reserved accommodation could not be made available to passengers, they should be helped.
4. It is the duty of railway employee to work according to rules, so that complaints do not arise.
5. Employee should always be vigilant on duty.

Modes of lodging Complaints

1. **Complaint and Suggestions Book.** - Every organization needs Complaint and Suggestions Book because the employees of an organization cannot find deficiencies of the organisation; hence the complaints or suggestions are always welcomed.

The complaint book is available at all the stations with Station Master, the guards and Conductors of all passenger trains, in refreshment rooms and in reservation offices. This is a numbered book with 3 foils of each number:-

1) Record; 2) Passenger; 3) Divisional office.

The complaint should contain particulars of complainant like-name of Complainant, address, reason of complaint, signature etc. and it should be signed by Station Master .Efforts should be made to dispose off the complaint immediately at the same time. Third foil should be sent to DCM office by first available train. The complaint books should be made available immediately to the passenger on demand, otherwise departmental action can be initiated against the railway employee.

2. Verbal
3. Through post
4. Through SMS
5. Through e-mail
6. Telephonic
7. Twitter
8. Assistance booth
9. Help line No.
10. Complaint cell.
11. Public representative
12. Public committee
13. CVC/vigilance/CBI
14. Railway Ministry
15. Direct contact with officers.
16. PIDPPI
17. For security issues, passengers can directly call 182.
18. Railway passengers can also complaint by sending an SMS to +919717680982

Complaint Redressal Machinery -

To redress public complaints, Public Grievance Redressal Machinery is functioning at the Railway Board, Zonal, and Divisional level. At Railway Board level, the work of this organisation is looked after by Executive Director (Public Grievances). At Zonal level, the chief of this organization is Additional General Manager. Any rail user can directly contact him on the first and third Friday. At Divisional level, the chief of this organization is Additional Divisional Railway Manager. Any rail user can contact him directly on every Friday. Any rail user can directly contact General Manager on the last Friday of the month. The time for contact is 15- 16 Hours.

Public Relations -Indian Railway is a commercial organization. It is essential for every organization to maintain relations with public. Public Relation involves maintaining good relations with public, to put forth the problems of public in front of administration, and to inform public regarding amenities provided by railway administration etc.

Main Objectives of Public Relations:-

1. Maintaining good relations with public
2. To gain faith of public.
3. To improve the image of Railways in public.

Public Relation Organisation -

At Zonal level, this organization is functioning under Senior Deputy General Manager. He is assisted by Chief Public Relations Officer, Public Relations Officer, and Assistant Public Relations Officer. At Divisional level this work is looked after by Commercial Department.

Main Functions of organization:-

1. Providing wide publicity about passenger amenities amongst public.
2. Publicity regarding changes in Time Table.
3. To inform concerned officer regarding complaints received from public.
4. To give clarification about the rumours published in the newspapers.
5. To obtain earnings through Commercial Publicity.

To maintain public relations the following committees are formed at various levels. :-

1. National Railway Users Consultative Council. (NRUCC).
2. Zonal Railway Users Consultative Committee. (ZRUCC).
3. Divisional Railway Users Consultative Committee (DRUCC).
4. Station Consultative Committee (SCC).
5. Suburban Railway Users Consultative Committee (SRUCC).
6. Railway Users Amenity Committee (RUAC).
7. Time Table Committee.(TTC)

National Railway User Consultative Council (NRUCC):

1. President- Railway Minister.
2. Secretary- Director Traffic Comm.(General).
3. Tenure - 2 Years
4. Meetings- Twice in a year.

5. Allowance- As per prescribed rate and Complimentary pass.
6. Members-
 - a. Chairman Railway Board and all members of Railway Board.
 - b. Secretaries of Ministry of Commerce, Civil Supplies and Co-operation, Industry, Tourism and Civil Aviation Ministry.
 - c. 10 members from LokSabha.
 - d. 5 members from RajyaSabha.
 - e. 1 member from each ZRUCC.
 - f. 2 members from Chamber of Commerce.
 - g. 1 member from Agricultural Organization.
 - h. 1 member from industrial Organization.
 - i. 2 members - Retired Railway Officers (GM / Members of Board)
7. **Functions-**
 - i. Demand for improvement in passenger services and amenities.
 - ii. Demand regarding opening of new stations
 - iii. Demand regarding conversion of Gauge
 - iv. Demand regarding extension of Railway Line.
 - v. Discussion regarding increase in speed of trains.
 - vi. Demand for improvement in catering services.

Zonal Railway Users Consultative Committee (ZRUCC)

1. President -General Manger.
2. Secretary -Secretary to General Manager.
3. Tenure -2 years.
4. Meeting -Thrice in a year.
5. Allowance-As per prescribed rate and Complimentary Pass.
6. Members -
 - a. One Member from Government of each of the states served by that railway.
 - b. One member from each State Legislative Assembly/Council served by that railway.
 - c. 5 members from Chambers of Commerce and Trade Associations.
 - d. One member from each DRUCC.
 - e. 2 members from LokSabha and One from RajyaSabha.
 - f. 2 members each from Agricultural, Passenger associations and Public Sector Undertakings.
 - g. 1 member from Consumer Protection Organisation.
 - h. 9 members (8 members nominated by MR and One by GM).
7. **Functions -**
 - a. Demand for Improvement and increase of passenger services and facilities provided by the Railway.

- b. Demand for Improvement and increase in quality of Catering Services.
- c. Demand regarding opening of new stations and sidings.
- d. Demand for the electrification in section.
- e. Demand for changes in Time Table.
- f. Demand of coolie at the station where such facility is not available.
- g. Suggestion to Railway administration regarding railway working.

Divisional Railway Users Consultative Committee (DRUCC)

1. President- Divisional Railway manager.
2. Secretary- Sr.DCM/DCM
3. Duration- 2 Years.
4. Meeting- once in three months (at least 3 in a year)
5. Allowance- As per prescribed rate and Complimentary Pass
6. Members-
 - a. 6 members appointed by GM from local chamber of commerce, trade, Industrial and agricultural associations.
 - b. 2 members from recognized passenger association to be appointed by GM.
 - c. 9 members of whom one is nominated by GM and remaining 8 are nominated by Railway minister.
 - d. One Member from Government of each of the states served by that division.
 - e. One member from each State Legislative Assembly served by that division.
 - f. One member each nominated by Union Minister and Members of Parliament within jurisdiction of the division. (MP can't be nominated as a member in this Committee)
 - g. One member from Consumer Protection organisation.
 - h. One member from association of handicapped.

7. Functions -

- a. Consider Matters referred by National Railway Users' Consultative Committee and Zonal Railway Users' Consultative Committee.
- b. Demand for Improvement in passenger services and amenities provided by Railway.
- c. Demand for regarding opening of new stations.
- d. Demand for changes in Time Table

Station Consultative Committee (SCC)

1. President - Sr.DCM / DCM / ACM (According to Station)
2. Secretary - SM/CSCI (Chief Sectional Commercial Inspector)
3. Duration - 2 years.
4. Meetings - 4 times in a year.
5. Allowance- As per prescribed rate and complimentary pass.

6. Member -

- a. Not more than ten members of local chambers of commerce in the division, local. Co-operative committees and public representatives
- b. Nominated by GM related with commerce and Industries.

7. Function -

- a. Demand for Improvement of passenger service on stations.
- b. Demand for maximum facilities for Railway users.
- c. Discussion on difficulties, grievances, problems of Railway users and give the suggestion.

Suburban Railway Users Consultative Committee (SRUCC)

1. President - COM
2. Secretary - DGM
3. Duration - 2 years
4. Meeting - As and when required,
5. Allowance - As per prescribed rate and Complementary pass.
6. Members -
 - a. One member from Municipal Council (max. 2 members)
 - b. One member from DRUCC of the Division under jurisdiction which the station comes.
 - c. One member from Zonal Railway Users Consultative Committee.
 - d. 4 members from suburban passenger organization.
 - e. One lady member who is nominated by GM and she should be a member of Lok Sabha or MLA/MLC.
 - f. In addition to that 4 members are nominated by Railway minister and one is nominated by ministry of parliamentary affairs.

Time Table Committee (TTC)

1. President - COM.
2. Secretary - Nominated by GM.
3. Duration - 2 years.
4. Meeting - As and when required.
5. Allowance - As per prescribed rate.
6. Members -
 - a. One member from each Divisional Railway Users Consultative Committee.
 - b. 3 members from registered passenger Organization.
 - c. One member nominated by GM.

- d. One member from National Railway Usurers Consultative Council who is also members of Zonal Railway Usurers Consultative Committee.
7. Function -
- a. Suggestions are accepted from this committee while preparing Time Table and it can demand change in time table.
 - b. To publish Time Table and send it to Divisional and stations.

Railway users Amenities Committee (RUAC)

1. President - GM
2. Secretary - Nominated by GM.
3. Duration - 2 years.
4. Meetings - As and when required.
5. Members -
 - a. One member from each DRUCC.
 - b. One member is nominated by GM.
 - c. CCM, COM, PCE, CEE.

6. Functions -

- a. Suggestions for Improvement and increase of passenger services and facilities provided by the Railway.
 - b. To prepare annual program to provide amenities to the passengers.
- Note: - This committee will not work for suburban section.

Functions of Commercial Department at Accident site:

1. Preparation of list particulars of injured passenger.
2. Searching of the doctor in the train.
3. To arrange First aid for injured passengers.
4. Sending injured passengers to the Safe place.
5. To arrange to send the serious passenger to the hospital.
6. Arrangement of safety for the passenger's luggage.
7. To prepare a list of serious and deceased passengers.
8. Arrange water and meals.
9. Arrangement for transshipment.
10. Issue passes to Kith and kin of affected passenger.
11. Arrangement waiting room and retiring room facility to Kith and kin.
12. Message to be issued to Kith and kin of affected passengers.
13. Arrangement for refund of fare

Customer Care and Customer Satisfaction:-

Passengers, consigners and consignee are the customers of railway as they provide revenue to railway. They expect for easy availability of ticket, confirm reservation, concession in fares and refunds as well as catering, passenger amenities and expeditious redressal of complaints and grievances. Similarly, consigners and consignee want privilege of smooth booking and delivery of their goods. Therefore, railway has to look after the ways of customer satisfaction through improvement in services.

There are two types of Customer Satisfaction.

- i. Physical Satisfaction.
- ii. Mental satisfaction.

Indian Railway is a commercial organisation. It should be the prime motto or principle of every commercial organisation that every customer should get mental and physical satisfaction. The first object of Indian Railway is to serve and then earn the profit. The working of any organisation denotes the quality of organisation. The higher the quality of service will be, the customer's satisfaction will be higher. It is not enough to earn profit for the progress of any business, but it should be seen that quality services should be provided by which customer will get mental and physical satisfaction.

If we are not satisfying our customer is fully, the image of railway will be negative day by day. So, customer satisfaction is major part of our work. For the satisfaction of customer it is essential to follow the principles of Public Relations. It is essential to reach the passenger, their luggage, parcels, goods etc, as early as possible at destination safely.

To improve the customer satisfaction, the following steps are taken by railway administration.

1. Running of superfast Trains.
2. Weekly Trains are run on daily basis.
3. Tickets are issued by computerized system.
4. Provision of catering services.
5. Quick disposal of public Claims.
6. Quick disposal of public complaints.
7. Training of customer care to the commercial staff.

Courtesy:-

The meaning of courtesy is humble, manners and helpful behaviour. Courtesy is the relationship between good people courtesy is inherent in a human being since childhood otherwise due to his bad behaviour he will destroy his name as well as the name of the department and also of the Indian Railway.

Indian Railway is the property of Indians. The main object of Railway is to serve people and then to earn profit Indian Railway sales transportation services. As such the business of railway is fully depend upon the co-operation of public. For getting the co-operation from the public the courteous behaviour of railway employees is essential.

The “Conduct rules for Railway employees” are published by Railway Administration time to time. Some important conduct rules are as under-

1. Each employee should be present timely for duty.
2. He should be in proper uniform. Uniform should be neat and clean.
3. Name plate and badge should be on uniform.
4. The correct information should be given to the customer.
5. To satisfy the Railway users and solve their complaints and grievances.
6. Senior employees must create a good example for junior railway employee.
7. A railway user is not an obstruction in our working but he is the important part of our function. Each passenger has right to get the co-operation from the railway employees, hence he should be provided proper guidance and information.
8. Railway passengers are always in hurry hence their problem/difficulty must be listened carefully and solved accordingly.
9. One sweet and soft word can minimize the anger. This sentence should always be remembered.
10. The majority of travellers on Indian Railway is of second class, to whom railway administration is unable to provide all the required facilities and that it's why this class is always unsatisfied. Hence the traveller of this class should always be handled with courteous and helpful manners.

Courtesy is the foundation of Public goodwill. Courteous person always behave with courtesy in all circumstances. Railway customer is our guest from the time he enters Railway premises, till he leaves Railway premises. Hence all facilities and services provided by Railway Administration should be given to him.

With the courteous behaviour the employee can increase the Goodwill as well as name of Zonal Railway and Indian Railway. Courtesy week is organized by Railway in every year from 10th to 16th April..

Passengers Amenities -

Amenities Provided at Station-

1. Ticket booking facility.
2. Plat form.
3. Drinking water
4. Waiting Room.
5. Benches,
6. Cover over Platforms.
7. Lights arrangements
8. Fans
9. Latrine
10. Foot Over Bridge
11. Time Table
12. Clock
13. Retiring rooms
14. Waiting Room
15. Cloak Room
16. Enquiry Office
17. NTES
18. IVRS
19. Public Address System
20. Water cooler
21. Book stall
22. Catering arrangements
23. Train Indicator Board
24. Signage's
25. Parking facility
26. Public Telephone booth
27. Medullar catering stall
28. Auto make Vending Machine
29. Pay and use Toilets.
30. Touch screen based Enquiry system
31. POET
32. Wi-Fi
33. Food Plaza
34. ATM facility
35. Water Vending machine.
36. Battery operated Car

Amenities Provided in Train -

1. Bed roll
2. Pantry car
3. Fans and lights
4. Charging facility for mobile/laptops.
5. Facility to lodge FIR
6. Alarm Chain Pulling
7. RPF
8. Emergency Windows
9. First Aid
10. Stretcher
11. Ladies Escorts
12. Magazines
13. Fire fighting aids
14. OBHS
15. Wi-Fi
16. Wake up alarm through 139
17. E- Bedroll
18. On board entertainment facility in special train.

CITIZEN CHARTER OF PASSENGERSERVICES:

PREAMBLE: The charter is a commitment of the Indian Railway administration to:

- i. Provide safe and dependable train services.
- ii. Set notified standards for various services.
- iii. Provide courteous and efficient counter services.
- iv. Ensure adequate passenger amenities in trains and at railway stations.
- v. Set up responsive and effective grievance redressal machinery at various levels for time bound reduction of complaints and grievances as far as possible.

PASSENGER SERVICES IN CITIZEN CHARTER:

1. Reservation.
2. Booking.
3. Action on Lost, Torna and Mutilated Tickets.
4. Concessions.
5. Special Trains/ Coaches.
6. Enquiry and Information.

7. Catering
8. Cleanliness.
9. Passenger Amenities.
10. Public Grievances Redressal ,
11. Action against Theft of Luggage.
12. Co-Operation from Passenger.

Waiting rooms:

1. Waiting rooms at stations are provided for the convenience of passengers.
2. Station masters have been instructed to open the waiting rooms two hours before the arrival of train and close after two hours of the departure of train to avoid unauthorized occupation
3. The passengers arriving by night trains may remain in waiting room till morning and the passenger leaving by night trains may remain in until their train leaves.
4. Separate waiting rooms are provided for passengers of different classes. Male passengers should not occupy waiting rooms marked for ladies.
5. A register is maintained in every waiting room under the custody of an attendant, wherein every passenger occupying the room should enter the particulars of their ticket/pass.
6. Ticket collectors have been instructed to check the waiting rooms at regular intervals and remove unauthorized persons.

Retiring Rooms and Dormitories:

1. AC and NON-AC Retiring Rooms and Dormitories are provided at several important stations. These serve as transit accommodation for passengers.
2. Only those holding a valid ticket for an inward/outward journey are eligible to apply for the use of Retiring Rooms and dormitory beds, at a reasonable cost.
3. Passenger is required to present his journey tickets along with the complete Application Form. The rooms/beds will be allotted by the Station Manager/ based on availability.
4. The genuineness of the passengers holding the ticket will be verified prior to the allotment of rooms/beds.
5. The charges will be collected for the 12/ 24 hours irrespective of period of stay.
6. In case the retiring room is occupied for more than one day, the charge from the subsequent day will be 25% more for each day.
7. Retiring Rooms can also be booked online through IRCTC website

Licensed Porters:

Licensed porters with uniform and badge numbers are provided at important Railway stations for carrying luggage of passengers at prescribed rates. Complaints of overcharging etc. against licensed porters should be brought to the notice of station master for suitable action.

Wheel Chairs and Stretchers:

These are available free of cost at certain stations and can be obtained from the Station Manager. The rate payable to porters for assistance with Wheel chair can be obtained from the Station Manager.

Battery Operated Car (BOC)

1. Railway Ministry will soon launch a mobile application for booking battery-operated cars for station premises in an attempt to help old and differently-abled passengers needing assistance.
2. The dedicated mobile application will help users book battery-operated cars. The booking facility will also be available on IRCTC e-ticketing website and 139.
3. As per the instructions, each railway station will have a dedicated mobile number which will be displayed on IRCTC e-ticketing website.
4. Based on the station at which the facility is booked by the passenger, the booking details will be sent by SMS both to the passenger and the service provider along with the amount chargeable.
5. The service provider will have to ensure that the battery operated car is positioned at the desired point at the platform near the coach of the arriving passenger or at the entrance of the station building.
6. The charges would be collected by the service provider directly from the passenger.
7. Rail users who book the service in advance will get a priority. Those without prior booking can get the service on 'first come first served' basis.
8. Senior citizens, differently-abled, pregnant women and medically sick travellers will be given a preference.
9. The number of such cars available at a station will depend on the number of platforms, number of passengers handled and availability of space for parking and movement of the vehicles.
10. The service provider contracted will be solely responsible for "operation and maintenance". The Railways will be providing electrical points for charging the battery-operated cars as well as free parking space.
11. Initially this service will be made available at some A-1 railway stations.
12. It is currently available at stations under Konkan Railways. New Delhi railway station also provides this facility as part of ministry's Sarathi Seva scheme.

FIRST AID BOXES:

1. All long distance passenger carrying trains are provided with First Aid Boxes containing essential drugs and dressing materials.
2. In addition, Augmented First Aid Boxes with wide range of medicines, disposable medical material, etc. have been provided with the Train Superintendents of Rajdhani / Shatabdi Express trains and Guards of other nominated trains.
3. The front line staff deployed on trains is trained in rendering First Aid.
4. Services of doctors travelling as passengers are utilized to attend to passengers who are in need of urgent medical assistance.
5. If a person falls sick during journey, a doctor can be called at the next stopping station where a Railway Doctor is headquartered on payment of specified charges.
6. Trains can also make unscheduled halts, if necessary, at the stations en-route in emergencies.
7. Railway doctors at major stations are available on call basis. The Station Masters have details of doctors, clinics & hospitals, both Government and Private, in the vicinity of the station, so that their services could also be availed, in emergencies.

Bed Rolls:

1. Bed rolls are supplied free of charge to the passengers of AC I class, AC 2-Tier and AC 3-Tier classes of all trains (except GaribRath), including Rajdhani Express and Duronto Express trains.
2. Bed rolls will also be supplied to the passengers travelling in I class, provided request is made to the Stations Manager of the originating station, at least two hours before the scheduled departure of the train, subject to availability of stock and on payment of Rs.25/- per bed roll, per journey.
3. **Bedrolls** –comprising a blanket, pillow and two bed sheets are supplied in **Garibrath @ Rs 25** on demand. The receipt is handed over on spot to passengers. It is not included in the fare.
4. Bed roll consists of following:
Bed sheets -- 2; Face Towel -- 1; Blanket -- 1; Pillow with cover -- 1.
5. Passenger has to return the bedrolls to the Coach Attendant well in advance before the arrival of the train at the destination station.

E-Bedroll / Online booking Bedroll kits through IRCTC website.

1. All bonafide passengers having valid PNR can book for a takeaway bedroll kit on payment basis.
2. The services can be availed on www.irctctourism.com.
3. Takeaway bedroll kits will be available in two variants:-
 - (a) Variant 1 - Cotton bed sheets (02 nos.) and a pillow (01 no.) (Packed in a bag) = Rs.140/-
 - (b) Variant 2- Blanket (01 no.) (Packed in a bag) = Rs.110/-
4. The services would be PNR based and the bedroll will be available either through online booking on IRCTC website (pre-paid option only) or across the counter sale (cash) at IRCTC outlets on the stations.
5. The bedroll booked online would be provided to the passenger on their seat/berth.
6. This facility is available at CSTM, Mumbai central, Bengluru, New Delhi, HazratNizamuddin, Chennai Central station and Thiruvananthapuram station.
7. This facility is available to both Sleeper and AC class passengers.

Theft in train: - (FIR- First Information Report)

1. Indian railway has the facility of registering FIR in the running train in case of theft of luggage.
2. Pro-forma is given in time table.
3. FIR forms are available with the Coach Conductor & GRP.
4. Passenger has to fill luggage particulars, coach no, seat / berth no. in form and should mention every possible information about suspected co-passengers in the form like their seat / berth no., spoken language, topic of discussion, station of commencing journey, station where they detained etc.
5. The complainant passenger has to write his full name & address in the FIR.
6. He will have to handover the copy of FIR to the GRP and take acknowledgement.
7. He need not discontinue his journey.
8. If FIR book is not available then he can write the complaint on plainpaper.
9. The complaint should contain details of stolen luggage and other articles.

Indian Railway Catering and Tourism Corporation Limited (IRCTC)

IRCTC Is established in 27 Sept.1999 is a public sector enterprise under Government of India, ministry of railways, and single window interface for providing comfortable travel and tourism solutions costumer segments and on board catering over Indian Railways.

Products and Services**A. Catering**

- a. On board catering on trains/ Pantry cars
- b. Train side vending.
- c. Base kitchen.
- d. Cell kitchen.
- e. Jan Ahaar
- f. Refreshment rooms at A1 & A category of stations.
- g. Multi cuisine food plaza
- h. Food courts
- i. Fast food units

B. Rail Neer (packed drinking water)**C. Tourism**

- a. Luxury tourist trains
- b. Village on wheel / Bharat Darshan trains.
- c. Hill/steam tourist trains
- d. Charting of special trains and coaches.
- e. Tour packages.
- f. Budget hotels - Rail Ratna
- g. Car rentals.

D. Ticketing and Reservation

- a. I - Ticket
- b. E - Ticket
- c. Reservation through mobiles /cell phones (Through service provider)
- d. Reservation on phone call.
- e. Online booking of retiring rooms.
- f. Online booking of FTR coaches/Train
- g. Cancellation through IRCTC website and Through 139

E. Call Centres / ITES

- i. Reservation related enquiry
- ii. Enquiry of train running position
- iii. Booking of tourism products / Rail tickets / hotels / taxis

F. IOBS (Integrated on Board Services)

- (i) Catering (mentioned above)
- (ii) Bedrolls, (iii) Cleanliness of trains and toilets.(Train Clean Stations)

INDIAN RILWAY CONFERENCE ASSOCIATION: (IRCA established in 1903)

IRCA is Administrative Organisation of all Zonal Railways, which is responsible for framing rules and fixes the responsibility for such rules. Similarly it also frames rules for international traffic.

FUNCTIONS:

1. To make pooled wagons for working in broad gauge and meter gauge.
2. To make traffic rules for transportation of goods, parcel, luggage and passenger.
3. To publish railway rule books and distribute them to various zonal railways.
4. To inspect the railway rolling stock at the transshipment points.

One commercial committee functions under IRCA. The CCM of all zonal railways are members of this committee. The functions of this committee are as under:

1. To discuss regarding suggestions on classification and reclassification of various types of goods.
2. To suggest and recommend changes about packing conditions.
3. To suggest and recommend changes about rates for carriage of different types of goods.

RIGHT TO INFORMATION ACT - 2005

This act was passed in parliament and came into force from 12-10-2005.

1. OBJECTIVES:-

- i. To bring transparency in the working of govt. department.
 - ii. To fix the responsibility of work/job.
 - iii. To reduce the corruption.
 - iv. Administration will become unbiased
2. This act is applicable to all state and central government offices and public sectors except on Jammu and Kashmir state and Security organizations run by government.
 3. **Information:** Through this act the information seeker can get information in form of records, documents, e-mail, circulars, press reports, suggestions, orders, log book details, agreements, CD, FLOPPY, data etc.
 4. For the implementation of RTI the public information officer and his assistant officer is deputed in every govt. office.
 5. Fee for application: - Rs.10. Xerox :-Rs.2. per copy
Inspection of record and document in the office first hour is free. Afterward Rs.5 per hour will be charged.
 6. After receiving the application from the applicant within 30 days information will be conveyed to him.

7. **EXEMPTED INFORMATION:** The information about security, integrity, military sector, foreign relations Of India and commercial secrets etc.
8. **PENALTY:** If public Information officer (PIO) does not give information within the prescribed time he will be penalised with Rs. 250/- per day and maximum uptoRs. 25000/-.
9. **BENEFITS:** Transparency in the working,Administration will be people and development oriented, Administration will become unbiased,and Corruption will be reduced.
10. **LOSSES:**Work load will increase. Clerical cost will increase.There will be wastage of time if unrelated information was demanded. Pace of development will reduce.

CONSUMER PROTECTION ACT - With effect from 26-12-1986

1. This act is made by govt. to protect the customers from unlawful sellers.
2. **OBJECTIVES:**
 - i. To protect the consumers from the traders against the selling of wrong articles at the higher price.
 - ii. To make awareness in the public against the traders who carry out illegal trading practices.
 - iii. To empower the consumers through this act.
3. **CONSUMER PROTECTION COMMISSION**
 - A. **District Commission :**

President: - Retired district court judge.

Members: - There are 2 members. One should have sufficient knowledge of commerce and account. The other lady member should be social servant.

Monetary Limit: - The commission can settle claims uptoRs. 20Lakhs.
 - B. **State Commission:**

President: - Retired High Court Judge.

Members: - There are 2 members. One should have sufficient knowledge of commerce and account. The other lady member should be social servant.

Monetary Limit: - The commission can settle claims more than Rs.20 Lakh and upto Rs.1 Crore.
 - C. **National Commission:-**

President: - Retired Supreme Court judge.

Members: - There are 3 members. Two members should have sufficient knowledge of commercial and account. The other lady member should be social servant.

Monetary Limit: - The commission can settle claims of more than Rs.1 Crore.

4. PROCEDURE FOR LODGING THE COMPLAINT

The consumer can lodge the complaint in two copies with the concerned commission for the loss suffered by him against the articles or services purchased from the trader. One copy will be sent by the commission to the trader against whom complaint has been lodged. He must send his reply within 30 days after getting the copy of complaint from the commission. The complainant should deposit receipt and concerned article with the commission. After verification of articles receipt and other documents; the commission can deliver the following judgement.

- (1) The consumer can return the same good.
- (2) The refund in cash will be given by the trader to the complainant for the damaged/adulterated article.
- (3) The compensation should be given by the trader in cash or kind.

VIGILANCE ORGANISATION

RAILWAY BOARD LEVEL

Advisor (Vigilance)
Executive Director (Vigilance)
Director(Vigilance)/Joint Director

ZONAL LEVEL

Chief Vigilance Officer /SDGM
Dy.Chief Vigilance Officer (DY CVO)
Sr. Vigilance Officer/Assistant Vigilance Officer
Chief Vigilance Inspector
Sr. Vigilance Inspector/Vigilance Inspector

OBJECTIVES OF VIGILANCE DEPT:

1. Ensuring adherence to rules and procedures in faith and spirit.
2. Safeguarding the organization against unnecessary or deliberate financial loss.
3. Safeguarding against discriminatory practices by govt. servants.
4. Ensuring the officers and staff function with absolute integrity.
5. Streamlining procedures to have a clean administration.
6. Eliminating corruption and giving signal in time.

FUNCTIONS OF VIGILANCE DEPT:

1. Develop intelligence against corruption.
2. Identify black spots, make fair investigations.
3. Encourage managers for in-house vigilance.
4. Suggest ways of qualitative improvement by plugging loopholes, improving procedures.
5. Protect and encourage honest employees.
6. Conduct regular and surprise checks.
7. Suggest gently and constructively those doing mistakes without malafide motives.
8. Liaison with other organizations.

Vigilance Angles:

1. Demand / acceptance of gratification other than legal remuneration.
2. Use of influence with any other official.
3. Obtaining valuable thing from a person or subordinates having official dealings.
4. Obtaining any valuable thing/ pecuniary advantage by corrupt or illegal means or by abusing his position.
5. Possession of assets disproportionate to known sources of income.
(What CBI considers?)
6. Misappropriation, forgery or cheating etc.
7. Gross or willful negligence;
8. Recklessness in decision making;
9. Blatant violation of Rules and procedures;
10. Exercise of discretion in excess, without any evident public interest;

Questions-**Write in Short-**

1. Courtesy
2. Passenger Amenities
3. Public Grievances Redressal Machinery
4. Customer satisfaction.

Write in detail -

1. Causes of complaints and steps to minimize it.
2. Duties of commercial departmental at the site of accident.

CHAPTER 2:- FARE STRUCTURE OF DIFFERENT CLASSES.

Minimum fare, Rounding off fare, Inflated distance, Combined fare. Minimum fare, Minimum Chargeable Distance and other charges as per class (Rupees per adult passenger) available on Indian Railway.(01/07/2015)

Class	Min. chargeable Distance	Minimum Fare	Reservation Fee	Supplementary Charge
I AC/Busy Season	300	1047	60	75
I AC/Lean Season	300	986	60	75
2AC/ Busy Season	300	613	50	45
2AC/ Lean Season	300	593	50	45
Ist Class M/Exp.	100	230	50	45
Ist Class II Ordy	10	45	50	--
AC III	300	458	40	45
AC Chair Car	150	205	40	45
Sleeper Class M/Exp	200	120	20	30
Sleeper Class Ordy	200	76	20	--
II Class M/E	50	29	15	15
II Class Ordy Non Suburban	10	10	15	--
II Class Ordy Suburb	10	10	--	--

Note:-

1. Above Minimum fare is applicable for Adult and Child passenger, however not applicable for PTO & concessional fare.
2. Children under 5 years of age will be carried free of charge.
3. Children of the age of 5 years and under 12 years of age will be charged half the adult fare.

Minimum fare for Rajdhani, Shatabdi, Jan Shatabdi&Garibrath Trains.

class	Minimum distance	Minimum fare	Reservation fee	Supplementary charge
Rajdhani Express				
IAC/Busy Season	300	1203	60	75
IAC/Lean Season	300	1133	60	75
2AC/Busy Season	300	706	50	45
2AC/Lean Season	300	683	50	45
AC III Tier	300	498	40	45
Shatabdi Express				
AC Executive	50	384	60	75
AC Chair Car	50	170	40	45
Jan Shatabdi Express				
AC Chair Car	50	170	40	45
II Class Sitting	50	39	15	15
GaribRath Express				
AC III Tier	100	150	40	45
AC Chair Car	100	118	40	45

Minimum Fare of Monthly / Quarterly Season Ticket

Class	Minimum Distance	Monthly	
		Min. Fare	Supplementary Charge
First	10 km	325	675
Second	10 km	100	225

Rounding off of fare -

1. Fare for Mail / Express will be rounded off to next five rupees.
2. Fare of Season Ticket will be rounded off to next 5 rupees.
3. At the time of refund, Cancellation charges will be rounded off to next 5 rupees.

Telescopic Fare - If a ticket for a definite distance is purchase in two or more parts; the passenger has to pay more and if ticket is purchase in single part the fare will be less and so the advantage from the ticket is single part is called as telescopic fare.

Note: When journey extended in the train, no telescopic benefit will be given.

Adjusted distance - On Central Railway, distance of Neral - Matheran section is inflated according to traffic. The actual distance of this section is 21 kms.

Traffic	Distance
Passenger Traffic	126 Kms
Luggage Traffic	63 Kms
Parcels Traffic	147 Kms
Goods Traffic	189 Kms

Calculation of fare for distance beyond 5000km:-

1. Fare table has been published for distance upto 5000 Kms.
2. For calculation of fare for beyond 5000 kms, 5000 kms will be deducted from total distance.
3. Fare for 5000 kms will be taken from fare table.
4. 50-50 kms part will be made of remaining distance.
5. For each part the fare will be levied as under and it will be added to fare of 5000 kms.

Sr No	Class	Fare - Per 50Km or part
1	AC Ist	78
2	AC II tier	45
3	Ist Class M/Exp	44
4	AC III Tier	30
5	AC Chair Car	25
6	Sleeper M/Exp	12
7	IIInd M/Exp	07
8	Ist Class Ordy	40
9	Sleeper Class Ordy	08
10	IIInd Class Ordy	04

Combined Fare - Combined tickets are issued where same class of the accommodation or same train is not available throughout distance. Fare for this ticket will be calculated as under. -

1. Fare for the entire distance for travel in higher class / train will be calculated.
2. Fare for the entire distance for travel / train in lower class will be calculated.
3. Both fares will be added.
4. Fare of higher class will be calculated, for entire distance.

Note:-

1. If the upper class fare for entire distance is less than the combined fare, then less fare will be collected.
2. All rules like minimum fare, rounding off of fare, Reservation charges, Free Allowance etc will be applicable as per higher class.

Reference books for coaching traffic

1. Indian Railway Conference Association Coaching Tariff No.26, P-I, Vol-I - Rules for conveyance of Passengers and luggage.
2. Indian Railway Conference Association Coaching Tariff No.26, P-I, Vol-II - Rules for concessions given to Passengers and luggage.
3. Indian Railway Conference Association Coaching Tariff No.25, P-I, Vol-III - *Rules for Parcels, Animals and Demurrage and wharfage charges.*
4. Indian Railway Conference Association Coaching Tariff No.26, Part-II, - Passenger Fare Table.
5. Indian Railway Conference Association Coaching Tariff No.25, Part-III, - Parcel and Luggage Rate Table.
6. Indian Railway Commercial Manual Vol-I -Rules regarding Coaching Traffic.
7. Local Distance Table
8. Distance tables other Railways (JDT).
9. Map of Indian Railways.
10. Advance Rate Notifications issued by Zonal Railway.

CHAPTER 3:- TICKETS.

Definition: - Ticket is an authority to enter in to railway premises or to travel by railways.

Section 50/1 Indian Railway Act - Ticket will be issued as per this section on which journey details are printed i.e. journey starting station, destination station, distance, class, fare etc. All these details are printed in Hindi and English.

Section 50/3 of Indian Railway Act - As per this section, information printed on the ticket for lower class will be in Hindi, English and Regional language. Information on ticket of upper class will be printed in Hindi and English.

Types of Tickets: -

There are two types of tickets **A) Journey Tickets** **B) Non Journey Tickets**

A) Journey Tickets

1. Printed Card Tickets

- a. Adult Single Journey Ticket (Local)
- b. Adult Single Journey Ticket (Foreign)
- c. Adult Return Journey Ticket (Local)
- d. Adult Return Journey Ticket (Foreign)
- e. Child Single Journey Ticket (Local)
- f. Child Single Journey Ticket (Foreign)
- g. Child Return Journey Ticket (Local)
- h. Child Return Journey Ticket (Foreign)

2. Paper Tickets

- a. Blank paper Ticket
- b. Excess fare Ticket
- c. Excess Fare Receipt.
- d. Special Coach / Train Ticket.
- e. Soldier Ticket.
- f. High Official Requisition.
- g. MP Identity card.

3. Special Type of Ticket

- a. Season ticket
- b. Circular Journey Ticket
- c. Inrail Pass
- d. Check Soldier Ticket
- e. Journey cum Reservation Ticket
- f. Self-Printed Machine Ticket
- g. Produce Vendor Ticket

- h. Return Journey Ticket
- i. Tourist Coupon Ticket
- j. Market Vendor Ticket
- k. Journey Extension Ticket
- l. Tourist Ticket on Mumbai Suburban Area.

B) Non Journey Ticket

- a. Platform Ticket
- b. Platform Permit
- c. Retiring Room Ticket
- d. Cloak Room Ticket
- e. Lockers Ticket
- f. Supplementary Surcharge Ticket
- g. Luggage Ticket
- h. Market Supply Ticket
- i. Bed Roll Ticket

A) Journey Tickets

1) **Printed Card Ticket-** Details as Name of Zonal Railway, Source station, Destination station, via, distance in kilometers, Class, fare, ticket number etc. are printed on this ticket. The date of issue is either punched by the date punching machine or is written manually. Above information is printed in Hindi and English. The series of Printed Card Tickets begins from 00000 and ends on 99999. After 1,00,000 tickets are issued the series begins with alphabet 'A' 00000 to 'A' 99999 and so on. The ticket numbers are always in 5 digits. There are 8 types of Printed Card Ticket.

- I. Local Traffic Adult Single Journey Ticket
- II. Local Traffic Child Single Journey Ticket
- III. Foreign Traffic Adult Single Journey Ticket
- IV. Foreign Traffic Child Single Journey Ticket
- V. Local Traffic Adult Return Journey Ticket
- VI. Local Traffic Child Return Journey Ticket
- VII. Foreign Traffic Adult Return Journey Ticket
- VIII. Foreign Traffic Child Return Journey Ticket

2) Paper Ticket:-**a. Blank Paper Ticket :-** (IRCM Vol - I Para No. 210)

It is in the form of book. Each page is numbered by machine and there are 3 foils for each number namely 1. Account, 2.Passenger, 3.Record.

All the details will be filled in manually as Journey starting station, Destination, Class, Distance, Fare etc. It is prepared with the help of double sided carbon. This is issued in exchange of Police Warrant or Concessions.

b. Excess Fare Ticket (EFT) : IRCM V - I Para No. 212

When printed card tickets are not available or they are exhausted, then Excess fare Ticket is issued. It is in book pattern. Each page has a printed number and each number has 3 foils.

1. Accounts
2. Passenger
3. Record.

All journey details are written manually by booking clerk such as Journey starting stn, Destination stn, Class, Distance in Kms, Fare, Via etc,. This ticket is issued as per following method.

Printed card ticket of the farthest destination available on that route will be issued & for the remaining journey EFT will be issued as extension. All the details of PCT will be written on EFT.It is prepared with the help of double side carbon. At the end of the month, all the accounts foils will be sent to Traffic Accounts Office with a statement along with the Balance Sheet.

c. Excess Fare Receipt (EFR):-

When the Excess Fare Ticket book is used by ticket checking staff it is called EFR. It is used for the following purpose by ticket checking staff:

1. Passenger detected without ticket.
2. To charge unbooked luggage along with the passenger.
3. For journey extension purpose.
4. To collect difference of fare between lower class & upper class.

d. Ticket for Reserved Coach / Reserved Train:

1. When a coach or train is booked by the party, then this ticket will be issued.
2. This is in book pattern.
3. Number is printed on each page of the book and each number has 3 foils.
 - a. Account.
 - b. Passenger.
 - c. Record.

3. It will be prepared manually and all journey particulars such as Journey Starting station, Destination station, Distance, Class, Fare, Via etc. are written on it.
4. It can be issued after obtaining permission from CPTM about Coach / Train booking.
5. After issuing ticket, acknowledgement of Group leader will be taken on the record foil.
6. It is prepared with the help of double sided carbon.

e. Soldier Ticket:-

1. When soldiers travel in group or with family then, IAFT 1707 warrant is issued by Defence Ministry for travelling purpose.
2. Ticket issued against this warrant is called as Soldier Ticket. It is in book pattern.
3. Number is printed on each page of the book and each number has 3 foils.
 - a. Record
 - b. Guard
 - c. Passenger
4. All details of journey such as Journey Starting station, Destination station, Distance, Class, Fare, Warrant no. etc. are filled as per column. Similarly ticket no., issuing date, fare, class etc. are written on the ticket duly stamped and signed by the Booking Clerk.
5. Fare will not be collected in cash from passenger.
6. Warrant will be collected and sent to Cash office as Cash Voucher.
7. Total fare is to be debited to defence ministry.
8. If detected traveling with un-exchanged warrant, then he will be charged as under.
 - a. If travelling with Guard certificate, then free EFR will be issued.
 - b. If found without GC then he will be treated as without ticket passenger and charged up to the point of detection and for onward journey free EFR will be issued.

f. Higher Official Requisition : -

IRCA Coaching Tariff No. 26 Part - I Vol - I Rule No. 404 Annex - F

- i. President, Vice-President, Prime Minister, Deputy Prime Minister, Union Ministers (Cabinet/State), Chief of Army/Navy / Air-Force, Speaker of Lok Sabha, Speaker of Rajya Sabha, Chief Justice etc. were enlisted as High Officials.
- ii. The List and accommodation entitled is mentioned in Coaching Tariff No.26.

- iii. President, Vice-President and Prime Minister can book full Train and others HORs can book seats, berths, or coupe as per their entitlement.
- iv. The HOR is to be presented in the Booking Office to purchase ticket in lieu of HOR. It has two parts. The Booking Clerk will write the details on both the parts and sign it. Fare will not be collected in cash, full amount will be debited to the concerned department and the Railway part is submitted to the Accounts Office as Cash Voucher and another part is to be handed over to the passengers along with the ticket.
- v. If found travelling with un-exchanged HOR free EFR will be issued. Both the parts of HOR should be collected and submitted to Traffic Accounts Office.

g. MP Identity Card - Rail Pass :

I/card are issued by the secretary of Parliament to the MP. This I/Card are green for Lok Sabha Member and red coloured for Rajya Sabha Member. One book of 25 slips is issued which has printed numbers. There are two parts of each number: 1. Record 2. Railway

The member has to fill the particulars of the journey in his slip. The railway portion has to be handed over to TC at the destination station. This will be entered in a special register and will be sent to Account Office with all other collected tickets.

Facilities Provided to MP;

1. On the basis of Identity card, MP can travel with spouse over IR in AC 1st class from any station to any station.
2. One attendant can travel free in AC II.
3. If the MP is not travelling with spouse, then he is allowed to take one companion in AC I class. Attendant will travel in AC II class.
4. If the MP is blind or handicapped, he is permitted to take one companion with him in AC I class.
5. During Parliament session, for the spouse of MP, from his native place to NDLS and back or from his native place to nearest airport and back complimentary pass is issued.
6. MP can get reservation on phone but he should submit his reservation form within 24 hours.
7. Seats / Berths for MP can be arranged from VIP quota.
8. If the MP is halting at station in connection with Consultative Committee meeting then he can avail retiring room facility free. If he is halting at station due to some other reason 50% charges are collected.

3. Special Types of Tickets.

a) Season Ticket :

IRCA Coaching Tariff No 26 Part-I Vol-I Rule No 242.1

1. I class and II class, Monthly, Quarterly, Half yearly and Annually season tickets are issued on Suburban and Non-suburban section.
2. On suburban section, the season tickets are issued upto the limit of suburban section.
3. On Non-suburban section the season tickets are issued upto 150 Kms. Exception CSTM - Pune, CSTM - Manmad, Mumbai - Nasik Road etc.
4. For Monthly Season Ticket, Base fare is given in fare table.
5. For Quarterly Season Ticket, 2.7 times of Monthly Season Ticket base fare will be charged.
6. For HST- Half yearly Season Ticket, 5.4 times of Monthly Season Ticket base fare will be charged.
7. For YST-Yearly Season Ticket, 10.8 times of Monthly Season Ticket base fare will be charged.
8. The columns given in season tickets will be filled by booking clerk duly signed and stamped. Information on season ticket is as follows - Passenger Name, Age, Sex, Identity card number, Date of issue, Valid up to, Between Stations, Class etc.
9. The cost of Identity card is one rupee. It is issued by booking office. It is valid for 7 years.
10. Information on Identity card is as follows - Passenger Name, Age, Sex and Date of issue etc.
11. Identity card is mandatory with season ticket during journey; otherwise he will be treated as without ticket.
12. In absence of Identity card, Pan Card / Voting Card / Driving license or any other numbered Identity card issued by Govt. office will be accepted.
13. 50% concession on season ticket fare is given to students only in MST and QST The age limit is as under:-
 - a. General categories students - Upto 25 years age.
 - b. SC/ST categories students - Upto 27 years age.
 - c. Research categories students - Upto 35 year age.
14. Free Allowance and Marginal Allowance for luggage

Class	Free Allowance	Marginal Allowance
a. First	15 Kg	5 Kg
b. Second	10 Kg	5 Kg
15. Reservation for berths will not be given to the season ticket holders. Journey by restricted trains is not permitted.

16. They are not to be permitted to travel by such trains which are not halting at their Starting and Destination station.
17. If season ticket holder wants to travel by super-fast train he can do the same after paying supplementary charges as per class.
18. If he wants to travel frequently by super-fast train then he will be issued Monthly / Quarterly supplementary ticket.
19. Monthly supplementary charges are as follows:

Class	MST
Second	15x15= 225
First	45x15= 675

20. Season ticket holders are allowed to travel without paying supplementary charges in Superfast trains which run upto 325 Kms or less.
21. Renewal of Season ticket can be done 10 days before the expiry date.
22. Rounding off of fare for season ticket will be in next 5 rupees.
23. After issue, season ticket cannot be cancelled.
24. IInd class season ticket holders are not permitted to travel in sleeper class.
25. Ist class MST / QST holders are not entitled to travel in AC Chair/AC three tier.

Millennium Gift:

IRCA Coaching Tariff No. 26, P - I, V - I, Rule No. 242.2

Free IInd class Season ticket will be issued to male students upto 12th standard and female student's upto graduation, on production of bonafide certificate issued from School / College. Graduation includes B.A., B.Com. B.Sc. (Excluding Technical and Professional Education such as B.E., LLB), (Graduation period should not be more than four years.)

IzzatPass:

1. Under this scheme passes will be issued at a uniform price of Rs 25/- per month, inclusive of all surcharges.
2. This pass will be issued to persons working in unorganised sector with monthly income not exceeding Rs 1500/-.
3. This pass will be issued upto a maximum distance of 150 kms.
4. Income certificate can be issued by following -
 - a. District Magistrate.
 - b. Sitting MP's of Lok Sabha for persons of their Constituency.
 - c. DRM on recommendation of Union Ministers / Sitting MP's of Rajya Sabha for persons of their Constituency.
 - d. DRM under exceptional circumstances.

- e. BPL Card or any other certificate issued by Govt.
5. SM will issue the pass on collection of photocopy of the income certificate. Original certificate should be checked at the time of issue.
6. Izzat pass is issued for IInd ordinary class.

b) Circular Journey Ticket:

Generally tickets are issued by normal route. Normal routes are as under :

1. Shortest route.
2. Distance of longer route does not exceed shortest route by more than 15%.
3. Direct train is available by longer route.

When passenger demands for ticket by a route other than the above routes, they are called circular journey tickets.

Circular journey tickets are of two types:

Standard Circular Journey Ticket -

1. Various tour programmes are prepared by Railway Administration, detailed information of which is published in Time tables.
2. Each tour programme is given a number.
3. Ticket can be obtained from Booking office by mentioning the number of tour programme in the application.

Non-standard circular journey ticket - When circular ticket is issued as per proposed programme of passenger subject to fulfilment of all rules, it is known as Non Standard Circular journey ticket.

Procedure of fare calculation:-

1. First distance of entire Journey will be calculated on point-to-point basis. Then fare for half of above distance will be calculated and two times of that fare will be collected from passenger.
2. Reservation charges will be collected separately for each leg of journey.
3. Development charges will be collected twice and supplementary charges once for entire journey.

Calculation of Validity of ticket-

1. For every 400 Kms or part thereof, treating one day as journey period total days of journey will be calculated.
2. For every 200 Kms or part thereof, treating one day as break journey period, days of break journey will be calculated.
3. Both will be added to arrive at validity period.
4. Break Journey rules are not applicable on this ticket, but maximum 8 break journeys are permitted for entire journey.

5. These tickets are issued only from nominated stations. The list of such stations is published in the Time table.
6. For issue of this ticket from other stations, permission should be obtained from Divisional headquarter.
7. Passenger should mention the names of break journey stations in the application.

Note-

- a. Concession is granted to Senior citizens only, but minimum distance should be 1000kms.
- b. Repetition of stations is permitted.

c) Indrail Pass :

This is a special type of ticket which is issued to following passengers :-

- a. Foreign Tourists.
 - b. Non Residential Indians.
 - c. Indian spouse along with foreign tourist.
 - d. Indian guides with foreign tourists.
1. This ticket will be issued only when the fare is paid in American dollars, Euro, or British Pounds, but on presenting Exchange certificate from RBI, it can be issued in Indian currency as well.
 2. This ticket is issued from important stations only. eg. Mumbai, Kolkata, New Delhi, Chennai, Jaipur, Agra, Bengaluru, Pune, Aurangabad, Ahemdabad, Hyderabad etc.
 3. Passenger should present valid Passport and Visa at the time of purchasing ticket.
 4. Particulars of passport, age, sex, duration, date of commencing journey, fare, and class etc. information are mentioned on the ticket.
 5. This ticket is issued for various durations - Half day, 1, 2, 4, 7, 15, 21, 30, 60 and 90 days.
 6. Validity of the ticket will be 360 days. Journey can be commenced any time within 360 days.
 7. Date of commencement of journey should be written in the specified column.
 8. Validity of the ticket will begin from the date of commencement of the journey and will remain valid for the duration for which it has been issued.
 9. Indrail pass Holder can travel from any station to any station on Indian Railways.
 10. Break journey rules are not applicable to Indrail Pass holders.
 11. Supplementary, Reservation charges and Development surcharge will not be collected from the passenger.
 12. Refund on unused passes will be given in Indian currency.

- 13.No refund will be granted on partially used passes.
- 14.Divisional Commercial Manager or Chief Commercial Manager can extend the validity of the passes.
- 15.The colour of pass will be as under according to the class -
 - a. AC First Class - Blue
 - b. First Class - Green
 - c. Second Class - Orange
- 16.First class Indrail pass holders are permitted to travel in AC-II Tier, AC-III Tier and AC Chair Car. Second class Indrail pass holders are permitted to travel in Sleeper class.

d) Check Soldier Ticket:

1. When soldiers are travelling alone, military warrant IAFT 1752 is issued to them by Defence Department.
2. This warrant is issued for first and second class, for single and return journey.
3. This warrant has two portions, the upper portion is for Railways and the lower portion is for passenger. When submitted in booking office, the ticket which is issued in lieu of this warrant is known as Check Soldier Ticket.
4. It is a printed card ticket with only the name of starting station printed on it.
5. Particulars of the journey are written on the ticket - destination station, distance, class, fare, warrant number etc.
6. Similarly on the warrant, ticket number, date of issue, fare, class, etc. particulars are written and signed by the booking clerk.
7. Fare is not collected in cash from the passenger.
8. Warrant will be collected and sent to cash office as cash voucher.
9. Amount will be debited on the name of Defence Ministry.
- 10.If found travelling without exchanging this warrant, soldier will be charged as under-
 - a. If detected with Guard Certificate, free EFR will be issued.
 - b. If detected without Guard Certificate, he will be charged as without ticket till point of detection. Free EFR will be issued for onward journey.

- e) Journey-cum-Reservation ticket:** Instead of issuing separate tickets for journey and reservation, a single ticket is issued for both, which is known as Journey-cum-Reservation ticket. All details regarding journey and reservation are printed on this ticket. Fare printed on this ticket is inclusive of reservation fee.

f) Reservation fee as per class is as under-

Class	Reservation Fee
AC- I Class	60 ₹
AC- II Tier	50 ₹
First Class	50 ₹
AC-III Tier	40 ₹
AC Chair Car	40 ₹
Sleeper Class	20 ₹
lInd Class	15 ₹

Reservation fee will not be collected from following passengers-

Rly free Pass holders, Indrail pass holders, PTO Holders, Members of Parliament.

g) **Self-Printed Ticket (SPT):**

To issue maximum tickets within short span of time, these machines are installed on Mumbai suburban section and on some important stations of non-suburban section. This machine is operated through electricity. A blank paper roll is inserted in this machine. On pressing the particular button, all particulars such as - starting & destination station, distance, class, fare, ticket number etc. are printed on the ticket. When the machine gets defective or when power supply is not available, printed card tickets can be issued.

h) **Produce Vendor ticket (PVT) -**

1. This second class monthly ticket is issued to adult passengers on Mumbai suburban section.
2. On this ticket name of passenger, age, sex, date of issue, expiry date etc. particulars are written and signed by booking clerk.
3. In outward journey passenger can carry perishable commodities like milk, curd, eggs, bread, fish, fresh fruits etc or tiffins containing food upto 60 kgs. with him on this ticket.
4. Empty baskets, unsold goods up to 15 kgs. or empty tiffins are permitted in return journey.
5. Apart from the fare of lInd class MST, following amount is collected as per distance while issuing this ticket.

Distance	Charges
Upto 40Km	Rs70/-
41 - 80 Km	Rs120/-
81 - 120 Km	Rs165/-

6. 5 kgs marginal allowance is given on this ticket.
7. These ticket holders cannot travel in the following time :-
 - a. 8.30 to 11.30 hrs. in trains going towards Mumbai CST.
 - b. 16.30 to 19.30 hrs. in trains coming from Mumbai CST.
 - c. If found travelling during these timings, he will be charged as without ticket along with un-booked luggage.

i) Return Journey Ticket :

Return journey tickets are issued on Mumbai suburban section. For return journey validity of the ticket will be upto midnight of the second day, but if next day is Sunday or a Public Holiday, then validity will be upto midnight of the next day.

j) Tourist Coupon Ticket :

IRCA Coaching Tariff No.26 Part I Vol -I Rule 243.2

The tickets which are issued in India and foreign countries by authorized tourist agencies are known as Tourist coupon tickets. Tickets of AC-Ist class and AC-IIInd class are issued in foreign countries and tickets of all classes are issued in India.

When the tourists travel in group, they can take following number of guides free with them:-

No. of Tourist	Guide
06 - 35	01
36 - 59	02
60 or more	03

k) Market Vendor Ticket (MVT) :

IRCA Coaching Tariff No.26, Part I Nol. I Rule No 243.3

1. This second class monthly ticket is issued on non-suburbansection for adult passengers only.This ticket is issued for a maximum distance of 150 Kms.
2. This ticket is issued by collecting fare equivalent to 1.5 times of normal MST.
3. In outward journey passenger can carry perishable commodities like milk, curd, eggs, bread, and fresh fruits etc. upto 60 kgs. with him on this ticket.
4. Empty baskets and unsold goods upto 15 kgs. are permitted in return journey.
5. Name of passenger, age, sex, date of issue, date of expiry etc. particulars are written on this ticket and signed by the Booking Clerk.
6. If luggage in excess of 60 Kg. is detected, it will be charged at 6 times of 'L' scale.

l) Journey Extension Ticket: This ticket is issued on Mumbai suburban section for extension of journey on MST or return journey ticket. This is a paper ticket with names of stations of suburban section in codes printed on it. Number of season ticket or return journey ticket, date and time are written on this ticket and the stations between which the journey is extended are marked.

m) Tourist Ticket on Mumbai Suburban section -

1. This service has been started from 01-05-2007.
2. Tickets are issued for periods of 1, 3 and 5 days.
3. These tickets are issued for Ist and IInd class.
4. These tickets can be issued 3 days in advance.
5. On this ticket, tourists can travel from any station to any station on suburban section of CR & WR.
6. During the validity period of ticket, passengers can travel any number of times.
7. No concession is granted.
8. The validity period cannot be extended.
9. Fare is rounded off to next 5 rupees.
10. If tickets issued in advance are cancelled upto one day in advance, refund will be granted as per rule No. 213.5.
11. These tickets will be valid upto midnight of the last date of expiring.

B) Non Journey Tickets

a. Platform Ticket :

IRCA Coaching Tariff No. 26 P-I V-I Rule No. 120.1

1. Value of Platform Ticket is Rs. 10/- for adults as well as children.
2. It is valid upto 2 hours.
3. Refund will not be granted in any circumstance.
4. Platform ticket holders are not allowed to enter coaches & waiting rooms.
5. Stations where Platform tickets are not sold, people can enter the station with the permission of Station Master.
6. Officers or MCO provided with instructions for the reception or despatch of a party of military personnel by rail may be allowed without Platform ticket.

b. Platform Permit / Pass:

1. This permit is issued to facilitate persons, who regularly visit the station.

Rates are as under -

Period	Large Stations	Other Stations
Monthly	Rs. 15	Rs.12
Quarterly	Rs. 45	Rs.36
Half Yearly	Rs. 90	Rs.72
Yearly	Rs. 180	Rs.144

2. Name of passenger, age, sex, date of issue, expiry date etc.particulars are written on it.

3. No refund is granted.

4. Press Representatives and News Paper agents shall be charged 1/4th of the above rates. Monthly Permits are not issued to them.

5. Permits will be issued for the calendar month.

c. Retiring Room ticket:

Facility of AC and Non AC Retiring rooms is provided by Railways. To avail this facility passenger should possess a ticket of following distance -

For Mumbai Station	160 km.
For Other Stations	80 km.

Advance booking of Retiring Room:-

Passenger should have a ticket of more than 320 kms. Time of reaching that station should be between 20 to 04 hrs. Prescribed charges should be sent to Station Master of concerned station through money order. In case room is available money order will be accepted, otherwise it will be returned. Foreign tourists are allowed to stay upto 72 hrs.

d. Cloak Room Ticket :-

IRCA CT No. 26 P-I V-I Rule No. 519 & IRCM Vol II 832

Cloak rooms are provided at some important stations for safe custody of passenger's luggage. When luggage is deposited in cloak rooms, this ticket is issued. This is in the form of numbered book. Each page is divided into three parts: 1. Record, 2.Passenger, 3. Label

Passenger's name, address, ticket no., number of items, date and time of depositing, etc. particulars are written on the ticket. Label foil is pasted on the

luggage. Passenger foil is handed over to the passenger. At time of delivery passenger foil will be collected and signature of passenger will be taken on it.

Rates are as under -

Duration	Rate
First 24 hrs. or part there of	Rs.15 per package
For each subsequent 24 hrs. or part thereof	Rs.20 per package

Formula - Rate x No. of packages x Parts of 24 hrs.

Only locked luggage will be accepted in cloak room. Luggage can be kept for a maximum period of 7 days at all stations. If delivery is not taken within the above mentioned period, luggage will be sent to Lost Property Office.

Note: To avail this facility passenger should mandatorily possess a journey ticket and Identity card (Such as passport, driving licence, PAN card etc.)

e. **Lockers Ticket:**

IRCA coaching Tariff No. 26 P-I Vol-I, Rule 522

Lockers are provided at certain important stations on C. Rly. for the storage of valuable articles of passengers. Charges for lockers are as under -

Duration	Rate
First 24 hrs. or part thereof	Rs. 20 per Locker
For each subsequent 24 hrs. or part thereof	Rs. 30 per Locker

Lockers are allotted for a maximum period of 7 days. If passenger does not take delivery within 7 days, articles will be disposed off through auction. At the time of allotment the passenger should sign a deed of license and pay a security deposit of Rs.5 for which a Money Receipt is granted.

f. **Supplementary charge Ticket:-**

The trains whose second number starts with digit '2' are known as super-fast trains. In these trains supplementary charges are collected in addition to fare, which are as under

Class	Supplementary Charges Per Passenger
AC-1ST	Rs.75 /-
First Class, AC-2 Tier, AC-3Tier and AC Chair Car	Rs.45 /-
Sleeper	Rs.30 /-
Second	Rs.15 /-

These charges are collected only once for entire journey. Supplementary charges are not collected from the following passengers:-

1. Railway free pass holders.
2. P.T.O. ticket holders.
3. Indrail pass holders.
4. Members of Parliament.

g. Luggage Ticket :-

1. Luggage ticket is issued when passenger books luggage with him or in brake van.
2. This ticket is in the form of a numbered book, with three foils of each page-
 - a. Record
 - b. Passenger
 - c. Guard
3. Name of Passenger, Address, Name of forwarding and destination station, train no., date, ticket no., no. of packages, weight, class, free allowance, chargeable weight, charges etc. particulars are written on this ticket.
4. The passenger foil is handed over to the passenger, which has to be surrendered at destination to effect delivery of the luggage.
5. If luggage is carried in Brake van, the guard foil is handed over to Guard.

Rail Travel Coupons for M.L.A / M.L.C.(R.T.C.)

IRCA CT No. 26, Part - I, Vol - I. Rule No. 246 to 260

1. On demand from Secretary of State Legislative Assembly / Council, coupon books are supplied by Railway Administration.
2. These coupon books are issued to members of State Legislative Assembly / Council by secretary.
3. While issuing the book name of member, age, sex, constituency, etc. particulars are written on the front page and the member has to sign there.
4. Coupons of different denominations are available in this book, in exchange of which tickets are issued on demand.
5. Member is permitted to take wife / husband, minor children and one companion with him.
6. Members can travel in all trains including Rajdhani and Shatabdi.
7. Two books are issued for each member :-
 - a. To travel within the state,
 - b. To travel outside the state or for family members.

Procedure for purchasing ticket:

Coupon book is presented to the booking clerk. In case of any doubt, member's signature should be obtained on a blank paper, and should be tallied

with signature on the book. Booking clerk will remove the required number of coupons and will issue ticket .RTC will be written on the ticket, and the coupons will be collected and sent to Account's office at the end of the month.

These coupons are accepted in lieu of fare, supplementary charges, reservation fees, journey extension and difference of fare in case of upgrading tickets to higher class.

Loose coupons will not be accepted, however by mistake if extra coupons are detached by booking clerk, he should pass suitable remark and sign. Such coupons can be accepted.

No cash refund is granted on tickets issued in exchange of RTC. Ticket Deposit Receipt (TDR) will be issued. While purchasing ticket and during travel, member should be in possession of identity card. If the member is found travelling with un-exchanged coupons, he will be treated as without ticket and charged accordingly. Validity of the coupon book will be 3 years.

If unused coupons are returned within one month of expiry of validity period, refund will be granted by CCM (Refund) after deducting 10% cancellation charges.

Police Warrant: - This warrant is issued to police personnel (excluding RPF personnel) while travelling on duty.

Jail Requisition:- This is issued by Jail superintendent to prisoners and police personnel, when prisoners are shifted from one jail to another or from jail to court.

Procedure for purchasing ticket:

This warrant / Requisition are in two portions. On presenting both the portions in Booking office, ticket will be issued. Ticket no., class, number of passengers, fare, date, etc. particulars are written on both portions of the warrant / Requisition. Booking Clerk will sign and affix Station stamp on it. Fare will not be collected in cash. One portion of warrant / Requisition & ticket will be given to Passenger. Second portion will be sent to Accounts office as cash voucher. If detected travelling with un-exchanged warrant / Requisition, he will be treated as without ticket and charged accordingly.

Detention of passengers' en-route by police: During journey, if any passenger is detained by Railway police at any station en-route to attend an enquiry or to give evidence in any case connected with Railways, then on the basis of certificate issued by police, Station Master will endorse the same ticket for onward journey. Original certificate will be sent to Traffic Accounts office.

Detention of passenger's en-route by Doctor: - If any passenger gets sick during journey and he informs the TTE / Conductor / Guard, the concerned employee will

issue a message for doctor to forthcoming station. After examination if it is suspected that the passenger is suffering from contagious disease, or treatment is essential, he will be de-trained at that station. After completion of treatment a certificate will be issued by the doctor, on the basis of which Station Master will endorse the same ticket for onward journey. Original certificate will be sent to Traffic Accounts office.

Tickets left behind -IRCM V- I. Rule 320.

1. When reserved ticket of any passenger is left behind, and passenger commences his journey without ticket, a message is issued by Station Master to prevent the passenger from being penalised.
2. This message is issued free of charge by SM of starting Station.
3. This message will be addressed to the SM of destination station and copies will be sent to en-route stations as-well.
4. On receiving this message, a free EFR will be issued to the passenger upto his destination station.
5. SM / Booking Clerk of the station, where the ticket is left behind will cancel the original ticket and submit the same along with his report to Traffic Accounts Office.

Break Journey Rules

IRCA Coaching Tariff No. 26. Part -1, Vol - I, Rule -219.

1. Passenger must have a ticket for actual distance of more than 500 Kms.
2. First break journey can be availed after completing journey of 500 Kms.
3. Only one break journey is permitted on tickets upto 1000 Kms.
4. Two break journeys are permitted on tickets of more than 1000 Kms.
5. Period of one break journey will be maximum 2 days excluding the date of arrival and departure.
6. Endorsement should be obtained at the time of breaking and commencing the journey. If detected travelling without endorsement, passenger will be treated as without ticket.
7. PTO ticket holders will be treated as full fare paying passengers and all break journey rules will be applicable.
8. Break Journey Rules will not be applicable to Railway free pass holders, Inrail Ticket holders, circular journey ticket holders and season ticket holders.
9. Railway free pass holders can avail break journey at the stations mentioned on the pass.
10. Maximum 8 break journeys are permitted on circular journey tickets

11. Waiting at an en-route junction station for a connecting train for less than 24 hours will not be treated as a break journey.
12. Break journey is not permitted on tickets of all upper classes of all trains, Rajdhani / Shatabdi express trains and on concessional tickets issued for special circumstances.
13. Passenger seeking break journey on reserved tickets should mention the name of stations where he wants to avail break journey on reservation form, so that reservation can be given upto that station.
14. Break journey is permitted in Garibrath trains on condition that further journey must be done in Garibrath trains.
15. Break journey is not permitted on suburban stations.

Guard Certificate (G.C.)

Section 55/1: As per this section passenger should have a proper ticket or pass for travelling by rail.

Section 55/2: As per this section if any passenger is unable to purchase ticket due to some reasons, authorised railway employee can permit him to commence journey without ticket on condition that, he should pay the fare immediately on demand. The certificate issued in such condition is known as Guard Certificate. At stations where platform tickets are issued, GC is issued only on producing valid platform ticket.

The number of Guard Certificate is **COM.164 B**.

Following Railway employees can issue Guard Certificate-

1. Guard of passenger trains.
2. TTE/conductor.
3. Hd.TC. of important stations.

Guard certificate is a numbered book with serial numbers printed on each page. There are 3 foils of each number:-

- 1) Record, 2) Passenger / TTE, 3) Accounts.

Passenger foil is handed over to TTE on the basis of which EFR will be issued. EFR number is written on all 3 foils of the guard certificate. Accounts foil is sent to accounts office at the end of the month.

G.C. can be issued in the following circumstances -

1. For commencing journey without ticket on being satisfied by reasons given by passenger.
2. For travelling in higher class on a lower class ticket.
3. For travelling in Mail / Express train on ticket of an ordinary train.
4. For extending journey beyond destination.
5. For booking luggage in excess of free allowance at halt stations.
6. On un-exchanged military warrants IAFT - 1707, 1752, 1720A, 1728, 1736 etc.

7. When higher class ticket holder is forced to travel in lower class.
8. On Confirm reservation, if some passenger are not travelling.
9. For Live Stock
10. In case of AC Failure en-route.
11. Non supply of bed rolls in AC classes.

G.C. is not issued in following circumstances-

1. On Mumbai suburban section.
2. On Branch lines
3. In exchange of PTOs.
4. In lieu of concession orders.
5. For un-booked / partially booked luggage (exception : luggage of Halt stations)

Unreserved Ticketing System (UTS): Under this system unreserved tickets are issued to passengers through computer.

Features -

1. This is an online system based on networking.
2. Clusters have been defined by clubbing some stations.
3. Tickets can be issued for journey starting from any station, other than ticket issuing station as well within cluster.
4. In this system tickets can be issued 3 days in advance for distances of 200km and more than 200 kms, and for distances less than 200 kms tickets can be issued on the day of journey itself.
5. Money receipts can be issued for TC / TTE cash and other miscellaneous cash received at booking office.
6. Due to presence of thin client, tickets can be issued un-interrupted even in case of link failure.
7. Hotkeys are defined for stations with large ticket sale, due to which tickets to these stations can be issued quickly.
8. A special UTS number is printed on the ticket.
9. Maximum 4 passengers can be booked on one ticket.
10. At stations where less than 50 Reservation forms are dealt with daily, UTS-cum-PRS is being installed.

Advantages to Railway -

1. Required information is readily available to officers and management.
2. Resources involved in indenting tickets and their accountal can be saved.
3. Expenses incurred on printing card tickets can be saved.
4. Chances of frauds are less.
5. Tickets can be issued from any window / counter.
6. Equal distribution of work amongst all employees.

7. Tickets can be issued faster.
8. Chances of mistakes are less.
9. Easy accountal.

Advantages to the passengers:

1. Reduction in queues at ticket booking counters.
2. More transparency in work.
3. Advance issue of tickets is a big benefit.
4. Tickets can be purchased from any window / counter.
5. Reduction in corruption.

UTS TICKET:

1. Ticket issued by Unreserved Ticketing system is called as UTS Ticket.
2. UTS ticket roll consist of 500 tickets.
3. UTS ticket is issued for maximum four passengers.
4. UTS ticket has following details.
 - i. Pre-printed 8 digits stationary number- Last four digits of this number are reprinted below this number. This number should be checked every time while tearing off the ticket from printer.
 - ii. Name of forwarding and destination station.
 - iii. Class ,
 - iv. Distance,
 - v. Date,
 - vi. Number of passengers :- adults-, Childs-
 - vii. Fare,
 - viii. Route,
 - ix. 10 digit Alpha numerical UTS number:- This number is used for cancelation /special cancelation /Non-issue of tickets.
 - x. Random number:- This is a five digit number printed at the bottom row. This number is same for all the tickets issued to particular destination on a particular date. With the help of this number ticket checking staff can check the authenticity of the ticket.
 - xi. Date and time of issue the ticket, counter number, window number.
5. For a journey of 200 km and more UTS tickets can be issued 3 days advanced, excluding the day of journey.
6. Cancellation of UTS Tickets: if unreserved ticked is presented for cancellation only clerkage charges per passenger should be deducted from fare and remaining fare will be refunded.
 - i. Advance issued Tickets should be presented for cancellation one day before the day of journey up to 24: Hrs.

- ii. Other than the advance issued tickets, other tickets should be presented for cancellation within the 3 hours from the time of issuing of tickets.

Clerkage charges for second class are Rs.30/- per passenger and for all other classes 60/- per passenger.

List of UTS reports to be generated from the system:

Daily reports:

Advancedseasonontickets	TCmonevreceipts	Supervisorintervention
Non-issuedseasonontickets	Miscellaneous receipt tickets	Stationpair
CancelledticketsSu	Adhoc	Sumof
mmaryofcancelledti	concessions	trains(Cashinfo)
ckets	Concessionticket	M-17continuity
Special	sPolice	Ticketinformatio
cancelledticketsSumma	vouchers	n
ryofSPLcancelledtickets	Militaryvouchers	M9Classification
		Concessionpassenger

Periodic reports:

Seasonontickets	Miscellaneous receipt tickets	Development
Advancedseasonontickets	Concessiononticke	charge
SeasonNI tickets	tsPolice	Supervisorinterventi
Cancelledtickets	vouchers	onStationpair
SPLcancelledtickets	Militaryvouchers	Sumof
Non-		trains(Cashinfo) M-
		17Continuity

Monthlyreports:

Advancedseasonontickets	Miscellaneous receipt tickets	M9Classification
SeasonNI tickets	Concessionontickets	Supervisorinterventi
Cancelledtickets	Police vouchers	Development
SPLcancelledtickets	Militaryvouchers	Supervisorinterventi
Non-issuedtickets	Sumof trains(Cashinfo)	BPT
TTEmoneyreceipts	M-17Continuity	StationPair
TCmoneyreceipts	Ticketinformation	RTCConcessions
		CSTVouchers

Jan Sadharan Ticket Booking Sevak (JTBS) -

JTBS are nominated by Railway Administration for issuing tickets through UTS.

Main Features -

1. The age of applicant should be minimum 18 years.
2. Character certificate should be issued by District Magistrate / Additional District Magistrate.
3. The work place should be approachable. He should have his own landline phone. Applicant should be a local person...
4. He should deposit Rs. 5,000/- as security deposit and Bank guarantee of Rs. 20,000/- in favour of Sr. Divisional finance Manager.
5. Only one application will be accepted from one person.
6. He will issue only cash tickets.
7. He can renew season ticket @ Re 1 /- per passenger.
8. JTBS will charge Re.1 per passenger as commission.
9. He will not issue tickets from station premises.
10. He will have to furnish daily, periodical and monthly reports to the serving station.
11. Initial period of contract will be 3 years, which can be extended for another 3 years, after that annual renewal is also permissible on satisfactory performance of JTBS.
12. Each side can terminate contract by giving a notice of one month.
13. One additional counter is permitted, if the average sale of tickets is more than 800 per day for a month.

14. Appointment:-

- i. Selection committee will consist of 3 officers.
- ii. Any application may be rejected without citing any reasons.
- iii. Application shall be given on prescribed form to nominated officer.
- iv. Application may be sent by registered post or by hand
- v. Following documents must be enclosed with application-
 - a. Educational certificate
 - b. Address proof
 - c. Proof of telephone
 - d. Residential certificate
 - e. Supporting document in regard of ownership of premises
 - f. Sketch showing approach to premises
 - g. Certificate to claim reservation quota
 - h. Character certificate from police department.

ATVM: Automatic Ticket Vending Machines

1. This is a smart card based system which is connected to UTS.
2. Suburban and Non-suburban unreserved ticket shall be issued by ATVM.
3. Return journey tickets can also be issued for Suburban stations.
4. Renewal of season tickets can also be done by ATVM.
5. Security deposit for ATVM smart card is Rs.50/- . ATVM smart card can be topped up with minimum of Rs20/-, after that it can be recharged in the multiple of Rs.50/- up to the maximum limits of Rs.1000/- For facilitators maximum limit is Rs.5000/-
6. The passenger is given 5% additional value on recharge as bonus. The smart cards can be recharged without queue on designated counters.
7. No discount or bonus will be given on issue/ renewal of season tickets.
8. Validity of smart card is 1 year from the date of issue or from the date of last recharge whichever is later.
9. If ATVM ticket is presented for cancellation within the prescribed time limits following deductions may be made:-
 - i. Clerkage Charges
 - ii. 4.762% of the fare in the lieu of the bonus amount given at the time of topping up of smart card.
10. Appointment of ATVM Facilitators:-
 - i. Retired employee of any department should be appointed as ATVM facilitators. Maximum age limit is 65 yrs.
 - ii. ATVM facilitators will be given a smart card in order to facilitate issuing unreserved tickets; through ATVM. They will be allowed to retain 5% bonus presently being given to the smart card holder.

Co-TVM: - Cash, Coin and Smart Card Operated (Versatile) Ticket Vending Machine

1. The COTVMs are versatile ATVM machines. In addition to smart cards COTVMs can issue tickets on currency notes and coins. Smart cards recharge is also available on COTVM machines
2. Following tickets will be issued through Co-TVM :-
 - i. Second class single journey and return journey child/ adult tickets. Per ticket maximum 4 passengers.
 - ii. First class single journey and return journey concessional tickets will not be issued.
 - iii. First class Ticket. Per ticket maximum one passenger.
 - iv. Platform Ticket (Maximum 1 passenger)
 - v. Season Ticket (Maximum 1 passenger)
3. Concessional tickets will not be issued.
4. Co-TVM is connected with UTS server.
5. Co-TVM is operated by passenger.
6. Ticket will be issued by Indian currency notes and coin or Smart card.
7. Smart card will be issued and recharged from nominated booking counters.
8. Co-TVM will accept only 5/-, 10/- coins and 5/- to 100/- Indian currency notes of Gandhi series.
9. Amount equal to ticket fare will be accepted only.
10. Monitoring and supervision of Co-TVM will be done by CBS.
11. Every day at 00:00 Hrs. DTC will be printed and cash will be taken out by commercial supervisor in presence of RPF.
12. If any discrepancy is noticed, it should be reported to Sr.DCM.
13. Security deposit for Co-TVM smart card is Rs.50/- . Smart card can be topped up with minimum of Rs20/-, after that it can be recharged in the multiple of Rs.50/- up to the maximum limit of Rs.5000/-
14. Passengers will be benefited with 5% bonus amount.

STBA- Station Ticket Booking Agent:

1. Objectives:

On 'E' category stations STBA to be appointed on commission basis for booking functions and to facilitate the SM / ASM to concentrate better on train operations.

2. At a station where STBA is appointed, booking clerk will not be posted.

3. Selection of STBA:

i. Eligibility:

- a) The applicant must be a resident of the district or division, in which the station is located where STBA is to be appointed.
- b) The applicant must be 18 years of age and must be 10th pass. Sr.DCM can relax the education criteria.
- c) Selected candidates shall provide police verification certificate.

ii. Application from eligible persons will be called through newspaper. Application should be submitted along with earnest money of Rs.2000 / -

iii. The selection of STBA shall be done through tender committee of 3 assistant scale officers (commerce, finance and operating department officials)

iv. The candidate who opts for least commission (in 4% commission slab) on monthly sales turn over shall be engaged as STBA. If more than one applicant quotes the same rate, the selection will be based on the draw of lots.

v. A refundable security deposit of RS.5000/- and bank guarantee Rs.20000/- shall be deposited by selected STBA in railways account.

4. Commission payable to STBA:As per schedule rates.

5. The cost of software, hardware, maintenance, stationery, electricity and hiring of channels etc. will be borne by a Railway. The space will be provided free of cost by the railways.

6. STBA shall not be sublet/ assigned or transfer the rights or obligations to any other. In case of death licence shall be transferred to his/her legal heir(s) for the remaining term of contract.

7. STBA has to deposit cash shift wise to the SM.

8. Only Cash ticket will be issued by STBA. Season tickets, Platform ticket, renewals season ticket can also be done by STBA.

9. The facility of NI- Non-Issue, Cancellation and concessional tickets will be available to STBA only when authorised / endorsed by the SM/ASM.

10. SM / ASM shall be responsible for safe custody of a ticket rolls.

Y.T.S.K. - Yatri Ticket Suvidha Kendra

1. UTS-cum-PRS centre established through PPP (Public Private Partnership) will be called YTSK.
2. Eligibility:
 - i. All authorized train ticket agents, who have 5 years of experience.
 - ii. Applicant must have furnished office outside the railway premises.
 - iii. There is no criminal case on the applicant.
 - iv. In the past, the applicant's license has not been terminated by the Rlys.
 - v. Copy of Pan card and last 3 years IT- returns should be submitted.
3. Applications will be scrutinized by the committee of three JAG officers (Junior Administrative Grade) (1-commerce, 1-finance, 1-other)
4. Other Conditions:
 - i. The cost of software, hardware, maintenance, non-ticketing stationery and operation staff etc. will be borne by the party.
 - ii. The licensee will have to hire two data / communication channels.
 - iii. System access charges of Rs.1.6 lakhs per terminal will be paid by the licensee to the Railways.
 - iv. Ticket Roll will be given free of charge. Penalty charges will be levied as per normal rules after losing ticket / tickets.
5. Time of work:

General Reservations: 08:30 to 22:00 (except Sunday)
08:30 to 20:00 (on Sunday)

Tatkal Booking: Upper Class from 10:30 and lower Class 11:30.
6. Registration fee: After allotment, Rs.5 lac (non-refundable)
7. Earnest Money: 2 lakh.per ports, but maximum Rs. 5 lakh.
8. Advance Deposit: Min Rs 5 lakh per counter, but tickets can issue upto the value of 4.5lakh rupees. Up to a maximum of Rs 1 crore can be deposited.
9. License Fee:5000 per counter per year
10. Duration: 3 years and thereafter on satisfactory performance can be extended for 1 year.
11. Service Charges (Commission): Second class & sleeper class: 30 / - per passenger, Other categories: 40 /- per passenger
50% of the above charges will be taken as service charges for cancellation.
1 rupee per passenger for UTS ticket.
12. Revenue Sharing: There will be no sharing of shares for UTS Tickets. For reserved tickets, 25% of the service charges taken by the license will be deposited in the Railway account.

Hand Held Terminal for TTEs:

1. Objective of HHT:
 - I. To bring in greater transparency in ticket-checking system
 - II. To make available the information of 'on train' vacant berths with TTEs at next stopping station of the train through enquiry.
 - III. Integration of NT information with the Coaching Refund Application will eliminate the need of feeding EDR in Refund System.
 - IV. For reserved trains, utilization of berths will also include on train allotments by TTEs. Till now, these figures were available in paper charts only.
2. TS will assign coaches to TTEs in his team using TTE admin module at TTE lobby station.
3. TTEs will download the Charts of his allotted coaches from Thin Clients installed at the TTE Lobby.
4. Wherever Current Booking is done through the PRS for that train, TTE will also download the Current Booking List on his Hand Held Terminal while on platform or on-board the train using GPRS connectivity.
5. TTE will be able to mark against each booked passenger as Turned-Up (TU) or Not Turned-Up (NT) from HHT itself .
6. After completing the recording of TU/NT status for each passenger TTE will be able to allot Vacant berths to RAC and Waitlisted passengers available on-board the train - in his own coaches.
7. TTE will also be able to shift confirmed passengers on request from one berth to another - including from one Coach to another (for coaches allotted to him).
8. Even after adjusting the RAC/Waitlist passengers, if some berths are left vacant, information regarding such vacant berths shall be available on the PRS Website, in IVRS/Call Centre and on PRS terminals at next station. This information needs to be sent by TTEs after finishing their checking.
9. Occupancy chart can be viewed on HHT device to dispense with the manual preparation of food-chart/occupancy chart.

Booking on Mobile and Laptop

This service is available on railway web portal: www.indianrailways.gov.in.

Mobile and laptop holders with internet facility can take advantage of this facility. The service charges will be Rs.5 / - per ticket for the lower class and for the higher class will be Rs.10 / - per ticket. Payment of fare will be made by credit card debit card. After booking and payment, mobile reservation message and virtual reservation message will be issued. ticket will be booked on personal ID only. The service time of 00:30 to 23:45 hrs. per month Max 6 tickets can be booked on one ID. Tickets can be booked for general passengers, Tatkal & senior citizens. Other concessional tickets will not be issued.. Passenger should submit Photo ID during the journey along with Mobile Reservation message or virtual reservation message. Otherwise receipt will be issued for a fine of Rs. 50 per per ticket. The cancellation will be ONLINE BEFORE preparation of CHART, after the charting, online ticket deposit receipt will be issued. Change of Boarding point or name change will be done in the reservation office.

Mobile Ticketing / 'UTS onmobile':-

1. The UTS onmobile' app is developed in-house by Centre for Railway Information Systems (CRIS).
2. The UTS onmobile' Application is available for both Android and Windows smartphone. Users can download this app from Google Play Store or Windows store free of cost.
3. First the passenger will get registered by providing his/her mobile number, name, city, default booking train type, class, ticket type, number of passenger and frequently travelling routes.
4. Upon successful registration, Railway Wallet (R-Wallet) will be created automatically with zero balance to the passenger. There will be no extra cost for creating R-Wallet.
5. The R-Wallet can be recharged either at any of the UTS counter or through recharge option available in the <https://www.utsonmobile.indianrail.gov.in> website.
6. The passengers are allowed to book normal (non-concessional) journey/return suburban tickets.
7. Currently, Paperless Ticket can be booked for Journey Ticket, Season Ticket and Platform Ticket. Platform Ticket booking is allowed for some selected stations only.
8. In case internet connection of the mobile is not up, then ticket booking is not allowed.
9. No advance ticket booking is allowed. (i.e.) The journey date will always be current date.

10. Paperless Ticket:

- i. The passenger can book paperless Journey Ticket, Season Ticket and Platform Ticket through mobile application and ticket will be delivered in the mobile application itself.
- ii. The passenger can travel without taking hardcopy of the ticket.
- iii. Whenever Ticket Checking Staff asks for ticket, the passenger will use '**Show Ticket**' option in the app.
- iv. The smartphone should be GPS enabled to book paperless ticket.
- v. The paperless tickets are not allowed for cancellation.
- vi. The journey should commence within one hour after booking paperless ticket.
- vii. The Season ticket can be issued/ renewed from mobile application and it will be valid from the next day of booking the ticket. No need of GPS for issue/renewal of Season Ticket.
- viii. Platform Ticket can also be booked from mobile application.
- ix. In case passenger is not able to show the ticket on mobile then it is considered as ticketless travel.

11. Paper Ticket:

- i. The passenger can book ticket through the mobile app. On booking of ticket, he/she will get Booking ID along with other ticket details.
- ii. The booking details will also be available in booking history. The booking ID will also be conveyed through an SMS.
- iii. After booking Paper ticket, Passenger can go to the journey originating (source) station to take ticket print out from any of the ATVM there, by entering his/her registered mobile number and booking ID.
- iv. The Journey is valid only with printed ticket.
- v. The cancellation of Paper ticket is allowed either at the counter after printing the ticket or through the app before printing the ticket. However, in both the cases, cancellation fee is applicable.
- vi. The journey should commence within one hour after printing paper ticket in the kiosk.

12. For detailed help, visit website "<https://www.utsonmobile.indianrail.gov.in>".

Facilities given to lady passengers -

IRCA coaching Tariff No. 26, Part I, Vol. I. Rule No. 241

1. As per section 58 one IInd class coach is reserved for lady passengers, in which only ladies & children below 12 years are allowed to travel.
2. Separate waiting rooms are available for ladies at important stations.
3. Separate reservation quota is earmarked for lady passengers.
4. Lower berths are allotted to lady passengers aged 45 years and above.

5. Preference is given to pregnant ladies for lower berth on production of medical certificate
6. In Mumbai suburban section separate ladies special trains are run and separate coaches are earmarked in all trains for lady passengers.
7. As per section 139 if any lady passenger is detected travelling without ticket or with irregular ticket and is not in a position to pay charges or refuses to pay charges, then during day time she will be detained only at starting, destination or district head quarter stations and during night time she will not be detained.

Facilities given to Foreign Tourists:-

1. Tourist agencies have been opened for foreign tourists who issue tourist coupon tickets.
2. When travelling in groups of certain number, they can take guides free with them.
3. Indrail passes are issued from nominated stations.
4. Advanced reservation period on indrail passes is 360 days.
5. Retiring room facility is provided for a maximum of 72 hours.
6. Tourist information booths / bureaus have been opened at important stations.
7. Separate reservation quota is earmarked in important trains for foreign tourists.
8. Separate Counters have been opened at reservation offices of important stations.

Write Short Notes-

1. Types of Tickets.
2. Luggage Ticket.
3. Excess Fare Receipt
4. Excess Fare Ticket.
5. Platform Ticket.
6. Cloak Room Ticket.
7. Supplementary Charge Ticket.
8. Police Warrant.
9. Facilities given to Lady Passengers.
10. Facilities given to Members of Parliament.
11. Facilities given to Foreign Tourists.

Answer in Detail -

1. Season Ticket.
2. Break Journey Rules.
3. Indrail Pass.
4. Guard Certificate.
5. Rail Travel Coupons.

CHAPTER 4:- CONCESSIONS.**General Rules for Concessions**

IRCA Coaching Tariff No. 25 P-I V-II Rule No. 101

1. At a time, only one concession can be granted to a person. Exception - SC/ ST student.
2. Concession is given only in Mail / Express fare.
3. Concession is given only in basic fare and not in other charges like Reservation Fee and Supplementary Charges etc.
4. Concessional tickets are issued by the shortest route, but in the following circumstances they can be issued by longer route:-
 - a. If the distance of longer route is exceeding the distance of shorter route up to 15%.
 - b. If the journey period by longer route is less as compared to shorter route.
5. The concessional ticket holder must travel by the route for which the concessional ticket is issued. If found travelling by other than the booked route he will be treated as without ticket and charged accordingly.
6. If return journey concessional ticket is issued, then the passenger should perform both outward and return journey by the same route.
7. Concessional ticket holders cannot upgrade their ticket to upper class, but persons who are eligible for concession in first class can travel in AC-2T by paying the difference of the fare = Concessional fare of first class + (fare of AC-2T - fare of first class).
8. Only the person, in favour of whom the concessional certificate is issued, can travel on it.
9. No concession will be granted on C.P. Sections.(Murtizapur - Achalpur, Murtizapur - Yavatmal and Pulgaon - Arvi.). Exception - Senior Citizen can be granted concession.
10. No concession will be granted on Neral - Matheran Section of Central Railway.
11. Break journey is not permitted on concessional tickets issued under special circumstances.
12. When the fare is borne by Central / State Government / Local Bodies / Corporations or Government Undertakings, no concession will be granted. Exception - Concession is granted for participating in sports tournaments sponsored by Central / State Government.
13. While granting concession -
 - Percentage of fare to be collected should be calculated.
 - Base fare must not be less than minimum fare. After giving concession it may be less than minimum fare.

- Percentage of concession will be same for concession holder and attendant.(Exception - Cancer Patient)
14. Original certificate must be produced, wherever needed.
 15. If the age of passenger availing concession is less than 5 years, then he will travel free and Concession will be granted to attendant as per rule.

Types of Concessions:

Concession to Blind persons:-

1. Concession will be granted on producing copy of certificate issued by Registered Medical Officer or Civil Surgeon or Principal of Blind School / College.
2. During travel, passenger must possess original certificate
3. Validity of certificate is 5 years from date of issue.
4. 50% concession is granted to Blind person travelling alone or with escort in AC first class & AC two tiers and 75% concession in other classes.
5. During vacations, blind pupils in group but not less than four, free ticket for one escort in the same class for every two pupils is issued, after taking permission from Sr. Divisional Commercial Manager.
6. Season tickets will be issued to the blind person and escorts on 50% concession.
7. 25% Concession will be granted with escort in Rajdhani & Shatabdi trains in AC III & ACCC class.

Concession to the Handicapped Person:

1. Concession will be granted on production of certificate issued by Orthopaedic Surgeon or Civil Surgeon.
2. The passenger is required to carry the original certificate while travelling.
3. Validity of certificate from date of issue -
 - a. Temporary disability - 5 years.
 - b. Permanent disability -
 - i. Age up to 25 years - 5 years.
 - ii. Age from 26 years to 35 years - 10 years.
 - iii. Age more than 35 years - Life long.
4. 50% concession is granted to handicap person travelling with or without escort in AC first class & AC two tier and 75% concession in other classes.
5. Season ticket on 50% concession will be issued.
6. 25% Concession will be granted with escort in Rajdhani & Shatabdi trains in AC III & ACCC class.
7. Escort is not mandatory.

Concession to the Mentally Retarded person

1. Concession will be granted on production of certificate issued by Doctor of Government Hospital.
2. The passenger is required to carry the original certificate while travelling.
3. Validity of certificate is 5 years from date of issue.
4. 50% concession is granted to mentally retarded person travelling with or without escort in AC first class & AC 2-tier and 75% concession in other classes.
5. Season ticket on 50% concession will be issued.
6. 25% Concession will be granted with escort in Rajdhani & Shatabdi trains in ACIII & ACCC class.
7. During vacations, mentally retarded pupils in group but not less than four, free ticket for one escort in the same class for every two pupils is issued, after taking permission from Sr. Divisional Commercial Manager.
8. Escort is not mandatory

Concession to the T. B. Patient

1. Concession will be granted on production of certificate issued by Medical Officer of Government Hospital.
2. The passenger is required to carry original certificate while travelling.
3. Validity of certificate is 3 months from date of issue.
4. 50%concession is granted to T.B. patient travelling alone or with escort in AC - First class / AC 2 tier / First class and & 75% in other classes.
5. Concession will be given for periodical check-up for outward and return journey.

Concession to the Heart Patient / Cancer Patient / Thalassemia / Kidney Transplantation.

1. Concession will be granted on production of certificate issued by a Medical Officer of Recognized Hospital.
2. The passenger is required to carry true copy of certificate while travelling.
3. Validity of certificate is 3 months from date of issue but in case of cancer patient, it is valid for 01 year.
4. 50% concession in AC first class and AC two tier is granted to Heart Patient / Cancer Patient / Thalassemia / Kidney Transplantation person travelling with escort.
5. 75% concession in other classes is granted to Heart Patient / Thalassemia / Kidney Transplantation person travelling with escort.
6. 100% concession will be granted to Cancer patient alone in AC 3-tier & Sleeper class and 75% concession will be granted to escort.

7. Heart patients will be granted concession for surgery and to cancer patient for travelling from residence to hospital and return journey.
8. Concession will be granted for Kidney Transplantation or Dialysis to Kidney Patients.

Concession to Allopathic Doctor

1. This concession is granted to Doctors holding MBBS or higher degree.
2. Concession will be granted on production of certificate issued by Medical Council.
3. Doctor should declare that he will render a free service to the passenger in train, if required. Declaration is issued by Railways.
4. Medical Kit should be available during the course of journey.
5. The berth numbers is shown with “+” sign, in the reservation chart.
6. 10% concession will be granted in all trains and classes.

Concession to Non- infectious Leprosy Patient

1. Concession will be granted on production of certificate issued by Doctor of Government Hospital.
2. The passenger is required to carry original certificate while travelling.
3. Validity of certificate is 3 months from date of issue.
4. 75% concessions will be granted in First class, Sleeper class and IInd class.
5. Facility of escort is not given.
6. Concession will be granted for outward and return journey, for periodical check-up.

Concession to Widow of Defence Personals / IPKF Personals / Kargial shaheeds.

1. Concession will be granted on production of copy of Identity card issued by Defence Ministry.
2. 75% concession will be granted in sleeper class and IInd class.
3. Facility of attendant is not given.

Concession to the Widows of Policemen killed in action against Terrorists and Extremists

1. Concession will be granted on production of copy of Identity card issued by Superintendent of Police.
2. 75% concession will be given in sleeper class and IInd class.
3. Facility of attendant is not given.

Concession to the Deaf and Dumb Person

1. Concession will be granted to a person, who is deaf and dumb both, alone or with attendant, on production of certificate issued by Doctor of Government Hospital.
2. The passenger is required to carry copy of the original certificate while travelling.
3. Validity of certificate is 5 years from date of issue.
4. 50% concessions in First class / Sleeper class and IIInd class will be granted.
5. Season tickets will be issued to deaf and dumb persons alone or with attendant on 50% concession.

Student Concession -

1. Concession will be granted to students of school or college during the vacations to their native place and return journey or for journey from examination centre and back.
2. Student of General Category up to the age of 25 years, SC/ST category up to age of 27 years and Research scholars up to age of 35 years are eligible for concession.
3. Concession will be given on production of certificate issued by Principal or Head Master.

Student Concession Certificate -

1. Student concession order book will be issued to Principal or Head Master by Divisional Commercial Manager on demand.
2. To procure this book, an application along with six specimen signatures of Principal or Headmaster should be sent to Divisional Commercial Manager's office. One specimen will be kept in Divisional Commercial Manager's office as record, second will be sent to Accounts office, and the remaining four will be sent to the Station Master, from where student starts their outward journey.
3. The student concession order book will be sent to the Principal / Headmaster. This is a numbered book and each page contains three parts.
(a) Record (b) Railway (c) Student.
4. Railway and Student foil will be handed over to the student for purchasing concession ticket.
5. Separate forms for outward and return journey will be issued.
6. Both concession forms will be presented to the Station Master of Outward journey station for verification of the signature of Head Master / Principal. Station Master will tally the signature of Head Master / Principal and after the verification of specimen signature; the station master will sign on it along with station stamp.
7. On production Railway and Student foil in the booking office, concessional ticket will be issued.

8. Booking clerk will write all particulars of ticket on the both foils with stamp and signature.
9. Student foil will be given back to the student and Railway foil will be sent to the Traffic Account Office along with balance sheet at the end of the month.
10. Validity of student concession order is 14 days for outward journey and 120 days for return journey.

Concession

1. 50% concession will be granted in IInd and sleeper class.
2. For SC/ST students, 50% concession will be in concessional fare for students.
3. For every group as indicated below, one Teacher / Professor / Office staff of the same educational institution travelling as escort is allowed to travel at 50 % concession in sleeper class and IInd class :
 - a. Four girl students of any age and boy students under age of 12 years
 - b. Ten boy students of the age of 12 years and over.
 - c. Five physically handicapped students of 12 years and over.
4. 50% concession will be given in first class and IInd class season tickets.

Concession to Senior Citizen -

1. A male persons whose age is 60 years or above & Female whose age is 58 years or above will be treated as Senior Citizens.
2. 40% concession will be given to male senior citizens and 50% concession to female senior citizens in all types of trains (including Rajdhani / Shatabdi / Jan-Shatabdi Exp) and in all classes.
3. Concession is granted on C.P. sections as well.
4. Certificate need not be produced at the time of obtaining ticket. But the same should be produced, if demanded during Journey.
5. If passenger is unable to produce the certificate, the difference of fare along with excess charge will be recovered.
6. If senior citizen quota is misused by the passenger, then he will be treated as without ticket and charged accordingly.
7. On more than journey of 1000 Km, concession will be given on Circular journey tickets.

Concession to Haemophilia Patients -

1. 75% concession will be granted on production of certificate issued by Medical Officer of Recognized Hospital in AC 3 tier, AC Chair Car, Sleeper and IInd Class.
2. Concession will be granted while travelling alone or with an escort.

3. Concession will be granted for outward and return journey, for check-up and treatment.

Concession to Aplastic Anaemia Patients -

1. 50% concession will be granted on production of certificate issued by officer in charge of recognized hospital in AC 2 tier, AC 3 tier, AC Chair Car, Sleeper.
2. Concession will be granted for outward and return journey, for check-up and treatment.

Concession to Teachers awarded on Teachers Day -

1. Teachers are honoured with National Award by the President of India for their outstanding work on Teachers day.
2. An Identity Card is issued to them by the District Education Officer.
3. On production of copy of Identity Card, 50% concession is granted in Sleeper and II Class.

Concession to Unemployed Youth -

1. Concession is granted to unemployed youth upto the age of 35 years for attending personal interview for jobs in Public Service Commission, Offices of Central / State Government, Government Undertakings, Municipal Corporations and Public Sector Banks, when travelling expenses are borne by the candidates.
1. 50% concession in Sleeper class and 100% concession in IIndClass will be granted on base fare.
2. The attested copy of Call Letter received for interview, in which date and place of interview is mentioned, should be produced.

Concession to Scouts and Guides -

1. When the Scouts and Guides are travelling in a group of atleast 4 for a distance of more than 300 kms, then concession order will be issued by DCM on production of certificate issued by Scout and Guide Department, duly countersigned by Secretary / Commissioner of the National Headquarters or Commissioner of District Headquarters / State Headquarters.
2. 50% concession will be granted in Sleeper and IInd class, on production of concession order in the booking office.

Concession to Mid-wife and Trained Nurse -

1. Concession will be given to trained nurses / midwives or nurses / midwives undergoing training in recognized hospitals or Nursing Institutes while proceeding on leave or on duty.

2. On submission of certificate issued by Civil Surgeon / Principal of Government Hospital or Principal of an Institution recognized by Civil Authorities in Divisional Commercial Manager's Office, concession order will be issued.
3. 25 % concession will be granted to the nurse / midwife in Sleeper and IInd class on production of concession order in the booking office.

Concession to Teachers Travelling in Group

1. Teachers travelling on educational tour in a group of minimum 4 for a distance of more than 300 km. will be granted 25% concession in Sleeper and IInd class.
2. On submission of certificate issued by Head Master / Principal/ District Inspector of Schools / District Education officer in Divisional Commercial Manager's Office, concession order will be issued.
3. Concessional ticket will be issued on production of concession order in the booking office.
4. Concession will be granted to one attendant on every 10 teachers.

Concession to Farmers -

1. Farmers travelling to visit National Projects, Industrial and Agricultural Exhibitions, in a group of minimum 20 for more than 300 kms. will be granted 25% concession is given in Sleeper / IInd class.
2. On submission of certificate issued by District Magistrate in Divisional Commercial Manager's Office, concession order will be issued.
3. Concessional ticket will be issued on production of concession order in the booking office.
4. When full train is booked by farmers, 33% concession will be granted.

Concession to Youths -

1. Concession is granted to youth travelling in a group of minimum 5 of age 15 to 35 years.
2. The concession order is issued by Divisional Commercial Manager's office.
3. 25% concession is given in Sleeper/IInd class.
4. This concession will be granted when the youths are traveling to participate in camps.

Concession to Sport Persons -

1. This concession is granted to Sports persons for participating in sports events.
2. 75 % concession will be granted in Ist, Sleeper and IInd class for participating in International level tournaments.
3. 75% concession will be granted in Sleeper, IInd class and 50% in Ist class for participating in National level tournaments.

4. 75% concession will be granted in Sleeper and IIInd class for participating in State level tournaments.
5. On submission of certificate issued by Sport Secretary in Divisional Commercial Manager's Office, concession order will be issued. Concessional ticket will be issued on production of concession order in the booking office.

Concession to National Bravery Award Recipient Children -

1. The children who are awarded by national bravery award on Republic day is given this concession.
2. The copy of identity card issued by the Welfare Inspector Institution should be produced.
3. The children up to the age of 18 years can travel free in Sleeper/IIInd Class.
4. A guardian is given 50% concession in Sleeper/IIInd Class with the child.

Concession to Students studying in Rural Area -

75% concession in IIInd class once in a year for study tour is given Concession to Students Learning in Rural Area.

Concession to Farmers / Milk Producers -

1. Concession is given to farmers, who are visiting national level agriculture institutions for training.
2. Concession is given to milk producers, who are going for training in Dairy institutions of national level for and going for information regarding dairy farming.
3. 30% concession is given in IIInd class.

Concessions to the Aids patients -

50% concession will be given only in IIInd class for going up to retroviral therapy centre from home and back. Certificate is should be issued by the doctor of retroviral therapy centre recognized by railway administration. There is no Distance restriction. Facility of attendant is not given.

Concession for Press Correspondents:

IRCA coaching Tariff No. 26, Part I, Vol. Rule No. 244-245

1. Photo identity cards will be issued to accredited press correspondents from nominated stations, which will be valid for 2 years from the date of issue.
2. A certificate issued by press information bureau / other competent authority (District P.R.O / Collector) on pro-forma prescribed by Railway administration and one self-attested photo should be produced to concerned Station Master.
3. SM will check the above documents and forward them to CRS for issue of identity card.

4. All details of issued identity cards will be fed into PRS and their periodical records will be maintained by CRS.
5. At the time of booking press correspondents will have to produce a photo copy of photo identity card, on the basis of which 50% concession will be granted in all trains and classes including Rajdhani / Shatabdi express. (Exception- Garib Rath, Duranto, Yuva Trains, Season Ticket)
6. At the time of booking original identity card will be verified.
7. Apart from base fare all other charges will be collected as per rules.
8. Spouse of press correspondent or dependent children upto 18 years of age or companion will also be given the benefit of this concession twice in a financial year. For this he should give a declaration in specified format at the time of booking.
9. Photo identity card will be non-transferable.

Privilege Ticket Order (PTO) -

1. PTO will be issued in favour of the railway employee and their family members.
2. 4 sets of PTOs are issued to every railway employee per year. One set of PTO contains one outward and one return journey PTO.
3. Tickets will be issued on collection of 1/3 of the base fare according to class.
4. Concession will be given for all classes.
5. All rules of fully paid fully paid ticket holder e.g. break journey/ cancellation rules etc.
6. Other charges like Reservation Charge, Supplementary Charges, Development Surcharge, are not applicable to PTO ticket holders.
7. If name station is written the column of station master then it can be en-cashed only at mentioned station on PTO, Indian Railway is written in the column of station master then it can be en-cashed at station on Indian railway.
8. Validity of PTO is 5 months from the date of issue.
9. Class in which the Employee entitled to travel on privilege pass, PTO will be issued for the same class.

Concession to Technicians of Regional Film Industry (wef. 01/07/10)

1. Concession will be admissible in all trains except Duronto, Yuva and Garibrath Exp.
2. Concession is admissible in all classes except AC-I class.
3. Concession is not admissible Season ticket, Circular Journey ticket, Suburban and Ordinary trains.
4. The element of concession will be 50% in First class, AC- II tier, AC-III tier and AC Chair car and 75% in Sleeper Class.
5. 31 Regional Film Industries are notified for the purpose of concession.

6. Concession will also be admissible to technicians of Hindi Film Industry.
7. The Producer will prepare a list of technicians indicating Name, I/D card No. and name of the Employee Association to which technician is affiliated, will be submitted to the Association in the pro-forma prescribed by Railway.
8. Concession order will be issued after receiving the list, forwarded by the President or Secretary of the association to DCM Office.
9. Concessional ticket will be issued after producing concession order at Booking Office.
10. Original Identity card should be carried during journey.

Special Concession -

1. Apart from the above mentioned concessions, the concessional orders issued by Sr. DCM office are known as special concessions.
2. On these concessions, concession particulars are written with rules on the basis of which concession are given.
3. The concessions orders are issued in duplicate. After writing all particulars of the ticket on both the foils, one will be handed over the passenger and another will be sent to traffic accounts office along with returns.

Questions

Write in Detail

1. General rules of concession.
2. Student concession book.
3. PTO.

Write in short notes

1. Concession to blind persons.
2. Concession to mentally retarded persons.
3. Concession to Senior Citizens.
4. Concession to deaf and dumb persons.

CHAPTER 5:- RESERVATION.**General Rules for Reservation -**

IRCA Coaching Tariff No - 26, P - I, V - I, Rule 301

1. There is no guarantee of Reservation.
2. Passenger should possess proper ticket or pass.
3. Advance Reservation period is 120 days excluding day of journey. For Indrail Pass it is 360 days (excluding day of journey).
4. Reservation will not be given on temporary basis.
5. Prescribed requisition form should be filled in for reservation purpose, whose number is COM 744F.
6. The name of passengers below 05 years of age should be written in prescribed column of requisition form.
7. Maximum six (6) passengers can be booked on one reservation form.
8. If Doctor or Sr. citizen wants to avail the facility of concession, then he should mention the same in prescribed column of the requisition form.
9. If the passenger wants to avail the Upgradation facility, he should mention the same in prescribed column of the requisition form.
10. Reservation is provided on **“first come first serve”** basis.
11. Only one requisition form will be accepted at a time from one passenger.
12. Reservation is not provided on phone. Exception - Member of Parliament, High Officials.
13. Reserved tickets are non-transferable.
14. Reservations are provided for particular date, train and class to a particular passenger by his name.
15. Sleeping accommodation can be utilized from 21.00 hrs. to 6.00 hrs.
16. Reservation charges are collected once only for entire journey. But after break journey, fresh reservation charges will be collected for reservation.
17. While travelling in any reserved class, Identity card is necessary.

Procedure for Reservation from ticket originating station: -

1. At originating station, number of coaches to be attached in a train is fixed and allotment of seats / berths is done accordingly.
2. On passengers demand some quotas are kept separately, which are as under -
 - a. HOR quota,
 - b. Solider Quota,
 - c. Ladies quota,
 - d. Police Quota,
 - e. Foreign Tourist quota,
 - f. City booking office quota,

- g. Intermediate station quota,
 - h. Out station quota,
 - i. R.A.C. quota,
 - j. Tatkal quota,
 - k. Handicapped quota.
 - l. Senior citizen quota.
 - m. Cancer patient quota.
3. Above quotas are not available in all trains. It is decided according to traffic of the train.
 4. When the above mentioned quotas are not vacant, reservation will be provided in general quota to these passengers.
 5. For senior citizens, ladies of age 45 years & above and pregnant ladies, quota of two lower berths per coach is available in sleeper class / 3AC / 2AC.
 6. Vacant berths in the above quotas are allotted to the passengers as per general rules.

Procedure for Reservation from Intermediate Station

IRCA Coaching Tariff No - 26, P - I, V - I, Rule No 303

Intermediate stations, where quota is provided in trains, reservation can be allotted up to the quota limit. Reservation availability position should be displayed on the notice board.

Commencing journey from Intermediate Station:

1. Passenger can be permitted to commence his journey from intermediate station on submitting an application in reservation office, at least 24 hrs before scheduled departure of train, provided the train halts at that station.
2. No refund of fare will be granted upto the journey commencing station.
3. The berth can be allotted to any other passenger upto journey commencing station.
4. The passenger, who has changed the boarding point is not permitted to travel from original boarding point to changed boarding point, if found travelling he will be charged as passenger travelling without ticket.
5. This facility will be given only once.

Reservation against Cancellation (RAC): IRCM V- I, Rule No. 662

1. This facility is available from train originating station and coach attachment station.
2. In this system, some berths are kept as seats separately. If there is demand for accommodation even after allotment of all vacant berths, the passenger will kept in RAC.

3. When berths become available, they will be allotted serially to the RAC passengers. This work can be done before preparation of charts, after preparation of charts and also in the train.

Merits of RAC system:-

1. Facility of reservation can be given to more passengers.
2. RAC passengers can enter in reserved coaches.
3. Available berths are allotted according to serial no. of RAC.
4. TTE cannot allot vacant berths to other passengers as per his choice.
5. Cancelled berths can be utilized again.

Demerits of RAC system:-

1. Passengers in excess of the carrying capacity are permitted in coach.
2. It causes inconvenience to other reserved passengers.
3. There is no guarantee of berth for the RAC passenger.

Waiting List -

1. If there is demand of accommodation even after allotment of all vacant berths / RAC seats, the passenger will be kept in Waiting List.
2. When berths / seats are available it will be allotted serially to these passengers.
3. Fare collected from waitlisted passengers will be the same as for confirmed passengers.
4. Wait listed passengers are not allowed to travel in reserved coach.

Reservation Chart:

1. Reservation Charts will invariably be made at least 4 hours before the scheduled departure of train and in case if the same are not made by the charting section, the system will automatically finalized them 4 hours before the scheduled departure of train and pasted on the notice board.
2. The supplementary chart of reservation made and cancellations done during the intermittent period (between the preparation of first chart and second chart) will be taken out and handover to on board ticket checking staff.
3. Reservation chart is in two parts -
 - a. The upper part of the chart contains particulars like number & name of train, station, type of coach, class, date, etc.
 - b. The lower part of chart contains particulars like seat/berth number, name of passenger, sex, age, originating & destination station, ticket no., PNR no. and remarks etc.
3. RAC passenger charts is printed under the confirm passenger charts, below that upgraded passenger charts is printed.
2. Following information is written against name of the passenger as per requirement.
 - a. Pending amount, if any

- b. If the passenger is doctor - '+'
 - c. For upgraded passenger - '!
 - d. For E - Ticket - 'N'
 - e. NRF - No Refund in cash.
3. Reservation chart prepared in Hindi as well as in English. At originating station of train reservation charts prepared in 5 copies.
 - a. Record.
 - b. Notice board.
 - c. T.T.E./Conductor.
 - d. To be pasted on both the side of coach.
 - e. To be pasted on both the side of coach.
 6. At intermediate station chart prepared in three copies
 - a. Record
 - b. Chart board
 - c. T.T.E./Conductor of train.
 7. Reservation quota provided at some intermediate station of the train where quota chart is being generated, called as Remote Location of that train and the chart prepared at such stations is called as remote location quota chart. On intermediate stations where reservation quota is not provided but the train halts at such stations ex-passenger list is being generated in triplicate.
 - a. Record.
 - b. Notice board.
 - c. TTE/Conductor.
 8. A remark - "Passenger who has not got the confirm accommodation are requested not to board reserved coaches" is written on the chart of each coach".

Objective of preparing Reservation chart -

1. Convenient for passenger to find out accommodation.
2. It is easy for ticket checking staff to check the coaches.
3. It is helpful in controlling transfer of tickets.
4. It proves useful at the time of accident.

Computerized Reservation System -

Maximum reservation offices are computerized on Central Railway to facilitate the public, from where advance reservation can be done for journey starting from any station on Indian Railway, for any train/class and for any destination station. From these reservation offices 7 to 8 Lakhs seats / berths are being reserved daily. Computerized reservation system was introduced in 1986 at New Delhi station. On Central Railway, computerized reservation system was started in 1987 at Mumbai station.

Working hours of these offices is 08 hrs to 20 hrs from Monday to Saturday and 08 hrs to 14hrs on Sunday.

At Zonal level the head of computerized reservation system is Chief Commercial Manager (Passenger Marketing). He is assisted by Deputy Chief Commercial Manager (PM) and Assistant Commercial Manager. Sr. Divisional Commercial Manager looks after this work at Divisional Level.

Merits of computerization of reservation

1. Reservation can be done from any stations to any station, for any train, for any class, for any date, from any counter.
2. No need to stand in queue for long time.
3. More facility is provided to the passenger.
4. Any information regarding journey can be obtained quickly.
5. It is easy to maintain ticket stock, printing of tickets and up keeping of tickets.
6. Fare can be calculated easily.
7. All details of journey are printed clearly on ticket.
8. All particulars such as seat / berth number, name of passenger, age, sex, ticket no., PNR no., code of originating and destination station, coach no. etc are clearly and legibly printed on computerised reservation chart in Hindi and English.
9. Improved customer satisfaction and reduction in complaints.
10. Due to computerisation, irregularities and probabilities of corruption are minimized.
11. Equal distribution of work amongst all employees.
12. Optimum utilization of reservation quota.
13. Improved work efficiency of employees.
14. Reservation is provided to more passengers.

Demerits of Computerization:-

1. Computer works on electricity and work is interrupted in case of electricity failure.
2. This system is very expensive.
3. Due to acceptance of this system unemployment increases.

Information Printed on Computerised Reserved Ticket

1. Monogram of Indian Railways.
2. PNR No: It implies Passenger Name Record. This 10 digits number is printed on left side of ticket's upper portion. Information about reservation can be obtained with the help of this number.
3. Ticket No. : This number is printed on right side of ticket's upper portion in 8 digits. At the time of issuing ticket same number is again printed by the system, which should be tallied.
4. Train Number.

5. Name of Originating and Destination station.
6. Name of Zonal Railway.
7. Distance.
8. Class.
9. Total fare.
10. Number of passengers (Adult/child).
11. Gender and age.
12. Berth / Seat number.
13. RAC / Waiting list number.
14. Voucher number.
15. Date of journey.
16. Date and time of issue of ticket, counter number and route.
17. Name of boarding station, time and date of journey.
18. Name of Destination station, date and time of arrival.
19. Random No: The genuineness of ticket can be checked by this number. It is printed on ticket in 3 digits on following places :
 - a. Below ticket number on right side of ticket's upper portion.
 - b. Left side of lower portion.

Transfer of Reservation Tickets -

1. **Section 142/1** - If any person, who is not authorised to sale tickets, (a) sells or attempts to sell any ticket or any half of a return ticket or (b) parts or attempts to part a ticket against which reservation of a seat or berth has been made or any half of a return ticket or a season ticket, according to this section he shall be punishable with imprisonment up to 3 months or with fine up to Rs. 500 or with both.
2. **Section 142/2** - If any person purchase any ticket from unauthorised person and travelled or attempts to travel therewith, he shall be punishable with imprisonment up to 3 months or with fine up to Rs. 500 or with both and he will be charged as travelling without ticket.
3. **Section 143** - According to this section, if any person who is not authorised to purchase / sale tickets, attempts to purchase / sale tickets, he shall be punishable with imprisonment upto 3 years or with fine uptoRs. 10,000 or with both.

Group Reservation

1. A written application should be given to the Station Master.
2. Group Reservation will not be given during peak hours.
3. Group booking will not be given for opening date of reservation.
4. Permission of group booking on opening date can be granted by Gazetted officers of Division. Permission can also be granted by Chief Commercial Manager (Passenger Marketing) office also.

5. Minimum number of passengers for group booking should be 20.
6. Group booking will not be given after beginning of RAC and Waiting List.
7. Powers of officers granting permission -

Class	No. of Passenger	Authority
Sleeper Class	Up to 24	CRS/SM
	25 to 48	ACM/SM (GAZ)
	49 to 72	DCM
	More than 72	Sr. DCM/DCM
Upper Class	12 to 24	ACM/SM (GAZ)
	25 TO 30	DCM
	More than 30	Sr. DCM/DCM

Tatkal Seva :-

1. **Objective:** - Facility of reservation in emergency situation through value added service.
2. **Advance period of Reservation** - 01 days (Excluding the day of journey) One day in advance from train originating station.
10:00 hrs for upper class, 11:00 hrs for lower class.
3. This facility is available in all trains as well as in all classes (except AC- I class & Yuva Train)
4. Under this facility reservation will be given to fully paid passengers. No concession will be given.
5. Reservation can be done up to the preparation of chart.
6. Four passengers can be booked on one requisition form.
7. Same Tatkal charges will be collected from adult and child.
8. **Tatkal Charges** - It will be 10 % of basic fare for IInd class and 30 % for all other classes, subject to minimum and maximum as below:

Class	Tatkal Charges		Minimum Distance
	Minimum	Maximum	
Executive Class (Shatabdi Exp.)	Rs.400	Rs.500	250 km
AC 2 Tier	Rs.400	Rs.500	500 km
AC 3 Tier	Rs.300	Rs.400	500 km
AC Chair car	Rs.125	Rs.225	250 km
Sleeper Class	Rs.100	Rs.200	500 km
IInd Class	Rs.10	Rs.15	100 km

Above charges will be same for whole year for adult and child.

9. The following quota has been fixed in this service

Class	Prescribed Quota	
	Trains having utilization below 80 %	Trains having utilization more than 80 %
Executive Class (Shatabdi Exp.)	05 Seats per coach	05 Seats per coach
AC 2 Tier	04 Berths per coach	10 Berths per coach
AC 3 Tier	06 Berths per coach	16 Berths per coach
AC Chair car	06 Berths per coach	16 Berths per coach
Sleeper Class	10% of available accommodation or One coach, whichever is less	30% of available accommodation
Second Class	10% of available seats	

8. 50% of the above tatkal Quota is reserved as premium tatkal Quota by each Zonal Railway in selected trains on trial basis.
9. Tatkal tickets will be issued for actual distance of travel, subject to distance restrictions applicable to the train.
10. In this service berths / seats may be booked in multiple legs till the preparation of charts.
11. At the time of preparation of chart, unutilized quota may be released to general RAC/wait listed passengers.
12. Four passengers can be booked on one form.
13. ID card is necessary.
14. Change of name is not permitted on Tatkal tickets.

Wait Listed Tickets -

1. Waiting listed tickets in Tatkal Seva will be issued to the extent of Tatkal quota.

Refund -

1. Refund on confirm tatkal ticket is not allowed in normal condition.
2. Normal rules for granting refund will be applicable to wait listed or partially confirmed tatkal tickets.
3. Full refund will be granted in following cases.
 - a. If train is running more than 3 hours late.
 - b. When unable to provide reserved accommodation.
 - c. Difference of fare will be refunded for travelling in lower class.
4. Tatkal tickets are also issued through Internet..
5. After preparation of charts, vacant berths under this scheme will be allotted to RAC/ Wait listed passengers. No extra charges will be collected.
6. Duplicate ticket will be not issued in normal conditions. In special condition Tatkal Ticket can be issued on payment of full Tatkal fare.

Premium Tatkal (PT):-

1. New quota as Premium Tatkal (PT) Quota is being introduced by Railway with dynamic fare pricing.
2. Dynamic fare stands for the fare component which may be increased with the subsequent bookings.
3. Advance Reservation Period (ARP) of Premium Tatkal ticket booking is same as Tatkal ticket booking.
4. Agents will not be allowed to book tickets in this quota.
5. Dynamic fare shall be charged for confirm passengers.
6. RAC/ Waitlist Ticket Booking is not allowed.
7. Only E-tickets will be permitted for booking.
8. I-ticket Booking is not allowed with this Quota.
9. No concession shall be applicable in this Quota.
10. Child passenger will be charged with full fare.
11. No refund is given to passengers in case of cancellation of confirm PT quota ticket.
12. All rules for tatkal quota booking over internet is applicable to Premium Tatkal quota also.

Rajdhani Express:-

1. These train runs from national capital to state capitals.
2. The fare structure is given separately in fare table which dose not includes other charges i.e. reservation fee, supplementary charges; catering charges. All other charges will be levied as per Rule.
3. Fare will be rounded off in next 5 rupees.
4. Three classes are available in this train - AC first, AC-2 tier and AC-3 tier.
5. Maximum permissible speed is 130 kmph for Rajdhani Exp.
6. All Rajdhani trains are popular trains.

Shatabdi Express:-

1. These trains started in Nehru birth centenary year.
2. The fare structure is given separately in fare table which do not includes other charges i.e. reservation fee, supplementary charges; catering charges. All other charges will be levied as per Rule.
3. Fare will be rounded off in next 5 rupees.
4. Two classes are available in this train - AC Executive and AC Chair car.
5. No concession will be granted in these trains except - Sr. Citizen, Doctor, Military and Press Correspondents.
6. AC Executive Class is treated equivalent to AC Ist for collection on charges.
7. Maximum permissible speed is 150 kmph for Shatabdi Exp.

Duronto Express:

1. This non-stop service is started between selected cities.
2. Fare is collected on point to point basis which includes catering charges. Other charges will be levied as per rule.
3. Some Duronto express are fully Air conditioned and some are partially Air conditioned.
4. There are 5 classes available in this train. AC first, AC-2 tier, AC-3 tier, AC-3 tier Economy Class and sleeper.
5. Fare will be rounded off in next 5 rupees.
6. Pass and PTO holders are not allowed to travel in these trains.
7. No concession is granted. Exception - Senior citizen.
8. Bed rolls are supplied in Sleeper class also for which charge at the rate of Rs 25/- per Bed roll is collected at the time of reservation itself.

GaribRath Express:-

1. First GaribRath train ran between Saharsa and Amritsar on 04/10/2006.
2. There are two classes in this train :
 - a. GRSL - GaribRath AC 3 tier sleeper
 - b. GRCC - GaribRath AC Chair car
3. Minimum distance for charge will be 100 km. for both classes.
4. Base fare is given in the fare table and other charges shall be collected according to rule.
5. Concessions will not be granted.
6. Those PTO and Pass holder who are eligible to travel in AC three tier can travel in this train.
7. Attendant is not permitted.
8. Freedom fighters, complimentary pass holders, and Arjun awardees who is entitle for AC-3 can travel in GaribRath Express.
9. Sitting and former members of Parliament can travel by GaribRath Express. Cost of journey will be collected from Loksabha and Rajyasabha.
10. On demand of passenger bed roll will be supplied on payment of prescribed charges.
11. Rail Travel Coupons (for members of Legislative Assembly and Legislative Council) and District Police Warrants will be accepted.

YuvaTrains:

1. Eligibility- Applicable to Unemployed persons between age 15 to 45 years on production of following documents :
 - a. Certificate issued under National Rural Employment Guarantee Scheme (NREGS).
 - b. Valid registration certificate issued by a Govt. run employment exchange.

2. Tickets will be issued on production of original certificate, a photocopy of which should be retained.
3. Original certificate should be carried during travel.
4. Class: AC Chair car.
5. Minimum chargeable distance - 100 kms.
6. Fare structure -
 - a. Separate base fares notified for Yuva and Non Yuva passengers.
 - b. Others charges will be levied as per rule.
 - c. Total chargeable fare for Yuva passengers inclusive of all charges should not exceed Rs 500/- upto 1500 kms. & Rs 643/- upto 2500 kms.
 - d. No concessions are granted.
7. Reservation :
 - a. Initially 10% of total coaches will be earmarked for Yuva and remaining for Non Yuva passengers.
 - b. Separate waiting list is maintained for both categories.
 - c. If there is waiting list in both categories, unutilized quotas will clear waiting list in the order of first general and then Yuva.
 - d. After chart preparation there will be no concept of Yuva for charging fare.
8. No tatkal quota.
9. Normal cancellation rules will be applicable .If Yuva passenger is not able to produce original certificate during journey, difference of Yuva fare and Non Yuva fare inclusive of all surcharges in full will be recovered.

Din Dayalu Coach:

1. To improve quality of travelling in general class, modern unreserved coach 'DeenDayalu' with facilities like potable drinking water, mobile charging points and bio-toilets among others to be used in mail and express trains.
2. DeenDayalu coaches will run in those routes which have heavy demand for getting seats.
3. Besides the water filtration system to provide potable water, the coach is equipped with provision of cushioned luggage racks, additional hand hold in doorway area and coat hooks.
4. Facilities in these coaches like charging points, dustbins, more space for keeping luggage, aqua guard-like facilities. Estimated to cost about Rs 81 lakh per coach, about 700 such modern coaches will be manufactured in the current fiscal.
5. Painted with z-shaped orange colour bands and anti-graffiti coating, there will be toilet occupation indication display board and water-level indicator in the coach.
6. LED lights, fire extinguishers with anti-theft arrangement, interior panelling with aluminium composite panels.

SUVIDHA TRAINS:

1. Only confirmed and RAC tickets will be issued on these trains and 10% of total No. of berth will be booked under waiting list ticket.
2. Advance Reservation Period is maximum 30 days and minimum 10 days. Tickets for the trains will be available at railway reservation counters as well as online (on the IRCTC website).
3. Fare for these trains is more than that of normal trains; the minimum fare being in the same range of Tatkal fare for the particular class.
4. Fares would increase after booking of every 20 per cent of seats/berths, subject to maximum three times of Tatkal fare.
5. There are no concessions/discounted fares for children and senior citizens
6. Supplementary charges like reservation charge, superfast charge and service tax shall be levied separately.
7. Passengers have to produce an identity card during the journey for verification.
8. 50 per cent refund of fare shall be granted up to 6 hours before the scheduled departure of the train or preparation of the chart, whichever is earlier. After that no refund shall be permissible.
9. Thereafter Cancellation of the tickets is not permitted. However, in case of exceptional circumstances, full refund of the fare shall be granted across the counter or directly credited to the customer's account, depending on the mode of booking.

Antoday Trains:

1. The first service has been started on March 19, 2017 between and Lokmanya Tilak Terminus and Tatanagar.
2. Antyodaya Express is completely Unreserved/General coaches designed by Indian Railways. These are going to be overnight trains. Antyodaya Express was proposed in 2016 Railway Budget of India which will operate on peak routes having more rush.
3. These trains will feature completely Unreserved/General coaches Charging ports for charging electronic devices such as mobiles, laptops etc. Bio toilets in compartments
4. The exterior of coaches will have a futuristic look with the use of Vinyl sheets
5. Safety measures in compartments such as introduction of smoke alarms and CCTV cameras Aqua guard Water Vending machines, Coat hangers and Braille Indicators present.

Humsafar Express:

1. First Services: The first service has been started on 16 December 2016 between Gorakhpur and Anand Vihar.
2. Humsafar Express are completely 3-tier AC sleeper trains designed by Indian Railways. These are going to be overnight trains.
3. These trains will feature side curtains on the corridors like 2AC which were removed from 3-tier AC sleepers.
4. LED screen display to show information about stations, train speed etc. and will have announcement system as well.
5. Vending machines for tea, coffee and milk is available in these trains.
6. Charging ports for charging electronic devices such as mobiles, laptops etc. are available.
7. The berths will more comfortable than the previous 3-tier AC sleeper rakes.
8. Bio toilets are available in compartments.
9. The exterior of coaches will have a futuristic look with the use of Vinyl sheets.
10. Safety measures used in the compartments such as introduction of smoke alarms and CCTV cameras.
11. If passenger brings his own food, he can keep it warm or cold as the train has a heating chamber as well as a refrigerating box.
12. Each and every coupe and side berth having curtains to maintain privacy.
13. Providing with new khadi bed rolls.

Tejas Express:

1. Tejas is an Indian class of trains manufactured at the Rail Coach Factory, Kapurthala.
2. Tejas trains are equipped with hi-tech facilities such as personal video screens, Wi-Fi, coffee vending machines LED boards, and Braille displays.
3. Tejas Express, one of the most awaited promises of Railway Budget 2016, is all set to start playing on the Surat to Mumbai route in the next financial year, after that Delhi - Chandigarh Tejas and Delhi - Jalandhar Tejas will be launched. Railway Minister Suresh Prabhu, on a recent visit to Surat, announced that Tejas Express will start running between the two cities soon.
4. Tejas Express, which is currently being manufactured, has been envisioned as a luxury train service.
5. The train will run at a maximum speed of 130kmph, and will boast of multiple features aimed at enhancing passenger comfort during short journeys.

Uday Express Trains:

1. Uday Express trains are supposed to be high-capacity Air Conditioned Double Decker trains to be run on important routes that experience heavy loads. But we already do have AC DDs, and these trains don't seem to be those but a different product because
2. Uday trains seem to include both overnight and daytime services. More details of these trains, including their rakes and accommodation types are not available anywhere right now.

I - Ticketing:-

1. This facility is available through IRCTC on website www.irctc.co.in
2. For booking of tickets registration should be done on the website, which free of charge.
3. Payment of fare will be done through Credit card, Debit card, e-banking or cash card.
4. Reserved Tickets can be booked for all trains and classes.
5. Concessional ticket will not be issued, exception Senior citizen.
6. No extra charges will be collected to send ticket on passenger's address through courier by IRCTC.
7. One passenger can book maximum 10 tickets per month.
8. After reservation of ticket, PNR No., Status of ticket, Fare will be informed to the passenger through e-mail.
9. Reservation Timing - 00.30 to 23.45 hrs. But on opening date it will be start at 08.00 hrs.
10. Reservation ticket is issued one or two days in advance (according to city).
11. '*I-Ticket No cash refund*' is printed on this ticket.
12. All changes regarding reservation can be done at Reservation Office.
13. Refund / cancellation.
 - a. Ticket can be cancelled from any computerised reservation office within prescribed time.
 - b. Cancellation advice will be issued to the passenger. On basic on this advice IRCTC will arrange refund.
 - c. After expiry of prescribed time, Ticket Deposit Receipt (TDR) will be issued.

E- Ticketing:-

1. This facility is available through IRCTC on website www.irctc.co.in & www.indianrail.gov.in.
2. Booking, registration, and payment of fare are same as I-ticketing.
3. It is not compulsory to produce photo Identity card at the time of ticket booking.
4. Identity card is must while travelling. Following Identity card can be used at the time of booking -
 - a) Pan Card, b) Driving License, c) Voter Identity Card, d) Passport, e) Identity card issued by Government, f) Credit Card with Photograph, g) Student identity card with photograph issued by recognized school or college for their students, h) Nationalized Bank Pass Book with photograph.
5. Second and Sleeper class passenger is allowed to show attested true copy of any one of the above I-card.
6. Passenger can take a print out of ticket on A4 size paper at home which is known as Electronic Reservation Slip (ERS). ERS is travelling authority and must be kept while travelling.
7. The message on mobile/laptop is also valid. Message on mobile is known as **Mobile Reservation Message (MRM)** and message on Laptop is known as **Virtual Reservation Message (VRM)**.
8. Maximum 6 passengers can be booked on one ERS.
9. Maximum ten tickets can be booked on one ID in a month.
10. Time of booking - 00.30hrs. to 23.45 hrs.
11. **Wait listed ERS**
 - a. Wait listed ERS can also be issued but name and PNR number does not appear in the chart. If it is not confirmed.
 - b. Such passengers are not permitted to travel.
 - c. If passenger is found travelling on W/L ERS, he will be treated as travelling without ticket and charged accordingly.
12. Partially confirm / RAC / Wait listed ERS -
 - a. Names of All passengers will be shown in the chart.
 - b. TTE will issue guard certificate (GC) for the passengers not travelling.
13. Cancellation - As per existing refund rules.
14. Reservation will be given up to the finalisation of chart.

Flexi fare system:

The Indian Railways has decided to introduce the flexi fare system for Rajdhani/ Duronto and Shatabdi trains as per details given below:-

1. The base fare for Rajdhani, Duronto and Shatabdi class of trains will be on flexi fare system.
2. The base fares will increase by 10% with every 10% of berths sold subject to a prescribed ceiling limit as indicated in the table below.
3. There will be no change in the existing fare for 1AC and EC class of travel.
4. In the tables given below 'X' stands for the present base fares.

Fare Structure for Rajdhani and Duronto category of Trains										
Charges % of berths	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%
2S	1X	1.1X	1.2X	1.3X	1.4X	1.5X	1.5X	1.5X	1.5X	1.5X
SL	1X	1.1X	1.2X	1.3X	1.4X	1.5X	1.5X	1.5X	1.5X	1.5X
3A	1X	1.1X	1.2X	1.3X	1.4X	1.4X	1.4X	1.4X	1.4X	1.4X
2A	1X	1.1X	1.2X	1.3X	1.4X	1.5X	1.5X	1.5X	1.5X	1.5X
1A	1X	1X	1X	1X	1X	1X	1X	1X	1X	1X
X= Base Fare										

Fare Structure for Shatabdi category of Trains										
Charges % of berths	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%
CC	1X	1.1X	1.2X	1.3X	1.4X	1.5X	1.5X	1.5X	1.5X	1.5X
EC	1X	1X	1X	1X	1X	1X	1X	1X	1X	1X
X= Base Fare										

5. Other supplementary charges like reservation charges, superfast charge, catering charges, service tax etc., as applicable shall be levied separately.
6. Vacant berths left at the time of charting would be offered for current booking.
7. Tickets under current booking shall be sold at the last price sold for that class and other supplementary charges like reservation fee, superfast charges, catering charges, service tax etc., as applicable shall be levied in full.
8. The information should also be displayed to the passenger during the booking in case the fare of lower class becomes higher than the higher class to exercise option to travel by the higher class.
9. The last price for every class of tickets for the particular train should be printed in the reservation chart for the purpose of charging of difference of fare in the train or charging the passengers of the train without ticket etc.,
10. The operation of various quotas available in these categories of Trains shall be as under:
 - a) Tatkal Quota: The present limit of berths set aside for Tatkal quota in these trains shall be operated as per the existing guidelines.

However, no additional charges as “Tatkal charges” will be levied. The berths assigned under the Tatkal quota shall be booked at the rate of 1.5 times of the base fare for all classes (2S, SL, 2A, 3A and CC) except 1AC and EC. Other supplementary charges like reservation fee, superfast charges, catering charges, service tax etc., as applicable shall be levied in full.

b) There shall be no Premium Tatkal Quota in these train services.

11. Concession: Normal concession as applicable for respective concessional ticket will be admissible on the base fare of the ticket at each stage as per the table above.
12. Refund Rules: There will be no change in the existing refund rules.
13. Other Charges: There shall be no change in charges for reservation fee, superfast surcharge etc. Such charges, wherever applicable, shall continue to be levied additionally as per existing instructions.
14. Service tax will continue to be levied as applicable as per instructions issued in this regard.
15. All other rules and conditions pertaining to the above category of trains shall be continued without any change.

Upgradation of Class of Passengers -

Objective:-

1. Maximum utilisation of reservation quota.
2. To provide reservation to maximum passengers.
3. To increase earning of Railways.
4. Utilisation of vacant accommodation.
5. To improve the image of Railway amongst passengers.

Features:-

1. This facility is available for fully fare paying ticket holders.
2. This is available for all classes and in all trains.
3. Upgradation is not applicable for passengers with Group Reservation.
4. The Upgradation will be done only for confirmed passengers of General & Tatkal quotas (after clearance of RAC/Wait list).
5. This Upgradation will be done by PRS automatically at the time of charting. No extra charges will be collected.
6. After up-gradation, if cancels, the cancellation charges will be collected as per original class of ticket.
7. Upgradation can be done on military ticket.

8. Upgradation will be done one class above as follows:-

Booked Class	Upgraded Class
IIS	AC Chair Car
Sleeper	AC3 / AC 2/ 1st Class
AC 3	AC 2/ AC 1st Class
AC 2	AC 1st Class

9. Upgradation will be done at the originating and at all intermediate chart preparing stations.

10. Upgradation will be done on random basis as under-

- a. One PNR from general quota & one from Tatkal quota will be upgraded simultaneously.
- a. All passengers in one PNR will be upgraded. No partial up-gradation will be done.

11. After Upgradation, original PNR number will remain unchanged.

12. The passengers who don't want to avail this facility they should write "No" on the Reservation form.

13. Upgradation is also not applicable for party ticket consisting fully paid and concessional passengers.

Interactive Voice Response System (IVRS):-

1. Under this system information is given through telephone about the-
 - a) Availability of accommodation.
 - b) Current reservation status.
 - c) Arrivals and departures of trains.
2. Telephone numbers of various cities are given in Railway time table.
3. IVRS is a passenger amenity and reduces passenger rush at manual enquiry counters.
4. IVRS is provided at all important cities / towns.

Touch Screen Based Enquiry (TSBE):-

1. Under this system, computers connected to PRS are installed at reservation office / platforms through which information regarding status and availability of reservation is provided to passengers.
2. On feeding the PNR number information regarding status and on feeding the train number, date and names of stations, information about availability is obtained by the passenger.

Passenger Operated Enquiry Terminal (POET):-

1. POET is a passenger amenity provided at important stations / counters.
2. This is user friendly and public can access easily for getting information.
3. The following information can be accessed by the users.
 - Availability of accommodation
 - Current status of a PNR
4. Passenger need not go and stand at the enquiry counter.
5. The list of simplified operating instructions is placed near the terminal for the guidance of the passengers and users.
6. POET will reduce the work load at enquiry counters.

National Train Enquiry System (NTES):-

1. Under this system NTES terminals have been installed at Control Offices of all Divisions.
2. In this terminal operator feeds the information regarding latest position of trains running in the division, every half an hour.
3. This work is done in Control Offices of all Divisions, due to which current position of trains running in other divisions can be obtained immediately.
4. Apart from Divisional Offices NTES terminals have been provided at important stations for enquiry.
5. This system has been connected to IVRS and Announcement System at stations and with Internet as well, through which exact information regarding current position of trains is made available to rail customers.
6. NTES is also one of the passenger amenities and avoids rush at manual enquiry counters.

Integrated Train Enquiry System (ITES):-

1. This also known as Rail Sampark system.
2. Telephone number “139” is allotted for this purpose.
3. This service is available in the entire country
4. Under this system information is provided about train running position, enquiry regarding reservation, information about tourist places. And it is proposed to provide services like Hotel booking, taxi booking etc through this system.

Coach Booking/ Reservation of Coach -

IRCA Coaching Tariff No. 26, P-I, V-I, Rule No. 305

1. **Application:** - An application should be made to the Chief Passenger Transportation Manager (CPTM) through Station Manager at least 30 days in advance and not more than 6 months prior to commencement of journey. In which all journey particulars, type of coach, route, number of passengers etc. should be mentioned.
2. **Registration Charge and Security Deposit:-**At the journey commencing station, Rs. 50,000/- per coach / saloon / tourist car should be deposited or seven days program, for each additional day Rs.10000/- per day per coach will be collected additionally.
3. 50% of the SD will be adjusted in fare and 50% of the SD will be kept as a security deposit.

Note:-

- a. Security deposit of Rs. 15000/- will also be collected from Privilege pass holders and PTO holders (Railway servants and their families).
- b. If tourists apply through recognized tourist agents, then registration charge and security deposit will not be collected.
- c. Rs.25000/- per coach will be collected on booking of coaches by IRCTC.

4. Fare and other charges:-

- a. Adult Mail/Express fare will be collected on point to point on round trip basis for the concerned class, on carrying capacity of the coach or actual number of passengers travelling, whichever is more.
- b. Minimum fare for actual class will be collected.
- c. If wants to carry more passengers than the carrying capacity of the coach, then charges will be levied on *pro-rata* basis. While checking the coaches, if extra passengers are detected, then excess fare with excess charges will be collected per passenger on *pro-rata* basis.

Note: - No concession will be granted on booking special coach / saloon / tourist car. (Full Adult fare will also be collected from child, Sr. Citizen., students.)

5. **Payment of fare** - Fare should be paid 48 hrs in advance from schedule departure of the train, otherwise the coach booking will be treated as cancelled, and registration fee & security deposit will be forfeited. Registration fee can be paid by demand Draft.

6. Minimum chargeable distance -

- a. The minimum chargeable distance (including Rajdhani & Shatabdi Exp) for special train / coach is 500 km (separately for outward and return journey).
- b. In case of hill stations, minimum chargeable distance will be according to inflated distance. (Minimum 200 km.)

- c. For special AC coach attached by Rajdhani / Shatabdi exp., minimum chargeable distance will be from Originating station to Destination station of the train.
7. **Service charges:** - 30% service charges will be collected on basic fare.
8. **Empty Haulage charges:-**
- Empty haulage charges will be 100% of FTR as per carrying capacity of coach for actual distance (Minimum 200 km.)
 - FTR (Full tariff rate) includes basic fare and reservation charge (excluding service charge).
 - Whether the coach is available at that station or hauled from any other station, irrespective of this empty haulage charges will be collected.
 - Empty haulage charge will not be collected for the coach booked by IRCTC.
9. **Detention charges:** - When coach is detained by the party at Originating, Intermediate or Destination station, detention charges @ Rs 900/- per coach per hour or part thereof will be collected without giving any free time on all gauges (BG/MG/NG). Minimum Rs 1500/- per coach.
- Note** - If coach is detained due to operating reasons or for the time given to entrain or detrain the passenger. No detention charges will be collected.
10. **Luggage of passenger-**Free allowance as per class of coach will be given per passenger. Luggage in excess of free allowance should be booked.
11. **Identity cards of Passengers -**
- Identity card for each passenger will be prepared by Party/ Organizer duly signed by Station Master with seal.
 - Number of passengers should be declared at the time of booking and list containing names of passengers should be submitted before commencing journey.
 - Names of 10% passengers can be charged before 48hrs of scheduled departure.
- Note:** -If coach is not supplied by railway due to shortage of coaching stock then an application should be made to CCM and depositing cash receipt registration fee and security deposit amount will be refunded.
12. **Cancellation of Coach:-**
- If cancellation is done more than 2 day before the scheduled date of journey, 10 % of registration charge and security deposit will be deducted as cancellation charges.
 - If cancellation is done one day before and upto 4 hrs. before scheduled departure of the train, 25% of fare will be deducted as cancellation charges.

- c. If cancellation is done within 4 hrs. of scheduled departure of train, 50% of fare will be deducted as cancellation charges.

Reservation of Special Train

IRCA coaching Tariff No. 26, Part - 1, Vol. 1, Rule No. 401

1. **Application:** - Application should be made to CPTM through station manager at least 30 days in advance and not more than 6 months prior to journey date.
 2. **Registration charges cum Security Deposit amount** - Will be Rs. 50000 per coach, out of which Rs.25000/- will be adjusted in fare & remaining Rs.25000/- will be returned to party after completion of journey.
 3. **Minimum chargeable distance** - Will be 500 km. separately for outward and return journey. On booking special train for circular journey, minimum chargeable distance will be 1000 km.
 4. **Fare** - Payable Adult Mail / Express fare of concerned class (for carrying capacity of coach or actual No. of passengers whichever is more) will be collected. Minimum actual class's fare will be collected.
 5. Minimum composition for reservation of special train will be 18 and charges will be collected for 18 coaches. If composition is less than 18, then IInd class fare will be collected for the less no. of coaches.
 6. Empty haulage charges at the rate of Rs.85/- per kilometre will be collected for Pantry car / Dining car / Generator car.
- NOTE:** Apart from this, sleeper class Mail / Express fare and prescribed 30% service charges will be collected for carrying capacity of above coaches or actual number of passengers, whichever is more.
7. **Engine Detention charges-** For all types of engines, engine detention charges will be collected at the rate of Rs. ----/- on BG and Rs.-----/- on MG per hour or part thereof.
 8. **Charges for SLR and luggage compartment** - Fare for sleeper class will be collected as per carrying capacity of the coach. No charges will be collected up to the limit of carrying capacity of luggage compartment
 9. Second class tourist coach will be treated as a second class.
 10. For four / six wheeler tourist saloon the charges will be collected half of the above carrying capacity
 11. AC tourist car / AC saloon will be treated as AC first class coach and Non AC saloon / First Class tourist car as First class coach.

General rules for change in Reservation -

1. Change will be done during working hours of reservation office only.
2. Change can be done in date of journey, class, and destination station or train number.
3. Change can be done only once.
4. If difference in fare arises due to change, the same will be collected in cash.
5. No changes are permitted in Tatkal reservation.

General Rules for change in Reservation on Railway Passes:

1. Holders of Privilege, Duty, Post Retirement, Complimentary, Metal and other passes may be allowed to seek fresh reservation only if the earlier reservation is cancelled.
2. If Confirmed reservation is not cancelled before preparation of charts, the pass will be treated as used.
3. There will be no restriction in number of cancellations in case of tickets having a status of fully / partly waiting list at the time of cancellation against passes. However fresh reservation will be given only after the earlier one has been cancelled within the prescribed time limit.
4. Telephonic request for reservation and cancellation will not be entertained.
5. The portion of break journey will be treated as separate journey.
6. It will be the responsibility of officers / staff making reservation on Metal / Duty passes to ensure that between the same stations and on the same date reservation should not be made in two separate trains.

Change in the name of Passengers with Confirmed Reservation:

Change in names of reserved tickets is permitted by the Station Superintendent / Station Master on a written requisition tendered by the party in following cases only:

1. Government servant proceeding on duty - on presenting a letter from concerned authority at least 24 hours prior to the scheduled departure of the train.
2. Between family members - when proper proof of being family member is presented at least 24 hours prior to the scheduled departure of the train.
3. When students of any educational institute are travelling on study tour, names of 10% students can be changed, provided application is presented at least 48 hours prior to the scheduled departure of the train.
4. In case of marriage party - 10% names can be changed provided application is presented at least 48 hours prior to the scheduled departure of the train.
5. In case of group of NCC cadets - 10% names can be changed provided application is presented at least 48 hours prior to the scheduled departure of the train.

General Rules:

1. Change in name is permitted only on confirmed tickets.
2. At Divisional level permission for change in name can be granted by Sr.DCM, DCM, and ACM.
3. Stations where Area Managers are posted, permission for change in name can be granted by them.
4. Stations where gazetted officers are not posted, permission for change in name will be granted by CRS / SM and post-facto sanction is obtained later from authorized official.
5. A register will be maintained in reservation office in which entry of all cases of change in names will be done.
6. Record of applications received from parties and enclosed proofs will be maintained in a file for 6 months.
7. Officials of Zonal and Divisional Headquarters will check the above record during their inspection.

Forms and registers used in reservation office:

1. Attendance registers.
2. Private Cash Register
3. Login ID register
4. Duty roster register
5. Register of change of passenger name, age and gender
6. Register of Group Reservation
7. Link Failure Register
8. Register of periodical returns
9. RTC Register
10. EDR feeding register
11. ROPD register
12. Balance sheet register
13. Office Order Register
14. Charting register
15. Cash Remittance Register
16. Reservation form
17. Miss-Match Register
18. Ticket Roll Register
19. Stock book
20. TIA Register
21. AD and NAD register
22. Special cancellation Register
23. Leave Register

Returns to be made in reservation office:

1. RTC Returns
2. Returns of Cancelled and Non-issue tickets
3. Daily Voucher Statement
4. EDR Statement
5. Statement of Admitted and Not admitted debits
6. Link Failure Statement
7. Military voucher statement
8. PCDO Statement
9. Quota Utility statement
10. EFT Returns
11. Return of Circular ticket
12. Return of Special Tickets

R.O.P.D. - Refund of Previous day:

1. ROPD stands for Refund of Private Day.
2. Refund statement is printed daily in the PRS system.
3. Daily Refund Statement of cancelled tickets, unused tickets, special cancelled tickets and modified tickets are kept in order of counter wise, shift wise and operator wise.
4. These tickets are examined by TIA.
5. Miss Match Tickets are taken care of while checking.
6. The reason for being non-issued in case of more non-issued are mentioned.
7. In case of missing of cancelled tickets/ non-issued tickets, debit is raised against the respective ECRC / Commerce Clerk.
8. All Vouchers are also checked by TIA.
Daily Initial Number, Last Number, Total Income Deposit etc mentioned in ROPD is checked by T.I.A.

Duties of the ECRC:

1. ECRC must come on duty in uniform on time.
2. Declaration of personal cash.
3. Feeding of Proper imprest money in the system.
4. Random check of printed tickets number from time to time.
5. Timely Log in on the appropriate ID.
6. Check the details printed on the ticket from time to time.
7. To check the reservation application and accept full application.
8. Write PNR, ticket no., fare and status on application form.
9. Log-out from the terminal at the appropriate time.
10. Printing and checking of summary at the time of log out.

11. Leave the counter only after arrival of reliever at the end of duty.
12. Inform the supervisor on non-arrival of reliever.
13. Mention the details of concession on requisition form while issuing concessional tickets.
14. Write a description of Metal Token Duty/ Facility pass or PTO on requisition form.
15. To write the name of Duty/ Facility pass or PTO and validity date, from the station, the issuing office or officer's name/ designation etc. on the requisition form.
16. Deposit of cash on completion of duty as per rules.
17. Accounting/ maintenance of voucher/ RTC/ concessional orders on completion of duty as per rules.
18. Compliance with orders/ instructions received from railway administration.
19. While depositing cash, the acknowledgment should be obtained from the station master/ cashier.
20. Preparation of reservations Chart and making entry in Chart Register.
21. Always co-operate and be courteous towards passenger
22. Compliance with railway services conduct rules 1966.

Answer in detail:-

1. General rules of reservation.
2. Tatkal seva
3. Upgradation
4. Reservation of coach
5. Computerised reservation system.

Write Short notes:-

1. ITES
2. IVRS
3. TDR
4. Boarding from intermediate station.
5. Rules for change in reservation on Railway pass.
6. Rules for change in reservation.
7. Reservation chart.
8. RAC
9. Waiting List.

CHAPTER 6:- REFUND OF FARE.

IRCA Coaching Tariff No. 26, P-I, V-I, Rule No.213

Section 60 of Railway Act: - Railway Administration has been empowered by Central Government, to make rules regarding refund of fare.

Section 52 of Railway Act: - Refund of fare will be granted on cancellation of unused tickets.

1. Name of Rule:

- a. These rules may be called as Railway Passengers (Cancellation of ticket and Refund of Fare) Rules, 2015.
- b. These rules came into force from 12/11/2015.

2. Definitions -

- a. **Clerkage Charge** - Charge levied by Railway Administration for the clerical work rendered by it in the refund of fares.
- b. **Destination Station** - The Station for which the ticket has been issued.
- c. **Fare** - Fare includes Base fare, Supplementary charge, Reservation fee and other applicable miscellaneous charges.
- d. **Reserved ticket** - A journey ticket on which a berth or seat has been reserved.
- e. **Reservation fee** - Charge levied for reservation of Seat or berth.
- f. **RAC Tickets** - A ticket on which a seat has been reserved against requisition for a berth and a berth may be provided against cancellation.
- g. **Station** - The place where different types of traffic are dealt with is known as station and it includes Booking office, Reservation office etc.
- h. **Station Master** - A railway employee, by whatever name called, having overall charge of a railway station and includes any other railway employee authorised to grant refund of fare at a station.
- i. **Ticket** - Ticket includes a single journey ticket or any half of a return ticket, but does not include a Season ticket, an Indrail pass ticket, or a special ticket for a reserved carriage of a tourist car or saloon or special train.

3. Station master is authorised for granting refund of fare.

4. Clerkage charges will be recovered per passenger for cancellation of ticket.

5. Refund on unused unreserved ticket:

If a ticket on which no reservation of a seat or berth has been made is presented to the station master for cancellation, refund of fare shall be made on every such ticket after deducting the clerkage charges:—

- i. In case of ticket issued in advance, the ticket is presented up to 24 Hrs of the day preceding the day of journey.

- ii. The ticket is presented for cancellation within 03 Hours of issue of the ticket.
- iii. Clerkage charges for IInd class unreserved is Rs. 30/- per passenger and for second class reserved and other classes is Rs. 60/- per passenger.

6. Refund on unused reserved ticket.

Refund on cancellation of unused reserved tickets will be granted as per following rules -

Time of presentation of ticket for cancellation	Maximum Cancellation Charges	Minimum cancellation charge (Rs.)				
		1A Exec	2A FC	3A, AC-III Economy AC-CC	SL	2S
More than 48 hrs. before the scheduled departure of the train	--	240	200	180	120	60
48 hrs. or less than 48 hrs & up to 12 hrs before the scheduled Departure of the train.	25%	240	200	180	120	60
Within 12 hrs. before scheduled departure of the train & up to 4 hours after the actual Departure of train irrespective of distance.	50%	240	200	180	120	60

1. The passenger may get the ticket cancelled from any passenger reservation system (PRS) counters or designated current counters.
2. No refund shall be granted on the confirmed ticket after 4 hrs. Before the scheduled departure of the train.
3. In case, on a party ticket or a family ticket issued for travel of more than one passenger, some persons have confirmed reservation and others are on RAC or waiting list, full refund of fare, less clerkage, shall be admissible for confirmed passenger also, subject to the condition that the entire ticket is surrendered for cancellation at the journey commencing station up to 30 minutes before the scheduled departure of the train.
4. The cancellation charges will be rounded to next 5/- rupees.

7. Refund on unused RAC/Wait List ticket -

If a waitlisted or RAC ticket is presented for cancellation, refund of fare shall be granted be made after deducting the clerkage in the following manner, namely:-

1. The ticket is presented for cancellation upto 30 minutes before the schedule departure of the train irrespective of the distance
2. The passenger may get the ticket cancelled from any Passenger Reservation System (PRS) counter or the designated counter.
3. No refund shall be granted on RAC ticket or waitlisted ticket after 30 minutes before the schedule departure of the train.
4. In case no current counters are available at the station originating the journey for night trains between 21-00 to 06-00 Hrs (actual departure), the refund of fare shall be admissible at the station within first 02 Hrs after the opening of reservation office.
5. Where confirmed reservation has been provided to RAC or waitlisted ticket holders at any time upto the final preparation of reservation chart, such ticket shall be treated as a reserved ticket and cancellation charges shall be payable in accordance with rule 213.6.

8. Refund on Cancellation of Tickets booked through internet (i-ticket & e-ticket):-

1. The e-ticket shall be cancelled through internet and the refund of fare shall be credited to the account from which booking transaction took place, after deducting the applicable charges and in case of I tickets, the ticket shall be cancelled at the reservation counter and thereafter on line application, refund due shall be credited to the account from which booking transaction took place.
2. In case of a confirm e-ticket, refund of fare shall be granted in accordance with rule No. 213.6
3. In case of RAC e-ticket, refund of fare shall be granted in accordance with rule No. 213.7
4. In case of e-tickets booked through internet (confirmed or RAC), such tickets shall be cancelled on line or on line TDR shall be filed within the time limits prescribed under these rules for obtaining refund.
5. In case of waitlisted e-tickets on which status of all the passenger is on waiting list even after preparation of reservation chart, names of all such passengers book on that PNR shall be dropped from the reservation chart and refund of fare shall be credited to the account from which booking transaction took place after deducting clerkage and in case of waitlisted I-tickets, such tickets shall be cancelled at the computerized reservation system counter within the time limit prescribed under these rules and thereafter refund can be claimed online and the refund shall credited to the

account from which booking transaction took place, in accordance with rule no 213.7

6. (i) In case, on a party e-ticket or a family e-ticket issued for travel of more than one passenger, some persons have confirmed reservation and others are on RAC or waiting list, full refund of fare, less clerkage, shall be admissible for confirmed passengers also subject to condition that the ticket shall be cancelled on line or online TDR shall be filed for all the passengers upto 30 minutes before the scheduled departure of the train.
- (ii) In case of party e-ticket or family e-ticket issued for travel of more than one passenger, some passengers have confirmed reservation and others are on RAC or waiting list, then in case of passengers on RAC or waitlisted not travelling, a certificate shall be obtained from the ticket checking staff to that effect and refund of fare shall be processed online through TDR, including the details of the certificate issued by ticket checking staff to that effect and refund of fare shall be processed online through TDR, indicating the details of the certificate issued by ticket checking staff and the on line TDR shall be filed up to 72 hrs. of actual arrival of the train at passengers destination and the original certificate issued by the ticket checking staff shall be sent through post Indian railways catering and tourism corp. (IRCTC) to the costumers account after due verification.
7. No refund of fare shall be admissible on the tickets having confirmed reservation in case the ticket is not cancelled or TDR not filed online up to four hours before the scheduled departure of train.
8. No refund of fare shall be admissible on RAC e-tickets in case the ticket is not cancelled or TDR not filed online up to 30 minutes before the scheduled departure of train.
9. In case of cancellation of trains, automatic full refund of fare on confirmed or RAC e-tickets shall be directly credited to the account from which booking transaction took place and online cancellation or filling of TDR shall not be required in such case.

9. Refund on cancellation of unused tatkal tickets:-

1. No refund of fare shall be admissible on confirmed tatkal tickets except under certain circumstances mentioned in sub-rule (2), (3), (4), (5), (6) and (7)
2. Grant of refund for unused waitlisted tatkal tickets shall be governed by rule-7.
3. In case of party tatkal ticket or family tatkal; ticket issued for travel for more than one passenger, some passengers have confirmed reservation and others are on waiting list, full refund of fare, less clerkage charges shall be admissible for confirmed passengers also subject to the condition that entire

tatkal ticket is surrendered for cancellation up to thirty minutes before the schedule departure of the train.

4. Grant of refund in case of non-commencement or missing of journey due to late running of train shall be governed by rule 13
 5. Cancellation of ticket where railway administration is unable to provide accommodation shall be governed by rule 14.
 6. Refund of tatkal tickets on account of discontinuation of journey due to dislocation of train service shall be governed by rule 16
 7. No duplicate tatkal ticket shall be issued. In exceptional circumstances, duplicate tatkal ticket may be issued on payment of full fare including tatkal charges.
- 10. Cancellation charges when reservation for starting journey is confirmed and onward journey is not confirmed or vice-versa -**
1. If reservation status of first lap of journey is confirmed and that of onward journey is not confirmed.
 2. If reservation status of first lap of journey is not confirmed and that of onward journey is confirmed.
- In both the above circumstances, if ticket is cancelled, cancellation charges will be deducted as per status of first lap of journey.
- 11. Postponement or preponement of journey on a confirmed, RAC or waitlisted ticket.**
1. The Postponement of journey on a confirmed, RAC or waitlisted ticket shall be allowed in the same class and for the destination or any higher class by the same train or by any other train for any subsequent days, subject to condition that--
 - (i) The ticket is surrendered during the working hours of reservation office atleast forty eight hours before the scheduled departure of the train in which the ticket was originally booked.
 - (ii) The confirmed or RAC or waitlisted accommodation is available in the train in which fresh reservation is required.
 - (iii) In case of confirm ticket ,fresh reservation fee for the class for which fresh reservation is required is paid;
 - (iv) In case RAC or waitlisted ticket, clearkage charge is paid;
 2. The preponement of journey on a confirmed ,RAC or waitlisted ticket shall be allowed in the same class and for the destination or any higher class by the same train or by any other train for any earlier days, subject to condition that:--

- i. The ticket is 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.
 - ii. The confirmed or RAC or waitlisted accommodation is available in the train in which fresh reservation is required.
 - iii. In case of confirm ticket ,fresh reservation fee for the class for which fresh reservation is required is paid;
 - iv. In case RAC or waitlisted ticket clerkage charge is paid;
3. In case difference of fares for originally booked journey, the Difference of shall be refunded or recovered, as the case may be, subject to the provisions of sub rule(1)and(2)
 4. Postponement or preponement of journey under the sub rule (1) and sub rule (2) shall be allowed once.
 5. Postponement or preponement of journey on normal train ticket other that tatkal ticket shall not be applicable against tatkal quota even on payment of Tatkal charges.
 6. If the ticket, on which journey has been altered under the sub-rule (1) or sub-rule (2) is cancelled, cancellation charges shall be payable as follows-
 - i. Cancellation charges as would have been due if the ticket for original reservation had been cancelled at the time of postponement or preponement of journey;
 - ii. Cancellation charges due in respect of ticket for altered reservation as if this altered reservation is a fresh reservation.
 - iii. In case where 25% or 50% cancellation charges were realised at the time of modification of journey, the cancellation charges mentioned in clause (i) shall not be levied again and the cancellation charges mentioned in clause (ii) only shall be levied.

13. Cancellation of ticket where Railway Administration is unable to provide accommodation -

1. No cancellation or clerkage charge shall be levied and full fare shall be refunded to all passengers holding reserved, RAC and wait-listed tickets, if the journey is not undertaken due to late ramming of the train by more than 03 hours of the schedule departure of the train from the station commencing journey subject to condition that-
 - i. The ticket is surrendered up to the actual departure of the train;
 - ii. In case of e-ticket, the TDR is filed online before the actual departure of the train for availing full refund.
2. In case the ticket is cancelled or surrendered or if the request for refund of fare is filed online after the actual departure of train, no refund of fare shall be admissible.

3. Where a passenger holding a ticket, with or without reservation, misses connection for continued journey by another train at any junction station owing to late running of the train by which he had been travelling, the fare for travelled portion shall be retained and the balance amount of ticket shall be refunded as the fare for untraveled portion, without levying any cancellation/ clerkage charges, if he surrendered the ticket for such refund within 03 hours of the actual arrival of the train by which he had travelled and the refund shall be granted at the junction station.

14. Cancellation of tickets where railway administration is unable to provide accommodation-

Where a Rly. Administration is unable to provide accommodation for any reason whatsoever to passengers holding reserved tickets, no cancellation charges shall be levied and full refund shall be granted if such tickets are surrendered for refund within 03 hours from the actual departure of the train;

Provided that when the train is cancelled due to unforeseen circumstances such as accident breach of flood, the ticket is surrendered within 03 days excluding the schedule day of departure of the train.

15. Refund on partially used tickets-

1. Except as otherwise provided in these rules, no refund shall be granted at a station on a ticket on which part of journey has been undertaken.
2. Where a passenger terminates the journey en-route, a TDR shall be issued to the ticket holder by the station master in lieu of surrender of the ticket and refund shall be admissible in terms of rule- 23, and in such cases fare for the travelled portion shall be retained and the balance amount of the ticket shall be refundable.

16. Discontinuation of journey due to dislocation of train services-

1. When a train journey is dislocated en-route due to unforeseen circumstances, such as accident, breach of flood, full fare for the entire ticket without any deduction for the travelled portion and without levy of cancellation charge shall be refunded at the station at which the journey is terminated under the following circumstances-
 - i. When the Rly. administration is unable to carry the passenger to his destination by alternate means,
 - ii. When the passenger is injured in a railway accident and is unable to continue journey.

- iii. In case of death or injury to a passenger in a railway accident, the kith and kin of the passenger have to terminate the journey.
2. When railway administration offers to carry the passenger to his destination station by any diverted route or by arranging transshipment, but the passenger is not willing to continue his journey - fare for travelled portion shall be retained and the balance amount of ticket shall be refunded without levying any cancellation charges, at the station at which the journey has been terminated.
3. Where the train journey is dislocated en-route due to bandhs, agitations or rail roko - fare for travelled portion shall be retained and the balance amount of ticket shall be refunded without levying any cancellation / clerkage charges.
4. The trains, which have separate all inclusive fare structure on point to point basis, are terminated at a non-scheduled stoppage and the passenger is not willing to continue further journey - fare for the distance travelled shall be retained based on the per kilometer fare of ticket and balance amount shall be refunded.

17. Refund of fare due to failure of Air-conditioning facility-

1. Where the air conditioning facility could not be provided for a portion of journey, refund for such portion shall be granted as per following rules -

Class	Difference of Fare
AC First class / AC Executive class	AC First / AC executive class & first class M/Exp.
AC - 2 tier	AC-2Tier and sleeper class M/Exp.
AC-3tier	AC-3tier and sleeper class M/Exp.
AC chair car	AC chair car and IInd class M/Exp.

1. Refund shall be granted when such type of ticket is produced at destination station along with a certificate issued by TTE / Conductor, mentioning the stations between which the air-conditioning facility was not provided. The ticket shall be produced for refund within 20 hrs from the arrival of the train at destination.

18. When passengers holding upper class ticket are made to travel in lower class for want of accommodation -

If the ticket holder of a higher class is made to travel in lower class for want of accommodation, refund of the difference between the fare paid and the fare

payable shall be granted at the destination station or at the originating station, as the case may be.

Refund shall be granted at the destination station only on production of Guard Certificate, certifying that the holder of the ticket had to travel in a lower class for want of accommodation. This certificate should be presented along with ticket within two days of the date of issue (excluding the date of issue).

19. Refund on lost, misplaced, torn or mutilated tickets.

Refund on Lost tickets:-

1. No refund shall be granted in any circumstance on lost tickets - unreserved and reserved ticket.
2. Refund of fare shall be granted in respect of a torn or mutilated ticket if genuineness and authenticity are verifiable on the basis of the particulars visible on the face of the ticket.
3. If a reservation status of a lost, misplaced, torn, or mutilated ticket, at the time receipt of the application of issuance a duplicate ticket for the purpose of undertaking journey, is confirmed or RAC and that the duplicate is sought before preparation chart of the concerned train, the station master shall issue a duplicate ticket in lieu of the original ticket on payment of rupees Fifty per passenger in case of second class and sleeper class and rupees one hundred per passenger for other classes.
4. If a duplicate ticket in lieu of a lost or misplaced reserved ticket is sought after preparation chart of the concerned train, it shall be issued on payment charge equivalent to fifty per cent of the total fare but not less than minimum fare.
5. No duplicate ticket shall be issued in respect of RAC tickets after preparation chart of the concerned train.
6. In case of mutilated tickets and torn ticket, duplicate ticket shall be issued in respect of the RAC ticket after chart preparation on payment of 25% of fare but not less than minimum fare
7. No duplicate ticket shall be issued in respect of waitlisted ticket.
8. A duplicate ticket in respect of party coach ticket or a special train ticket shall be issued up to the time of departure of the train, on payment charge equivalent to ten per cent of the total fare.
9. If original ticket is traced after issuance of duplicate ticket and duplicate ticket is presented for cancellation before departure of the train, refund is granted after deducting 5% of total charges collected for issuing duplicate ticket, subject to minimum Rs.20/-
10. If passenger wants to cancel his original ticket as well, cancellation charges will be deducted as per rule and remaining amount will be refunded.
11. If a passenger paid excess fare on train on account of loss of ticket Reserved/RAC), 50% of fare will be refunded on application to CCM.

20. Wait listed passenger on Concession and Privilege ticket order tickets-When any person has purchased a ticket on any concessional order or privilege ticket order, and is wait-listed for reservation in any train, he shall be entitled to avail of the same ticket for reservation in any other train on the same date or any other date without losing the benefit of concessional fare.

21. Unused portion of return tickets:-

1. No refund shall be granted on the unused portion of concessional return tickets.
2. When a return ticket is issued without any concession, it shall be like two single journey tickets and the refund shall be granted accordingly.

22. Refund of fare on unused tickets and freight realised on luggage tickets in respect of luggage booked on the same ticket in case the journey is not undertaken- (1)Refund of freight on luggage shall be granted by the station master in accordance with the following table-

i.	If luggage is withdrawn at starting station	Luggage ticket shall be cancelled and freight shall be refunded after recovery of wharfage charges if any, and deduction of cancellation charge of Rs. 05/- per luggage ticket. Journey ticket shall be endorsed to that effect.
ii.	If luggage is already dispatched from the starting station	Freight charge on weight admissible as free allowance shall be collected and remarks to this effect endorsed on journey ticket.

- (2) On production of journey ticket on which luggage has been booked, the fare shall be refunded only if bearing the endorsement as mentioned above on unused ticket after deducting the cancellation charges.

23. Refund in other circumstances -

For refund of fare under circumstances other than those specified in these rules or under circumstances like "Bandh" or agitations or floods etc. the passenger could not reach the reservation counter or station or currant counter for cancellation of tickets, in those cases, a TDR shall be issued to the passenger up to three days after actual departure of the train and the passenger may apply for the refund of fare within ten days from the day of commencement of journey to the Chief Commercial Manager (Refund) of the railway administration under whose jurisdiction the TDR issuing station comes, enclosing the original TDR.

Refund on Indrail pass -

1. No refund will be granted on partially used Indrail pass or on indrail pass used in lower class.
2. If Indrail pass on which reservation is not done is produced for cancellation prior to commencement of journey, at the station from which it was purchased, then full fare will be refunded irrespective of the date of cancellation.
3. On cancellation of Indrail pass on which reservation is done, refund shall be granted as per normal rules.

Refund on Warrants -

1. IAFT 1752 and IAFT 1707 warrants are 100 % debited to the Defence Ministry. No cash refund will be granted on cancellation of these.
2. While granting refund on Military concession orders, IAFT 1720 and IAFT 1709, cancellation charges will be calculated on the sum of fare and charges collected in cash and the amount debited to the Defence Ministry. After deducting cancellation charges from the amount collected in cash, remaining amount will be refunded.
3. Cancellation charges shall be calculated per passenger (keeping in view minimum cancellation charges as per class).

Monetary powers of Commercial Officers for grant of refund***Within Tariff Rules:***

ACM	Rs 3,000/-
SCM	Rs 5,000/-
Dy CCM	Rs 10,000/-
CCM / AGM /GM	Full Powers

Not covered by Tariff Rules:

ACM	Rs 750/-
SCM	Rs 2,000/-
Dy CCM	Rs 10,000/-
CCM / AGM /GM	Full Powers

Note:-The above limits are for refundable amount per passenger.

Computerized Coaching Refund System (CCRS):

Objective - To simplify the procedure of refund of tickets, in other than normal circumstances and beyond expiry of prescribed time limit.

E.D.R. (Exceptional Data Report)

1. EDR is prepared by Ticket Checking staff separately for each coach with following particulars-
 - a. Name of T.T.E
 - b. Beat
 - c. Division
 - d. Train No & Date
 - e. Coach No.
 - f. Name of the passenger, Age & Sex
 - g. PNR number
 - h. Particulars of journey, and
 - i. Reason for cancellation.
2. Specific stations are nominated as Data Entry Points (DEP), preferably the changeover stations of TTE. TTE after filling the EDR in prescribed form submits the same in reservation office and obtains acknowledgement from data entry operator.
3. The details of EDR are fed into the PRS by data entry operator.
4. At the time of feeding the data, if it comes to notice that the ticket has already been cancelled, the words "already cancelled" should be written on EDR against the PNR number.
5. The data so fed will be kept online in PRS for 10 days after the scheduled departure of the train from its originating station
6. This data will be stored for 3 years in computer memory, with the name of TTE / Conductor who signed the EDR.

Cases of refund to be covered under this system:

1. Refund under this system shall be granted for confirmed and RAC tickets in following cases :-
 - a. Passengers not turned up;
 - b. Less number of passenger travelling on group ticket;
 - c. Travel in lower class;
 - d. Failure of AC equipment enroute;
 - e. Discontinuation of journey due to dislocation of train service;
 - f. Railway Administration is unable to provide reserved accommodation; and
 - g. Due to cancellation of trains.

2. Under this system refund will not be granted on waitlisted tickets.
3. In cases where cash refund is not admissible at the stations (including partially used tickets), refund shall not be granted at the station under this system.

Refund procedure under this system

1. Refund shall be granted to a person who is booked on the ticket. Refund shall not be granted to any other person.
2. The claimant must submit a photocopy of any document proving his / her identity.
3. In case a person booked on the ticket is unable to come personally to claim refund, TDR will be issued.
4. Refund shall be granted at all PRS centres, during working hours, upto 10 days from scheduled departure of the train from its originating station.

Write in detail.

1. Refund on unused reserved ticket.
2. Duplicate ticket.
3. Refund of fare due to dislocation of train services.

Write short note -

1. Refund Rule No. 213.6
2. Refund due to failure of air conditioning equipment
3. Refund on Tatkal tickets.
4. Refund on lost tickets.

CHAPTER 7:- TICKET CHECKING AND IRREGULAR TRAVEL.**Objective of Ticket Checking -**

1. To ensure that every person travelling by Railway or entering railway premises has proper pass, ticket or an authority.
2. To ensure that tickets are issued as per prescribed rules.
3. Whether the account of tickets has been done properly or not.
4. To prevent leakage of railway revenue.
5. To increase earnings of railway.
6. To prevent corruption, frauds and embezzlements.

Types of Checks:-**1. Sectional Check:**

This check is arranged on a particular section for three days, or a minimum of 24 hrs., covering all trains. Ticket checking Staff is deputed in each coach of each train to ensure that no person is travelling without ticket or with irregular ticket therein. After the completion of check a report is prepared with following particulars:-

- a. Total staff utilized.
- b. Number of trains checked.
- c. Number of passengers found without ticket.
- d. Total amount recovered during the check.
- e. Amount recovered through court.
- f. Number of passengers imprisoned by the court.
- g. Booking window earnings for the day of check, for the previous three days and corresponding days of last week.

2. Concentrated Spot Check:-This check is arranged at a station or spot concentrating large no of Staff, which includes Ticket Checking Staff, GRP, and RPF. Duration of check is 24 hrs. All passengers in the trains halting at that station will be checked. After the completion of check a report is prepared with following particulars:-

- a. Total number of staff utilized.
- b. Total number of trains checked.
- c. Number of passengers without ticket
- d. Total amount recovered during check.
- e. Amount recovered through court.
- f. Number of passenger imprisoned by the court.
- g. Booking window earnings for the day of check, for the previous three days and corresponding days of last week.

If the percentage of ticket less and other irregular travel is more than 3%, then that spot is declared as a Bad Spot. Prior to that it is mandatory to conduct three similar checks.

3. **Employee Replacement Check:** - This check is arranged with a view to judge the efficiency of ticket checking staff of a particular station. This check is conducted between two stations of a division. This check is conducted at those stations where ticket checking staff fails to achieve the requisite standard of earnings laid down. After completion of check a report is prepared in which the working of station staff is compared. Similarly, Inter-Division checks are also arranged.
4. **Magistrate Check:** - This check is arranged with the help of magistrate with a view to effectively check ticket less travel. The persons apprehended are being tried and disposed off by the magistrate on the spot. After completion of check, a detailed report is submitted to DCM and a copy is given to the Magistrate.
5. **Fortress Check:** - In this check the entire station is condemned off, so that no person could exit from any place other than the authorised gates. In this check adequate Ticket Checking staff, GRP, RPF, and volunteers are deputed. On the basis of report of these checks, unauthorized entry gates are closed and number of Checking staff can be increased according to requirement.
6. **Ambush check** - This check is conducted to stop the misuse of Alarm chain Pulling. Ticket Checking Staff, GRP, RPF, & others railway employee are deputed in Civil dress on the spot where misuse of Alarm chain is often done. According to section 141 legal action will be taken against the passenger found misusing Alarm chain and passengers detraining at the spot.
7. **Surprise Check by Road** - Where it is known that ticket less or irregular travel is on a higher side or is done with connivance of staff, Ticket Checking Staff, RPF, GRP are taken by road to that particular spot and surprise check is conducted on a particular train. Secrecy is maintained about programme of this check.
8. **Mid-Section Check:** - This is a surprise check conducted by the Head Quarter Ticket Checking Squad in mid-section. The Ticket Checking Staff working in the train are replaced by the Head Quarter Ticket Checking Staff and rechecking is done. If irregularities are detected in working of TTE or Conductor, a report is submitted.
9. **Massive Operational Checks:** - These checks are conducted over a radius of 80 kms against ticket less and irregular travel for a duration of 3 to 6 days. The following checks are conducted over the area to be covered -
 - a. Check in running trains
 - b. Spot Check
 - c. Road Check

- d. Ambush Check
- e. MagistrateCheck

Services of 2 to 3 magistrates should be taken for disposal of cases under Railway Act 1989. Earnings of booking window should be recorded to show the impact of check over the area in which checks were conducted.

Types of Nippers

1. **V Type Nipper:** - This type of nipper is used by checking staff when passengers enter platform. It punches V shape on the ticket.
2. **M Type Nipper:** - This type of nipper is used at destination station by checking staff at the time of collecting tickets from passengers. It punches M shape on the ticket which means ticket is cancelled.
3. **Checking Nipper:** - This nipper is used by ticket checking staff at platforms or in trains. On punching the nipper on ticket, division and nipper number is shown. This nipper is issued by name of employees so that responsibility can be fixed.
4. **Luggage Nipper:** - At the time of booking luggage, Journey ticket is punched by luggage clerk with the help of this nipper.

Duties of Ticket Collectors:-

1. To report for duty at right time in prescribed uniform with name badge and name plate.
2. To declare private cash.
3. To ensure that every passenger entering platform should have proper ticket or pass.
4. To nip tickets of passengers entering platform with "V" type nipper.
5. To use "M" type nipper at the time of collecting tickets from passengers.
6. To recover charges as per rule from irregular travellers.
7. To recover charges as per rule for unbooked luggage
8. After duty hours, should remit the cash collected in booking office.
9. His behaviour should be helpful and courteous towards passengers.
10. He should check platforms and waiting rooms.
11. He should guide passengers properly and promptly.

Duties of TTE's:-

1. He should declare private cash.
2. He should sign the tickets of all passengers travelling by the train or nip them and check them properly.
3. He should prevent entry of unreserved passengers and platform ticket holders in reserved coaches.
4. Any fare due from passengers should be collected during check.

5. He should make catering service available to passengers.
6. He should take immediate action in case of any complaints regarding amenities.
7. He should restrict entry of unauthorized hawkers, unauthorized passengers and beggars in coaches.
8. He should keep FIR book with him. In case of theft it should be filled in and submitted in GRP office.
9. If any passenger is detected with dangerous and explosive articles, he should take prompt action.
10. He should wake the passengers up before arrival of their destination station
11. In case of accidents, he should assist the passengers and arrange for provision of first aid facility.
12. He should prepare EDR in prescribed format during duty and submits it in PRS office.
13. After duty, he should remit the cash collected in booking office.
14. Should be helpful and courteous.

Setting alarm at destination station by passenger:

Passenger can set up a wake-up alarm as follows:

1. Wake up alarm 139 RAIL INQUIRY SERVICE through IVR
 - a. Calling 139 by the mobile on which to set the Wakeup Alarm
 - b. Choose your language.
 - c. Select option 7. In the IVR menu
 - d. Press 1 for the wakeup alarm.
 - e. Type your 10-digit PNR.
 - f. Press 1 to confirm PNR number.
 - g. If you want a backup call at the place where you want the Wakeup call, type the STD code, or talk to "Customer Care Executive" by pressing (*).
 - h. After the wake up alarm is set, the passenger will get the confirmation message on the mobile.
2. Railway Inquiry service wake up alarm 139 , with the help of "Customer Service Executive".
 - a. Dial 139.
 - b. Press(*) and type 10 digit PNR.
 - c. Confirm the mobile number on which to set up a wakeup call
 - d. After the wake up alarm is set, the Custom Service Executive will confirm.
 - e. After this, the confirmation message will be received on mobile.

Charges

Following charges are applicable on receiving call on 139

Mobile

- Rupees 1.20 per 60 Second for incoming calls from Metro Cities.
- Rupees 2.00 per 60 Second pulse for incoming calls from non Metro. Cities

SMS:-Rupees 3 per SMS

Reasons for Irregular Travel:-

- Poverty and Illiteracy.
- Lack of patriotism.
- Improper arrangement for issue of tickets.
- Lack of ticket checking staff.
- Increase in population.
- Unemployment.
- Political Interference.
- Non co-operation of Public.
- Non co-operation of Police.

Measures to prevent ticket less travel/ Irregular travel:-

- All unauthorized exit points of station should be closed.
- Announcement should be done that Ticket less travel is a social offence.
- Action must be taken against un-authorized hawkers and beggars.
- Different types of checks should be organized regularly.
- Appeal to public for co-operation.
- Proper guidance should be given to passengers.
- Sufficient no of security staff should be deputed.
- Sufficient number of ticket checking staff should be deputed.

Private Cash:-

- All commercial staff should declare private cash before starting duty.
- A register called as private cash register is maintained for this purpose.
- In this register every employee should write his name, Designation, Duty time, date, and private cash in words and in digits with signature.
- Station staff can keep private cash upto Rs 750/- and mobile staff upto Rs 2000/-.
- If private cash is more than the above mentioned limits, the same should be declared and endorsement of supervisor must be taken in the private cash register.
- In case of no cash, NIL should be written.
- TTE should declare private cash at the back of record foil of Excess Fare Receipt book.
- Departmental action will be taken if private cash is not declared.

Disposal of Collected Tickets:-

1. All collected tickets at destination stations should be cancelled by ticket checking staff with M type of nipper. Paper tickets should be cancelled by writing the word CANCELLED.
2. All the collected tickets after cancellation will be sorted station wise, class wise, train wise and number wise.
3. The highest progressive number collected from each station will be entered in ticket collection register.
4. Numbers of all tickets collected from each station and all tickets missing should be entered in the ticket collection register and percentage of missing tickets should be worked out.
5. Actual number of computerized PRS and UTS tickets should be written.
6. Collected tickets will be tied in a bundle along with original copy of ticket collected register.
7. This is sent to Account office under Free Service Waybills.

Ticket Deposit Receipt (TDR):-

1. When refund is not admissible in cash at the station, then Ticket Deposit Receipts issued.
2. TDR has 3 foils -
 - a. Passenger
 - b. CCM (Refund)
 - c. Record
3. Name of the passenger, address, particulars of ticket, reason for cancellation, date and time of cancellation, Signature of the passenger and Signature of Station Master / Head TC etc. particulars are mentioned on it.
4. The TDR will be prepared through carbon process. Staff issuing the TDR will cancel the ticket and write TDR number on the ticket, hand over passenger foil to the depositor and send CCM foil along with the cancelled ticket to CCM (refund).
5. TDR is issued in following conditions. -
 - a. On cancellation of partially used tickets.
 - b. On presenting the ticket for cancellation after expiry of prescribed time limit.
 - c. When tickets issued in exchange of coupons are presented for cancellation by MLA/MLC.
 - d. When reserved tickets issued by other stations are presented for cancellation and it is not possible to verify genuineness of those tickets.
6. TDR can be issued within 3 days from the date of journey and passenger should send application for refund to CCM (Refund) within 10 days from the date of issue of TDR.

Cash remittance by TTEs:

1. The TTE shall deposit the amount realised from EFT during the actual outward journey at destination station for each schedule separately at a UTS counter.
2. TTE will prepare the Cash Remittance Memo in duplicate.
3. CRM will include all relevant details as follows:-
 - i. TTE's Name
 - ii. PF NO.
 - iii. EFT No.
 - iv. From To stations
 - v. Issue Date
 - vi. Break-up of the total earnings i.e. fare, Penalty, un-booked luggage earnings and total thereof should be recorded and one copy is handed over to Booking clerk.
4. Booking clerk after receipt of cash shall issue a UTS money receipt to the concerned TTE duly feeding break up of remittance.
5. Daily/ periodical / monthly report of TTE remittance of a station shall contain PF NO. and Break-up of earnings in such a manner that the remittance made appearing in the order of MR number wise irrespective of window of issue.
6. A daily/ periodical / monthly report shall be designed by CRIS that gives TTE wise remittance with PF number at various stations with in the same Zone or at other Zonal railways.
7. Reports shall be generated railway wise for all the 17 zonal railways which would be very crucial for reconciliation, checks and subsequent apportionment of earnings.

Handing Over Memo (HOM):

1. When a passenger is detected travelling without ticket or travelling irregularly in the train and is unable to pay or refuses to pay due charges, he will be handed over to Station Master/ Head TC for recovery of due charges.
2. The memo prepared by TTE/ COR while handing over is known as Handing over Memo.
3. It is a numbered book and there are four foils of each number -
 - a. Record
 - b. Accounts
 - c. Station Master/ Head TC
 - d. Sr.DCM
4. Name of passenger, address, reason of charging, amount to be recovered is mentioned in this memo. Passenger will be handed over to the Station Master/ Head TC along with SM/ Hd TC copy of handing over memo for further action. Report will be sent to Sr. DCM and Accounts office by concerned staff.

Details of travel by MPs:

1. MPs of the Lok Sabha and Rajya Sabha are allowed to travel from any station to any station on over Indian railways, with one companion in the AC first class.
2. The MPs are given a booklet of 25 slips along with the identity card.
3. During the journey without prior reservation, the slip duly filled should be handed over to on duty ticket checking staff during journey or after completion of the journey.
4. The details of journey should be maintained by the ticket collector in a special register.
5. After the entry in TCR, a summary of collected slips should be prepared and sent to the traffic accounts office.

Ticket Collectors Report (TCR):

1. All collected card tickets, UTS tickets, PRS tickets and paper tickets should be cancelled in the prescribed manner.
2. The card tickets should be sorted out according to station from in the progressive numbers, class wise and entered in Register of tickets collected, in duplicate by carbon process.
3. All computer tickets are sorted out train wise, date wise and recorded.
4. All paper tickets should be entered separately in the register.
5. At the end of the day, highest number of ticket for all stations should be picked up and bundled separately.
6. All tickets collected, cancelled and entered in TCR are put into bags date wise, sealed and secured properly to be checked by TIAs/CIs, except paper tickets.

The card tickets and PRS tickets on nominated days will be disposed as stated below:-

1. Printed card tickets collected at stations on the last day of the month and first & second day of the following month should be sorted out destination station wise, class wise and via wise.
2. The highest number of printed card tickets of all stations for the three days should be bundled and sent in distinct pink paper along with following months TCR duly indicating the details of the forwarding station, month of collection and highest number to Accounts Office.
3. All paper tickets (BPT, EFT & Concession Tickets) after cancelling and recording in the TCR should be sent to Accounts Office every day.
4. The computer (Reservation) tickets for 5 days in a month, at least one ticket from each train collected from passengers, duly furnishing PNR and the

random number in TCR should be sent to Accounts office by 5th of the following month.

5. At stations where CTIs are posted, they are made responsible to burn the collected tickets in the presence of RPF at the end of every 10 days and at other stations, CCI's are responsible.
6. Where ever TIAs are headquartered, they also witness the burning of the tickets.

All PCTs of last day of the month and first & second day of the following month will continue to be sent to accounts office

Ticket Collector's Returns/ TC Returns:

Monthly accountal of used EFRs is to be submitted by every ticket checking staff to Head TC office at end of the month.

TC Return is prepared in the nominated format (com 41F) in two copies. Original copy is sent to the Account office & another copy is retained as record by the Head TC Office. It contains following information –

Name of employee, designation, station, division, month, year, Date, EFR No., train no., particulars of ticket held, excess fare, excess charge, charge of unbooked luggage, reason for charging, particulars of MRs, etc

Related Account foils of EFR & original Money Receipts are sent along with TC Returns. One more form 'com 329B' is attached with TC Returns in which summary of money receipts is given.

Every ticket checking staff must submit TC Returns of current month before schedule date of next month. Otherwise departmental action may be taken.

Loss of EFT books:

1. Procedure to be followed in case of Loss of EFT Books

On immediate notice of loss of EFT book XXR message is to be issued along with the details of the lost book/folios to

 - i. CTI of the base station
 - ii. Divisional Office
 - iii. Traffic Accounts Office
2. Action to be taken at Divisional level:
 - i. Notifying the loss through Railway
 - ii. Gazette or safeguard of fraudulent use.
 - iii. Inform CCM (Of All Railways)
 - iv. Inform FA & CAO/T (Of All Railways)
 - v. Look out for collected series of EFTs.
 - vi. Report to Head Quarters for action taken.

3. Committee for conducting Enquiry:
 - a) ACM of the concerned Division
 - b) AAO from Traffic Accounts Office
4. Course of Action to be taken by the Committee:
 - i. Inquiring based on the FIR, Evidence, Documentation and ascertaining the cause of loss.
 - ii. Track record of the concerned Employee, his Performance, accountal, Remittances, Earnings for the last three years and other irregularities.
5. Submission of enquiry report:
 - i. Enquiry report to be submitted within a month to DRM.
 - ii. If negligence is established on the part of the employee, he/she has to be taken up under DAR (Major Penalty), recovery of the debit within two months. Both DAR and recovery of loss are indispensable.
 - iii. If negligence is not established on the part of the employee i.e. loss due to fire, dacoit, floods, accidents etc.,
 - a) Proposal for write-off may be forwarded to CCM through DRM
 - b) CCM in consultation with FA&CAO/T and AGM can write-off the debit amount.
 - iv. In case of subsequent loss or misuse debits will be raised against the concerned staff and will be taken up under DAR.

Irregular Travel:

If a passenger is detected travelling without ticket or without proper ticket, it is known as irregular travel.

Excess Charge: Amount which is collected by Ticket Checking Staff as penalty, when detected travelling irregularly is known as Excess Charge. It is equivalent to Excess fare subject to minimum excess charge of Rs. 250/- per passenger.

Ticket Checking Station :- Ticket Checking stations have been nominated on each division by Railway administration to charge Without ticket passengers. According to direction of train and class, excess fare and excess charge will be collected from previous Ticket Checking Station, and if there is no ticket checking station, then from the train starting station.

Following Ticket Checking Stations have been nominated on Central Railway:-

Division	Ticket Checking Stations
Mumbai	Igatpuri
Pune	Pune, Miraj
Solapur	Daund, Solapur
Bhusawal	Bhusawal
Nagpur	Nagpur, Ballarshah

Following Ticket Checking Stations have been nominated on West Central Railway:-

Division	Ticket Checking Stations
Jabalpur	Jabalpur
Bhopal	Itarsi, Bina
Kota	Kota

Types of Irregular Travel:

1. Without Ticket Travel:-

Excess fare along with Excess charge will be recovered from previous Ticket Checking Station, and if there is no ticket checking station, then from the train starting station to the point of detection. Minimum Excess Charge will be Rs 250/-.

If the passenger desires to continue journey, then for onward journey only excess fare will be collected along with reservation fee as per class and development charge, treating the journey as new.

2. Child travelling without ticket with Guardian:-

In such circumstances, Excess fare along with Excess charge will be recovered for the child from originating station of guardian's ticket up to the point of detection. For onward journey only Excess fare will be recovered up to the destination station of guardian's ticket.

3. Ordinary train ticket holder found travelling by Mail express:-

In this condition difference of paid and payable fare, along with Excess charge will be collected up to point of detection. If the passenger wants to continue onward journey by the same train, only the difference of paid & payable fare will be collected.

4. Lower Class Ticket holder found travelling in higher class:-

In this condition difference of paid and payable fare, along with Excess charge will be collected up to point of detection. If the passenger wants to continue onward journey in the upper class, only the difference of paid & payable fare will be collected along with reservation fee of upper class.

5. Adult passenger found travelling on child ticket:-

Firstly difference of adult and child fare for entire journey will be collected as excess fare, and difference of adult and child fare upto the point of detection will be collected as excess charge, subject to minimum Rs.250.

If detected at destination station, difference of Adult and Child passenger fare + Excess charge should be collected.

6. Detected travelling beyond authorised distance of ticket:

- a. **Intentionally:** Passenger will be charged as without ticket beyond original destination i.e. difference of fare payable and paid + Excess charge.
- b. **Unintentionally:** No fare shall be collected for the journey performed by passenger without ticket. EFR will be issued for his original destination by collecting proper fare, till that time he will not be permitted to leave railway premises. He should commence journey by first available train.

7. Journey by route other than the booked route of ticket (unreserved ticket):

- a. **Full fare paying ticket holders:** - If a passenger having ticket by shorter route is found travelling by longer route, difference of paid and payable fare will be collected. If a passenger having ticket of longer route is found travelling by shorter route, ticket will be forfeited and free EFR will be issued for shorter route.
- b. **Concessional Ticket Holders:** - In this condition passenger will be charged as without ticket on the section for which concessional ticket is not valid. Advantage of concession will not be given.

8. Travelling on un-exchanged P.T.O or other concession orders:

Passenger will be charged as without ticket from the starting station mentioned in concession order or P.T.O. Advantage of concession will not be given.

The concession orders on which forwarding and destination stations are not mentioned; passenger will be treated as without ticket from previous ticket checking station.

9. Detected travelling by superfast Train without supplementary charge ticket:

In this condition supplementary charges will be recovered as per class along with excess charge. If a passenger holding through ticket is found travelling without supplementary charge ticket, only supplementary charges will be recovered as per class.

10. Detected travelling by Restricted Train with Ticket of less distance:-

In this condition difference of paid and payable fare shall be collected along with excess charge.

11. Detected travelling without ticket by Restricted Train:

Excess Fare along with Excess Charge will be recovered from train starting station or previous ticket checking station up to the station for which ticket can be issued by that train.

12. Detected travelling in Brake van/ RMS coach: Passenger will be charged as travelling without ticket in first class up to the point of detection and he will be removed from that van. Report of concerned employee will be given to his department.

13. Journey on Ticket without date:-

If the passenger is having an undated ticket which is otherwise valid for journey, then ticket will be confiscated and free EFR will be issued. Confiscated ticket along with report will be submitted to concerned Sr. DCM office for further action.

14. Journey on a ticket / pass after expiry of validity date:

Passenger will be charged as without ticket from the station at which the validity of ticket expired.

15. Journey On Torn and Mutilated Ticket:-

When the details written / printed on the ticket are not legible, the passenger will be charged as travelling without ticket. Charges will be collected from last checking station.

16. Charging of Senior Citizen:

If a Senior Citizen is travelling on concessional ticket but could not produce age certificate during journey, only difference of payable and paid fare will be recovered. No excess charge will be collected.

17. If a passenger who is not a senior citizen is detected travelling on a senior citizen concessional ticket, he will be charged as travelling without ticket. Charges will be collected from journey starting station on ticket.

18. Travelling in higher class/ Train on combined ticket :-

- i. If on a combined ticket first portion is of lower class/ train and next portion is of higher class/ train, and passenger is detected travelling in higher class / train in the first portion, then difference of paid and payable fare, along with Excess charge will be collected up to point of detection. If the passenger wants to continue onward journey in higher class/ train, only the difference of paid & payable fare will be collected.
- ii. If on a combined ticket first portion is of higher class/ train and next portion is of lower class/ train, and passenger is detected travelling in higher class/ train in the second portion, then only difference of paid and payable fare will be collected. Excess charge will not be collected

19. Passenger with lower class concessional ticket detected travelling in Upper class - Difference of full fare of upper class and concessional fare of lower class along with excess charge will be collected up to the point of detection. Onward journey will have to be performed in booked class.

Charging of un-booked luggage:

If un-booked luggage is detected along with passenger en-route or at destination, free allowance as per class will be deducted from the total weight and excess un-booked weight will be charged taking marginal allowance into consideration.

1. If excess un-booked weight is upto the limit of marginal allowance, then charges will be recovered at 1.5 times of luggage rate for entire distance of ticket, minimum will be Rs. 30/-.
2. If excess un-booked weight is more than marginal allowance, then charges will be recovered at 6 times of luggage rate for entire distance of ticket, minimum will be Rs. 50/-

Passenger is unable to pay luggage charges: If un-booked or partially booked luggage is detected with any passenger and he is unable to pay the charges, then a to pay luggage ticket will be issued to the passenger. The luggage will be shifted to the brake van. At destination after payment of due charges, luggage will be delivered from luggage / parcel office.

If detected at destination station the luggage will be deposited in cloak room. After payment of due luggage charges as well as cloak room charges, luggage will be delivered to him.

Passenger detected travelling with more than one ticket : For taking advantage of free allowance if a passenger is detected travelling with more than one ticket, then free allowance will be granted treating one ticket valid for each passenger & excess un-booked luggage will be charged at six times of the luggage rate for the entire distance without observing marginal allowance. Minimum will be Rs. 50. Extra tickets will be confiscated.

Charging of Partially booked Luggage: Luggage Ticket is issued to passenger when luggage is booked along with him. But on re-weighment if more luggage is detected than actual booked weight, such luggage is known as partially booked luggage. Such luggage will be charged as under -

1. **Actual weight is upto the limit of maximum permissible weight with passenger as per class -**
Booked weight will be deducted from actual weight and if the excess weight is upto the limit of marginal allowance, then charges will be recovered at 1.5 times of luggage rate for entire distance (minimum -Rs. 30/-).
2. **Actual weight is more than the limit of maximum permissible weight with passenger as per class -** Without observing marginal allowance the booked weight will be deducted from actual weight and charges will be recovered at 6 times of luggage rate on excess weight for entire distance (Minimum charge - Rs. 50/-).

CHAPTER 8:- LUGGAGE.

IRCA Coaching Tariff No. 26, P-1, V-I, Rule No. 501 to 515

The articles which are required during the journey or immediate after the completion of journey and can be kept in the coaches without inconvenience to other passenger are known as luggage

Railway's Liability - As per Section 100 of Rly Act, 1989, Railway administration shall not be responsible for loss or non-delivery of luggage unless a railway servant has booked the luggage and issued a receipt, and in case of luggage carried by passenger in his charge, unless it is proved that the loss was due to negligence on the part of Railway administration or its staff.

Rules for Booking of Luggage -

1. Passenger must have proper ticket or pass.
2. Free allowance will be granted according to the class.
3. Passenger can book luggage in two ways.
 - a. In Passenger compartment - Luggage can be booked up to the maximum permissible limit, after deducting the free allowance charges will be collected at 1.5 times of the "L" scale on remaining weight. Minimum charges will be Rs. 30/- Minimum chargeable distance is 50 Kms Minimum chargeable weight is 10 kgs
 - b. In Brake Van - There is no maximum limit for booking of luggage in brake van. Charge will be collected at "L" scale(except in S-scale train) . If the luggage is booked on Railway Risk, then charges will be collected at 1.5 times of the prescribed scale.
4. Forwarding note should be filled in as per rule.
5. Endorsement will be done on Journey ticket.
6. Luggage should be booked at least 30 minutes before schedule departure of the train.
7. 2% development surcharge will be collected on booking of luggage.
8. In the passenger compartment, the luggage is allowed up to the maximum permissible limit. If in excess, will be carried in brake van.
9. If livestock is booked in brake van on Railway risk rate then it will be charged at 1.50 times of "L" Scale.
10. Free allowance will not be granted when luggage booked in brake van and charges will be collected at luggage rate. If luggage is booked in "S" scale nominated trains charges will be collected at "S" scale. Minimum charges will be Rs. 30/-.
11. Passengers who have advance reservation, they can book their luggage maximum 24 hours in advance, excluding the date of scheduled departure of the train.

Maximum dimension & weight of a package in luggage-**a. In passenger compartment :**

Class	Dimension
All classes (Except AC 3 tier and AC Chair Car)	100 cm × 60 cm × 25 cm
Air Conditioned 3 tier	55 cm × 45 cm × 22.5 cm
Air Conditioned Chair Car	63 cm × 37 cm × 20 cm

b. In break Van

Gauge	Maximum weight	Dimension
BG	1.5 Qtl	2 × 1.5 × 1.25 meter
MG	1.5 Qtl	2 × 1.5 × 1.25 meter
NG	1.25 Qtl	1.5 × 1.07 × 1 meter

Articles not accepted as Luggage: -

IRCA Coaching Tariff No. 26, P-I, V-I, Rule No. 505

1. Offensive Articles such as Wet skin, leather etc. Exception - Wet skin booked on owner risk will be accepted, when packed in air tight box.
2. Dangerous, explosive & Inflammable Articles and & empty gas cylinder. Exception - Safety cinema film, Safety cartridges, small oxygen cylinder with sick passenger. Empty gas cylinder can be carried in break van but it is not permitted in compartment with passenger.
3. Oily articles such as Oil, Ghee and Paints etc. Exception Ghee up to 20- kg, securely packed in tin is permitted with the passenger.
4. Dry grass, dry leaves scrap papers.
5. Acid and other corrosive substances which are mentioned in IRCA Red Tariff.
6. Dead poultry or game.

Articles which are carried free -

IRCA Caching Tariff No. 26, P-1, VOL-1, Rule - 514.2

Class	Articles carried free
AC-I, AC-II, FC	Tiffin carrier, Small hand bag / briefcase, Umbrella, walking stick, water, Ice-box
Other classes	Tiffin carrier, Umbrella, walking stick, water

Free Allowance, Marginal Allowance and Maximum Permissible Weight In Compartment

Class	Free Allowance	Marginal Allowance	Maximum Permissible Weight in Compartment (Inclusive of Free Allowance)
AC I	70Kgs	15Kgs	150Kgs
AC II	50Kgs	10Kgs	100Kgs
First Class	50Kgs	10Kgs	100Kgs
AC III	40Kgs	10Kgs	40Kgs
AC Chair Car	40Kgs	10Kgs	40Kgs
Sleeper Class	40Kgs	10Kgs	80Kgs
IIInd Class	35Kgs	10Kgs	70Kgs
Soldier Ticket	40Kgs	10Kgs	
I st Class Season Ticket	15Kgs	05Kgs	
II nd Class Season Ticket	10Kgs	05Kgs	
Ist Class White Pass	140Kgs		
Ist Class Green Pass	70Kgs		
IIIndclass Pink Pass	50Kgs		
IIInd A class Yellow Pass	50Kgs		

Note:-

1. Free allowance on child ticket is granted half of the above weight.
2. Marginal allowance on child ticket is granted of half of the above weight.
3. Maximum limit on child ticket will be 50 kg. (except in AC-3 and AC-Chair car)
4. Free allowance is included in maximum weight which is to be carried in compartment.

Calculation of weight by measurement:-

If the actual weight of packages is less and size of package is big, charges will be collected on the actual weight or weight ascertained by measurement, whichever is more. The formula for calculating weight by measurement of the packages is as under:-

28 cubic decimetre or part thereof = 4 kg.

Formula for calculation of volume:

For Cylindrical packages : $\pi r^2 \times h$

For Conical packages : $1/3 \pi r^2 \times h$

Booking of bulky articles:- IRCA coaching Tariff No. 26, P-1, V-1, Rule No. 504.

1. A package whose actual weight is above 100 kg, or the actual weight is less than 100 kgs, but outside measurements exceeding 100cm ×100cm ×70 cm, is known as bulky articles.
2. However, if one of the dimensions of package is exceed by 10% of measurement prescribed above but weight is within 100 kgs such article will not be treated as bulky. If the weight calculated is more than 100 kg, it will be treated as bulky article.
3. No free allowance will be granted on these packages and it will be charged at double the normal rate.
4. These articles will be carried in brake van only.
5. The chargeable weight of two/three wheeler is more than 100 kg is not bulky articles.

Booking of Oxygen cylinder with sick passenger in compartment:-

IRCA coaching Tariff No. 26, P-1, V-1, Rule No.514.2 (a)

1. Oxygen cylinder with supporting stand with patient under Medical certificate can be permitted to be carried as luggage in the compartment irrespective of class.
2. Medical attendant or nurse is not necessary.
3. Free allowance will be granted.

Booking of Television:- IRCA CT No. 26, P-1, V-1, Rule No.505 (Note No. 4)

1. One portable Television per passenger is permitted in compartment.
2. Charges will be collected on actual weight or weight calculated by dimension, whichever is more.
3. Free allowance will be given.
4. When there are more than one Television sets, no free allowance will be given.
5. Big size Television can be booked in brake van only and charges will be collected on actual weight or weight calculated by dimension, whichever is higher.
6. If detected in passenger compartment, it will be charged six times the luggage rate, without giving free allowance for the total distance. Minimum charges will be Rs. 50/-.

Booking of Computer:- [IRCA Coaching Tariff No. 26, P-1, V-1, Rule No.505 (08)]

1. One personal computer with its accessories is permitted with passenger in his compartment.
2. Free allowance will not be given.
3. Monitor and CPU can be carried separately and key board and UPS should be carried in the suitcase.
4. Portable TV set is not permitted to be carried along with a personal computer.

Booking of Statues of Different Stones:-

IRCA CT No. 26, P-1, V-1, Rule No.505 (Note No.5)

1. Statues of different types of stones may be allowed in the passenger compartment.
2. Free allowance will not be given.
3. Dimension of the package should not exceeds 26 inches x15 inches x12 inches.
4. Maximum permissible weight of the package should be 50 kg.

Booking of Musical Instruments:-

IRCA CT No. 26, P-1, V-1, Rule No.505 (Note No. 4)

1. One musical instrument per passenger is permitted in compartment.
2. Charges will be collected on actual weight or weight calculated by dimension, whichever is more.
3. Free allowance will be given.
4. If there is more than one musical instrument, no free allowance will be given.

Booking of Tricycle:-

IRCA CT No. 26, P-1, V-1, Rule No.505 (Note No. 4)

1. One Tricycle per passenger is permitted in compartment.
2. Maximum chargeable weight is 20 kg.
3. Free allowance will be given.
4. If there is more than one tricycle, no free allowance will be given.

Booking of Invalid Chairs for All Categories of Handicapped Person

IRCA CT No. 26, P-1, V-1, Note to Rule No.506.1 & 506.2

1. Invalid chairs, children's push chair, wheelchair, perambulator, hand operated auto tricycles- collapsible or non-collapsible, motorized tricycle, motorized tri-wheeler moped / scooter belonging to all categories of handicapped persons can be carried free when owners are travelling.
2. The above mentioned chair or vehicles can be carried with the passenger in his compartment with the consent of fellow passengers, provided that they can be folded and taken in the compartment.
3. The chairs / vehicles which cannot be carried in compartment, they will be carried in the Brake van.
4. The certificate from Government doctor is compulsory.

Booking of Un-foldable cot:-

IRCA Coaching Tariff No. 26, P-1, V-1, Rule No. 513

1. These can be carried only in brake van.
2. Free allowance is not granted.
3. Minimum chargeable weight is 40 kg.
4. If detected un-booked with passenger in the compartment, it will be charged six times of 'L' scale upto the point of detection, and for onward journey it will be transferred to brake van and normal freight will be collected on 40 kg. as per applicable scale. Minimum charges will be Rs 50/-.
5. If detected un-booked at the destination station, charges will be collected six times of 'L' scale , minimum charges will be Rs. 50/-

Booking of Vehicles - Minimum chargeable weight of vehicles are as under:-

Vehicles	Chargeable Weight
Cycle	40 Kg
Tricycle	20 Kg
Moped/Scooter/Motorcycle	
a. Up to 60 CC	100 Kg
b. More than 60 CC less than 350CC	200Kg
c. 350CC and above	250Kg
Auto rickshaw	600 Kg
Cycle Rickshaw	150 Kg
Children's Cycle	20Kg
Perambulator (Collapsible)	20 Kg
Perambulator	75 Kg
Chair for disables	150Kg

1. The above mentioned vehicle cannot be carried in the passenger compartment. Exception: - Child tricycle, invalid chair.
2. Free allowance will not be granted on vehicles. Exception: - Child tricycle.
3. The detachable fittings should be packed separately,
4. If detected un-booked with the passenger in the compartment, it will be charged 6 times the normal rate, for entire distance of the ticket.

Luggage Summary -

Luggage summary is prepared in duplicate with the help of guard foil of the luggage ticket.

1. Record
2. Guard

At the time of loading luggage, guard foil of summary and the guard foil of luggage ticket is handed over to the guard. Signature of guard is obtained on the record copy of the summary.

The following information is written on the summary -

1. Name of the loading station
2. Train number
3. Brake van number
4. Date
5. Name of the luggage booking station
6. Name of destination station
7. Route
8. Luggage Ticket number
9. Description and Number of packages
10. Weight
11. Remarks, if any

Questions:**Write In Detail**

1. General rules for luggage booking
2. Booking of vehicles.

Write In Brief

1. Booking of Musical Instruments
2. Articles not accepted as Luggage
3. Marginal Allowance
4. Booking of bulky Articles
5. Luggage Summary

CHAPTER 9:- BOOKING OF LIVESTOCK

Livestock is booked at Scale 'L'

Booking of Dog:**A) Booking of Dog/ Cat with the Passenger:-**

1. Passenger can book a dog/cat along with them in AC First Class and First Class.
2. 4 berths or 2 berths Coupe or Compartment should be reserved.
3. Passengers of all other classes are not permitted to carry dog/cat along with them.
4. Charges will be levied as per 'L' scale on minimum chargeable weight of 60 kg and minimum freight will be Rs. 30/-.
5. A blind person can book a "Seeing Eye" dog along with him in 1st class. Minimum chargeable weight will be 30 kg and minimum freight will be Rs.30/-.
6. 2% development charge is collected separately.
7. 5% GST levied on charges.

B) In Brake Van:

1. Forwarding Note Com 627 F should be filled in for booking dog in brake van.
2. Passenger of any class can book dog in brake van (in dog box, minimum chargeable weight will be 30 kg)
3. If the passenger wants to pay the percentage charges on excess value, then he should declare right value of the dog on Forwarding Note.
4. After payment of percentage charges, Railways liability will be up to the declared value otherwise it will be Rs. 120/- per dog.
5. The colour, breed, gender etc of the dog must be declared on the forwarding Note.
6. The dog must be provided with collars and chains and label should be tied on neck
7. The dog will be charged at 'L' scale and minimum freight will be Rs. 30/- per dog.
8. Owner should make their own arrangements for food and water for the dogs during the journey.
9. Dogs will be carried in dog box of Guard brake.

Un-booked Dog with Passenger:

- a. **If detected in AC First Class and First Class** - Charges will be levied for entire distance at six times of 'L' scale on chargeable weight of 60 kg per dog, subject to a minimum of Rs. 50/- per dog.

- b. **If detected in Other Classes with passenger** - Charges will be levied for entire distance at six times of 'L' scale on chargeable weight of 30 kg per dog, subject to a minimum of Rs. 50/- per dog.
- c. **If detected with blind person alone in First Class** - Charges will be levied for entire distance at six times of 'L' scale on chargeable weight of 30 kg per dog, subject to a minimum of Rs. 50/- per dog.

Booking Of Small Animal / Bird (Except Poultry):

Like Puppy, Cat, Parrot, Pigeon etc.

A. In Brake Van: IRCA CT No. 25 P-I V-III Rule No. 414

1. If booked in brake van, must be in basket or cage.
2. Freight will be collected at scale L on actual weight or weight by dimension, whichever is higher.

B. Along with the Passenger in the Compartment:

IRCA Coaching Tariff No. 25 P-I V-III Rule No. 415

Small birds or animals are not allowed to be carried in air-conditioned classes, but can be carried in other classes. Exception -**Kittens and puppies**.

Kittens and puppies shall be allowed to carry on owners risk in basket with the permission of station master as per prescribed freight charges in all classes. No consent of fellow passenger shall be required in this case. (Charges as per existing rules)

1. *When in basket or cage* - Chargeable weight will be 20 kg per animal/bird. Freight will be collected at 'L' scale. Minimum charges will be Rs. 30.
2. *When loose* - Chargeable weight will be 40 kg per animal/bird. Freight will be collected at 'L' scale. Minimum charges will be Rs. 30/-.

When detected unbooked:

- a. *When in basket or cage* - Charges will be levied on 20 kg chargeable weight per animal/bird at six times of the 'L' scale upto the point of detection and for onward journey charges will be levied on 20 kg chargeable weight per animal/bird at two times of the 'L' scale, subject to a minimum of Rs. 50/- per animal/bird.
- b. *When loose* - Charges will be levied on 40 kg chargeable weight per animal/bird at six times of the 'L' scale upto the point of detection and for onward journey charges will be levied on 40 kg chargeable weight per animal/bird at two times of the 'L' scale, subject to a minimum of Rs. 50/- per animal/bird.

Booking of Live Poultry:

IRCA Coaching Tariff No. 25, P-I, V-III, Rule No. 421

1. Live poultry can be booked only in Brake van.
2. They must be in basket or cage.
3. The diameter of the basket should be 100 cm and height should be 30 cm.
4. Chargeable weight will be 40 kg per basket. Freight will be collected as per 'L' scale.
5. It will be booked at owner's risk. If booked at railway risk, 50% extra freight will be levied.
6. Prepayment of freight is compulsory.
7. 2% DC will be collected.
8. Following number of live poultry / ducks can be loaded in each receptacle:

Size of Birds	Fowls	Duck
Large	30	18
Medium	40	27
Small	60	60

When detected un-booked:

- a. *When in basket or cage* - Charges will be levied on 20 kg chargeable weight per poultry at six times of the 'L' scale upto the point of detection and for onward journey charges will be levied on 40 kg chargeable weight per receptacle at train's scale, subject to minimum total charges of Rs. 50/- and it will be removed to the brake van.
- b. *When loose* - Charges will be levied on 40 kg chargeable weight per poultry at six times of the 'L' scale upto the point of detection and for onward journey charges will be levied on 30 kg chargeable weight per poultry at train's scale, subject to a minimum of Rs. 50/-.

Booking of Chicks:

IRCA Coaching Tariff No. 25, P-I, V-III, Rule No. 421[Note]

1. One day old chicks can be accepted for the transport by Railways.
2. They will be carried in brake van only.
3. They should be in corrugated card board boxes.
4. The minimum length of the container should be 60 cms, width may vary from 40 to 45 cms and length may vary from 12 to 20 cms.
5. The maximum number of chicks in a container should not exceed 104.
6. The transportation period should not exceed 30 hours.
7. Freight will be collected on actual weight or weight by dimension whichever is higher, according to the "L" scale.

Booking of Sheep / Pig/ Goat / Calves

IRCA Coaching Tariff No. 25, P-I, V-III, Rule No. 413

1. Forwarding Note Com. 627 F should be filled in for booking of Sheep / Goat / Pig / Calves.
2. They will be carried only in brake van.
3. Minimum chargeable weight will be 40 kg. per animal.
4. Freight will be collected as per "L" scale.
5. Minimum charges will be Rs 30 per animal.
6. If detected with the passenger, six times of the 'L' scale will be charged up to the point of detection. For onward journey, freight will be collected at 40 kg per animal and will be shifted to brake van.

Write In Brief

1. Rules for booking of dogs in brake van.
2. Rules for booking of dogs in the passenger compartment.

CHAPTER 10:- PARCEL

Definition: The articles which are carried by passenger trains or parcel trains are known as parcels.

For Parcel Traffic -

Minimum chargeable distance - 50 kms.

Minimum chargeable weight - 10 kgs.

Minimum freight - Rs. 30/-

Parcels scale-

(a) From 06.8.2004 following Parcels scale are in force:

Scale	Type of Service	Type of Train
R	Rajdhani Parcel Service	Chief Commercial Manager of owning railway of the concerned train decide and notify the scale of train for charging of parcel every year on the basis of its parcel space utilization.
P	Premier parcel service	
S	Standard Parcel Service	

(b) New trains, if not notified by CCM will be charged at scale "P" for the first year for booking of parcel.

Maximum weight and dimension for acceptance of parcel

IRCA Coaching Tariff No. 25, P - I, V - III, Rule No. 209

Maximum weight and dimension for booking of a parcel package is as under :

Gauge	Maximum weight	Dimension
BG	150 kgs	2.0 mtr× 1.5 mtr× 1.25 mtr
MG	150 kgs	2.0 mtr× 1.5 mtr× 1.25 mtr
NG	125 kgs	1.5 mtr× 1.07 mtr× 1.00 mtr

Parcel charges will be collected on actual weight or on weight calculated on the basis of dimensions, whichever is higher.

Formula for calculation of weight - 28 cu. Deci mtr or part = 4 kg.

Formula for calculation of volume:

a. For Cylindrical packages : $\pi r^2 \times h$

b. For Conical packages : $1/3 \pi r^2 \times h$

Booking of Bulky Articles -

IRCA Coaching Tariff N. 25, P - I, V - III, Rule - 504

1. Package whose actual weight is more than 100 kg or the actual weight is less than 100 kg, but the dimension of the package is more than 100 x 100 x 70 cms. is known as bulky article.
2. If any one side of the package is exceeding up to 10% of the dimension mentioned above and the weight calculated by dimension is less than 100 kg that package will not be treated as bulky article, i.e. if the weight exceeds 100 kg it will be treated as bulky article.
3. No free allowance will be granted on such package and will be charged at two times of the normal rate.
4. Bulky articles will be carried only in brake van.

Articles not accepted as Parcels

1. Uranium
2. Uranium concentrate
3. Thorium
4. Thorium nitrate
5. Thorium oxide
6. Heavy water and other radioactive substances
7. Offensive articles and wet skins (other than wet skins of wild animals securely packed in air tight boxes at owner's risk)
8. Acids and other corrosive substances enumerated in red tariff.

Parcel Way Bill (PWB) -

1. After the booking parcel on the basis of forwarding note, Parcel Way Bill is prepared.
2. It is separate for local and foreign traffic.
3. It is money value book.
4. Numbers printed on it by machine.
5. There are 4 foils for each number they are as under-
 - a. Record
 - b. Receipt
 - c. Account
 - d. Guard
6. Parcel Way Bill is an important book. Whenever the party prefers claims regarding parcels, it is produced in the court as legal document.

Rules for booking of parcels

1. Party has to fill in the prescribed forwarding note.
2. Parcels should be correctly declared on the forwarding note.
3. If parcels are not packed properly, remark to that effect shall be taken from party on the forwarding note and the same remark shall be passed on the parcel way bill.
4. Parcels shall be weighed on the weighing machine. Weight shall be written on the parcel way bill and freight collected accordingly.
5. 2% Development Surcharge will be collected on parcel freight.
6. Unloading of parcels from a train and reloading the same into another train at an intermediate station during transit, is not permitted.
7. Booking of Parcels can be permitted if one break of gauge is involved during transit. But freight will be collected for entire distance as per the higher scale on both the parts.
8. Booking of parcels 'to & from' intermediate stations of a train is permitted only if that particular train stops at those intermediate stations for 5 minutes or more. Exception- passenger trains.

Forwarding Note -

This is a printed form, which can be obtained free of cost from Station Master's office or Parcel Office. Any businessman desiring to book parcels or livestock, has to execute a forwarding note. Forwarding note has been approved by Central Government under Section 64 of Railway Act 1989.

Importance of Forwarding Note -

1. This is an agreement between the Railway Administration and Party
2. This is legal document, which is free from stamp duty.
3. This is an important document for settlement of claims.

The Forwarding Note has two sides - Front side is filled by the Party and the back side is filled by the Railway employee

The following declaration should be given the party -

1. Regarding packing condition.
2. If goods are defective.
3. For selection of Route.
4. For selection of Wagon.
5. Value of goods and whether party wants to pay percentage charges or not.

As per section 66, the party has to declare the correct name of the goods

Type of Forwarding Note -

1. **Com. 627 F:** - This forwarding note should be executed while booking general parcels and livestock..

2. **Com. 628 F:** - This forwarding note is to be filled in while booking dangerous and explosive parcels. The class and division of dangerous goods should also be mentioned.
3. **Com. 624 F:** - General Forwarding Note: This facility is given to businessman frequently booking parcels from particular station. Such businessman should execute this forwarding note at the station; the same will be forwarded to Sr DCM office. Permission will be granted by Sr DCM and specific number will be given. The same will be sent back to station where entry will be done in specific register. The businessman who has been given this facility should execute a Parcel Declaration Form COM 629 F at the time of booking. This forwarding note is valid for 6 months.
4. **Com 629 F :-** Parcel Declaration Form - (Parcel declaration Form) - The businessman, who have been given the facility of General Forwarding Note should execute it at the time of booking. On this declaration form, the recognition number should be mentioned.
5. **COM 656 F** - This forwarding note should be executed for booking of Government Explosive Goods.
6. **COM 691 F** - This forwarding note should be executed for booking of Military Goods.
7. **T 1601** - This forwarding note should be executed for booking of Railway Material Consignment. This is a Forwarding Note as well as Credit Note

Articles carried free by Railway

IRCA Coaching Tariff No. 25, Part-1, Vol-III, Rule 228

1. Railway Material, stores and Railway publications.
2. Articles which are required for inspection in IRCA office or Head Quarter.
3. Railway publications and time table which are despatched from IRCA office to various zonal HQs. or authorized book stalls.
4. Tariffs, Time Tables, correction slips which are sent from one zonal railway to other zonal railways.
5. Railway material like stamps, envelopes, ropes weighting up to 20 kg.
6. Loaded or empty Cash safe.
7. Collected tickets which are sent to Traffic Accounts office.
8. Tickets and Stationary when dispatched from printing press to various stations.
9. Water supplied to Railway employees.

Misdeclaration of parcels

IRCA Coaching Tariff No. 25, P-1, V-III, Rule - 207.

1. At the time of Parcel booking, the description of the contents of any package should be correctly declared.
2. Gold, Silver, Jeweler, Precious Stones wherever found mis-declared will be charged at double the L scale.
3. The person or owner, who mis-declared the goods, on conviction by Magistrate, may impose fine of Rs 500/- per quintal or part thereof.

Booking of Registered Newspapers and Magazines -

1. All registered newspapers and magazines will be booked at concessional rate, 45% of Scale - "S" in all trains including Rajdhani Exp.
2. The minimum chargeable distance for booking registered newspapers and magazines will be 250 kms.
3. Minimum freight for booking registered newspaper will be Rs. 2/- and magazines for Rs. 4/-.

Booking of Corpses / Human Skeleton

IRCA CT No. 25, P - I, Vol - III, Rule No. 301 & 303

1. It should be packed in air tight coffin.
2. Certificate issued by Registered Doctor should be produced.
3. Chargeable weight is 200 kgs. Charges will be collected as per scale of the train.
4. Minimum freight will be Rs. 50/-.
5. Will be carried only in brake van.
6. A responsible person should travel in the same train with ticket, who will immediately take delivery at the destination.
7. Corpses will be carried free of cost, if a certificate regarding death in Government Hospital is produced,

Booking of parts of Human body

IRCA CT No. 25, P - 1, Vol - III, Rule No. 304.

1. It should be packed in air tight case. It will be booked only as parcels. It will not be accepted as luggage.
2. Charges will be collected 1.5 times on the actual weight as per the scale of the train. Minimum freight will be Rs 50/-.
3. Certificate issued by Registered Doctor should be produced.
4. Will be carried in brake van only.

Booking of Human Ashes

IRCA Coaching Tariff No. 25, P-1, Vol-III, Rule No. 302

1. It should be packed in hermetically sealed cases.
2. If passenger objects to weigh the package, the chargeable weight should be taken 20 kg. Otherwise it will be charged on actual weight at L scale.
3. Passenger can carry it along with him. No free allowance will be given.

Booking of Motor Cars/Vehicles

IRCA Coaching Tariff No. 25, P-1, Vol.III, Rule No. 601 to 609

1. Party should inform Station Master 48 hours in advance.
2. Minimum chargeable weight -

BG	60 Qtls
MG	45 Qtls
NG	35 Qtls

3. Rules for conveyance of Motor car, Motor boat and Aeroplanes (Rule No. 606) - The vehicles which are charged by Electricity, Gas, Oil or other inflammable liquid or vapour will not be accepted for booking. But Motor vehicles and motor cars of Defence service personnel, a quantity of petrol not exceeding 9.09 litres may be left in tanks, provided that :-
 - a. The flow of the petrol to the carburettor has been cut off.
 - b. Any pressure has been released from the tank.
 - c. The tank should be in sound condition and closed by a well-fitting cap.
 - d. There should be no petrol in the carburettor.
4. No fire, naked light, or smoking is allowed in or near the wagon containing vehicles.
5. The consignor must execute an indemnity note for escort before commencement of the journey
6. Railway administration will not be responsible for the damage, loss or injury to the escorts arising out of their journey. Escorts may be allowed to travel in the same train on payment of IInd class ordinary fares.
7. Escorts will not be allowed to cook their food, to light fire or to smoke in the vehicles.
8. The detachable fittings should be packed in a case separately.
9. Loading / Unloading work will be done by Party.
10. If the wagon is brought from some other station, empty haulage charge @ of Rs. 3/- per kilometre will be collected.

Booking of Treasure -

IRCA Coaching Tariff No. 25, P-1, V-III, Rule - 801

1. Treasure includes specie (i.e. gold, silver, copper, bronze and nickel coins), bullion, currency notes (current or uncurrent), defaced currency note paper, government stamps and postal orders.
2. Full description of the contents must be declared in writing at the time of booking such as - type of treasure, value etc.

Booking of Treasure with passenger

IRCA Coaching Tariff No. 25, P-1, V-III, Rule - 803 & 804

1. Free allowance will be given as per class. Charges will be collected on the excess weight as per rule.
2. Passenger can carry treasure weighing up to 60 kgs. in passenger compartment in all classes. If the weight exceeds 60 kgs., accommodation must be reserved otherwise it must be booked in the brake van.
3. If the treasure exceeding the limit of free allowance is detected unbooked, no free allowance will be given and charge will be collected on the total weight. This rule does not apply to Government Treasures.
4. The dimension of the treasure box must not exceed 46 cm x 30 cm x 28 cm. If the dimension of the treasure is more than the above limits, it will be carried in brake van or in reserved accommodation or Separate vehicles.

Booking of Treasure in Brake Van.

IRCA Coaching Tariff No. 25, P-1, Vol - III, Rule No. 806

1. While booking treasure in brake van, it should be securely packed in boxes or cases.
2. Weight of consignment should not exceed 20 Qtls on BG and 15 Qtls on MG and NG.
3. If the weight exceeds the above limit, then it will be conveyed in owner charge in reserved accommodation or separate vehicles

Booking of Treasure in Separate Vehicles (other than in Passenger Carriages)

IRCA Coaching Tariff No. 25, P-1, Vol- III, Rule No. 808 & 812

1. Minimum chargeable weight per 4 wheeler wagons is 60 Qtls over BG, 45 Qtls over MG, and 35 Qtls over NG.

2. Currency note paper will be charged for 120 Qtls at double the R scale weight will be 120 kg.
3. Vehicles must be locked on both sides. The keys must be in the possession of the person in charge.
4. Loading, unloading and transshipment of consignment of treasure which is booked in-charge of escort will be done by Railway staff under the supervision of the escort.
5. The escort is permitted to travel free at the following scale in second class (with treasure or without treasure in return journey).
 - a. Exceeding 20 Qtls but less than 50 Qtls. - 1
 - b. 50 Qtls. or more but less than 100 Qtls. - 2
 - c. 100 Qtls or more - 4

Booking of Treasure in reserved passenger compartment and carriages

IRCA CT No.25, P-1, Vol- III, Rule No. 807, 809 & 810

1. One or more compartment or full coach on payment of usual fare can be reserved.
2. Free allowance will be given as per class. Charges will be collected on the excess weight.
3. Loading and Unloading or transshipment must be done by owner.
4. The consignor must give an advance notice of at least 10 days to the station master of the booking station indicating all particulars including description of treasure, name of destination station, proposed date of booking etc.
5. Station master will co-ordinate for arrangement of RPF, GRP, and Special escort.
6. The treasure should be despatched within 24 hours of its acceptance by passenger train or by M/Exp. train.
7. Minimum weight for charge for treasure loaded in passenger coaches (GS/GSCN) will be 11.5 tonnes on BG and 7.5 tonnes on MG. No overloading is allowed. Consignment will be loaded evenly.
8. The maximum weight per compartment in 4 wheeler wagon should be 0.75 tons. and 1 tonnes in 8 wheeler wagon,

Government Treasure Consignment by RBI or their Agent

IRCA CT No.25, P-1, Vol- III, Rule No. 814 & 816

1. Government treasure means treasure which is sent by RBI or its agent bank to any authorized bank or by authorized bank to RBI / SBI.

2. Freight will be paid by credit note. The credit note should be signed by an official of the bank as Government Treasury Officer.
3. Government employee or treasure in charge will fill up the forwarding note.
4. Police escorts are permitted to transfer tickets held by them to reliving escort en-route at station short of destination.
5. The escort will be issued II class free Blank paper ticket for single journey and PWB number will be mentioned on it.
6. The escort will be issued free ticket for return journey from the destination, on which the number of the outward journey tickets must be quoted.
7. If the Government treasure is booked in Treasure van, then freight will be charged at R scale and chargeable weight will be 220 Qtls.
8. 5% rebate will be given while booking Government treasure or currency notes and 2% development surcharge is levied.
9. Percentage charges will not collected for booking Government Treasure.

Parcel Summary:-

1. Parcel summary is prepared with the help of guard foil of Parcel Way bill.
2. The summary is prepared in 2 copies
 - a. Record foil
 - b. Guard foil
3. Name of loading station, Date, Train number, SLR/Wagon number is mentioned on the upper portion of the summary.
4. Name of forwarding and destination station, number of packages, description, weight, route and PWB Number etc. is mentioned on the lower portion of the summary.
5. After loading parcels, guard foil of Parcel Way Bill and guard foil of summary is handed over to the Guard and his signature will be obtained on the record of foil of the summary.

Loading of Parcels -

IRCA Coaching Tariff No. 25, P - I, V - III Rule No. 239

1. Parcel will be loaded in Brake van /VPU/VPH.
2. The parcels to be loaded should be entered in the loading book and after loading, guard's signature will be obtained.
3. Loading should be done in geographic and scientific method.
4. In Brake van / VPU/ VPH, loading should not exceed the carrying capacity.
5. Loading and unloading in leased SLR should be done by the party.
6. Offensive parcels should not be loaded with perishable / general parcels.
7. At the time of accepting the parcels for loading, the guard should tally the parcels with parcel summary and guard foil of the PWB.

8. Separate summary should be prepared for the following parcels
 - a. Restricted articles
 - b. Dangerous and Explosive goods
 - c. Empty cash bag.
 - d. Loaded / empty cash safe
 - e. Articles to be carried free

Unloading of Parcels -

1. After unloading parcels, their entry should be made in unloading register.
2. If the packages are short or in defective condition, parcel clerk/ Station Master should obtain remark from the guard on the unloading summary.
3. While unloading parcels at the destination station, the unloaded packages should be tallied with the guard foil of PWB and parcel summary. If any shortage is detected, Parcel clerk / Station Master should obtain remark from the guard.

Penalty for overloading of Parcels in Coaching Vehicles/Wagons.

(FM Circular 21/2009)

(a) When Excess loading is within Tolerance limit:

If extent of overloading is up to 0.5 Ton i.e. within Tolerance limit, only normal freight shall be recovered for excess weight.

(b) When Excess loading is beyond Tolerance limit:

If the overloading is more than 0.5 ton, beyond carrying capacity(permissible loading), punitive charges shall be recovered equivalent to six times the freight at scale -"R" for entire excess weight from origin to destination irrespective of the point of detection . a penalty of Rs. 5000/- per vehicle will also be collected from consigner/consignee.

Note: Excess weight will be unloaded at the station of detection and will be despatched by subsequent train to destination station.

Percentage Charges on Excess Value (PCEV)

IRCA Coaching Tariff No. 25, P - I, V - III, Rule No. 901

1. **Special valuable items** :- Gold, Silver, Pearls, Jewellery, Precious stone, currency notes and coins other than Government treasure, Government stamps and stamped paper other than Postal stationary and Stamps and motor cycle / scooter.
2. Payment of percentage charges is compulsory on above articles.

3. Percentage charges are calculated on excess value. After payment of percentage charges, Railway liability will be up to the declared value.
4. Excess value = Declared value - Railway's Monetary liability
5. As per Section 103 of Railway Act Railway's Monetary liability is as under -
 - a. For Luggage - Rs 100/- per kg.
 - b. For Parcel / Goods - Rs 50/- per kg.
 - c. Elephant - Rs 6000/- per animal.
 - d. Horse - Rs 3000/- per animal.
 - e. Mule, Horned cattle, Camel - Rs 800/- per animal.
 - f. Small bird / animal - Rs 120/- per animal / bird
6. Rate for Percentage charges per Rs 100/- :
 - a. Specials valuable goods and motor cycle / scooter - 13 paisa.
 - b. Other articles - 25 paisa.
 - c. Animals - Birds - Rs. 1/-.
7. Formula for calculation of Percentage charges -

$$= \text{Rate} \times \text{Part of Rs 100/- of Excess value} \times \text{Part of Distance of 160 kms.}$$

Note : Minimum Percentage charges for Special valuable goods and motor cycle / scooter is Rs 2/- and maximum 1% of the excess value. For Animals - Birds minimum percentage charges is Rs 2/-.

Delivery of parcels -

1. Party has to produce the receipt foil of Parcel way bill.
2. Railway Receipt will be checked by the Railway employee and tallied with the guard foil of PWB. It should bear station stamp. There should be no alterations on the RR.
3. The parcels should be tallied with the guard foil of PWB at the destination station.
4. If the parcels are received in damaged condition or received short, remark should be passed on the parcel summary and guard foil of PWB.
5. The damaged package is reweighed or opened in the presence of RPF and DDPC or DD wire is issued as per rule.
6. The entries are made in the delivery book, on the basis of guard foil of PWB. Date of unloading, consigner's name and address, consignee's name and address, description of parcels, demurrage charges, wharfages etc. are mentioned in it.
7. If guard foil of PWB is not available, the entries are made in the memo delivery book on the basis of particulars on the packages.
8. All due charges should be collected before delivery.

9. If there is any difference between the guard foil of PWB and receipt foil, detail should be called from booking station.
10. After collecting RR and obtaining consignee's signature the parcel will be delivered to the party.

Value Payable System:-

While booking goods in this system, consignee's name and address is not written on the Forwarding Note, instead 'Self' and name of destination station is written. On the packages and Railway receipt also, 'Self' and name of destination station is written. Railway Receipt will be endorsed on consignee's name by consignor.

Consignor will send Railway Receipt and other documents to a Bank or Post Office at Destination Station. By depositing cost of goods in the Bank or Post Office consignee will obtain Railway Receipt. On presenting Railway Receipt in goods shed, delivery will be granted.

Memo Delivery -

2. When the perishable goods are unloaded without guard foil of PWB, and party demands for delivery of such parcels without, then memo delivery is granted to the party. The cost of the perishable goods is collected on the basis of market rate prevailing on the day.
3. Money receipt is issued to the party.
4. After this, on presenting the RR and money receipt in the parcel office, the amount deposited will be refunded.
5. The validity of the money receipt is three years from the date of issue.

Partial Delivery -

IRCM V - II - Para 1850 to 1852

Partial delivery is granted as per provisions of Section 82 of Railway Act. On receipt of partial consignment, the same will be connected to related invoice and will be made available for delivery.

Partial consignment will be reweighed and DD Message will be issued, copies of which will be sent to Intermediate and Forwarding Station. At the time of delivery, party should surrender Railway Receipt and pay all the charges due. For the remaining packages Partial Delivery Certificate (PDC) will be issued. Appropriate remark will be passed in delivery book on receipt of remaining packages of the consignment delivery will be granted on surrender of Partial

Delivery Certificate. Signature will be obtained in delivery book in token of having received full consignment.

Open Delivery -

1. Open delivery will be granted in following circumstances :-
 - a. Packages found in broken condition.
 - b. Packages found in damaged condition
 - c. Packages found in torn condition.
 - d. Packages found loose
 - e. While granting partial delivery
2. Railway Administration is empowered to grant open delivery as per provisions of section 81 of Rly Act.
3. Open delivery is granted by Commercial Inspector/Station Master and if their monetary limits are exceeded, then by Competent Commercial Officers.
4. Presence of R.P.F. is mandatory.
5. Damaged packages will be reweighed and entry will be done in Re-weighment Register.
6. Remark regarding compliance of external packing conditions should be passed in the report.
7. Packages should be opened from the broken side.
8. After opening the packages, Remark regarding compliance of internal packing conditions should be passed in the report.
9. Condition of goods found in the package will be examined.
10. It will be checked as to whether there was sufficient space in the package to accommodate the missing contents.
11. Goods will be tallied with invoice.
12. If it is found that goods are misdeclared, penalty as per rules will be collected.
13. On tallying actual goods with beejuck (invoice) , extent of damage will be evaluated.
14. Cost of missing / damaged goods is calculated according to beejuck rate. Open delivery report will be prepared.

Assessment Delivery:-

1. Assessment delivery will be granted following circumstances.
 - a. Packages / goods damaged by water.
 - b. Packages / goods damaged by colour.
 - c. Packages / goods damaged by liquid substances.
2. Application should be given by party for assessment delivery mentioning the approximate extent of damage as per him.

3. Damaged goods will be reweighed and entry will be done in reweighment register.
4. Damaged goods will be sorted in lots according to extent of damage and assessment delivery is granted on percentage basis.
5. Remarks if any on Railway receipt should be taken into consideration at the time of granting assessment delivery.
6. If goods are mechanical nature, help of employees of concerned department must be taken.
7. Assessment delivery report will be prepared
 - a. Party
 - b. Claims Department
 - c. Record

Monetary limits for granting open & assessment delivery:-

Sr No.	Designation	Monetary Limits
1	DRM / ADRM / OSD	Full Powers
2	SrDCM	Full Powers
3	DCM / DTM / AM(Sr. Scale)	Full Powers
4	ACM / AM (Jr. Scale) / SM(Gaz)	Rs 2 Lakhs per case
5	DCI / CCI / SCI / CI	Rs 5000/- per case
6	CPS / CGS	Rs 2500/- per case

Note :- Stations where there is no post of CCI, delivery will be granted by Station Master

Delivery in absence of RR (Delivery on the basis of Indemnity Note)

Section 77 of Railway Act:-According to this Section, if Railway Receipt is forthcoming, Delivery of goods may be granted on execution of on indemnity note. Or if a consignment is claimed by two or more persons, then delivery will be withheld and may be granted to person who executes an Indemnity Note.

Indemnity note is a legal document on which stamp duty is levied. Stamp duty differs from state to state. Indemnity note can be obtained from goods sheds or Station Master's office. Station Master can grant delivery of goods costing up to Rs. 1 lakh on the basis of indemnity note. If cost of goods exceeds this limit, delivery will be granted by DCM's permission.

Following information is written on an Indemnity Note:-

1. Booking particulars
2. Description of goods
3. Cost of goods
4. Name and signature of consignee
5. Signature of one surety
6. Signature of two witnesses and their complete details
7. Signature of Station Master, date and Station Seal.

Types of Indemnity Note :-

1. Stamped indemnity note
2. Unstamped indemnity note
3. General indemnity note

1. **Stamped Indemnity Note:** - Indemnity Note executed on a stamp paper is known as Stamped Indemnity Note.

If goods have been booked on consignee's name and consignee is unable to produce Railway Receipt, then delivery will be granted on execution of an Indemnity Note by consignee at destination station. If goods are booked to self and consignee is unable to produce Railway Receipt, then delivery will be granted on execution of 2 indemnity note. Out of which one should be executed by consignor with signature and stamp of Station Master of Forwarding Station and date. Also it should be endorse on the name of consignee. On the basis of it consignee will execute another indemnity note and delivery will be granted on production of both indemnity notes.

2. **Unstamped Indemnity Note :-**This is a printed form and is free from stamp duty. It can be obtained free of cost from goods shed or Station Master's office. This indemnity note is accepted in following circumstances :-

- a. Goods booked to Government officials in their official capacity.
- b. Goods booked to registered co-operative societies.
- c. At the time of delivery of low value goods (This facility is given to certain businessmen with object of vacating space in goods sheds)

3. **General Indemnity Note:** -If goods of a particulars businessman are received regularly at a station and he is unable to produce railway receipt on a regular basic, such businessman have been given the facility of General Indemnity Note. After the businessman has executed the Indemnity Note, it will be sent to Sr. DCM office for approval. Post approval, it will be sent

back to the station, which will be recorded in the specific register and kept as record. Validity of General Indemnity is 3 years.

On taking delivery on the basis of general indemnity note, railway receipt or stamped indemnity note should be produced within 10 days from the date of delivery otherwise the facility of general indemnity note will be terminated.

Note: - Delivery of goods booked to "Self" will not be granted on the basis of general indemnity note.

Rebooking of Goods: - Without effecting delivery of parcel consignment at destination station, if the consignment is booked to a new destination station or to their original forwarding station, it is known as Rebooking.

Following rules are applicable for Rebooking:

1. Party should give a written application.
2. Forwarding note and original Railway receipt should be enclosed with the application
3. If party is unable to produce railway receipt indemnity note should be executed.
4. Adequate number of postal stamps should be enclosed.
5. Rebooking will not done in following cases :
 - a. Perishable goods
 - b. Goods on which percentage charges have been paid
 - c. Partial consignments.
 - d. For rebooking of wagon load or trainload consignments. Permission of DCM will be taken.
6. While rebooking of goods on which payment of freight is compulsory, freight will be collected at the time of booking.
7. Damaged and broken consignments will not be rebooked normally, but after taking the remark on the Forwarding Note from the party .Rebooking can be done.
8. Prepayment of freight is compulsory.
9. At the time of rebooking, old marks will be obliterated and new making will be done.
10. Consignment will be reweighed.
11. All charges to be collected at new destination station will be shown in the new railway receipt as Paid on To Pay charges.

12. Following remark will be passed on new railway receipt -

“Goods were originally booked from----- station to ---- station under invoice No.----- and railway receipt No.----- This consignment has been rebooked and all charges should be collected prior to deliver.”

Diversion: - Changing the route of a wagon/trainload consignment route to a new destination station is known as diversion. There is no guarantee of desired of Diversion.

Following rules are applicable to diversion.

1. Only wagon load or trainload consignment can be diverted.
2. For diversion the party should give a written application at the forwarding station.
3. Diversion fee at the rate of Rs. 300 per four wheeler wagon and Rs. 750 per eight wheeler wagon will be collected.
4. Railway receipt will be presented along with forwarding note. Railway employee will examine the railway receipt to verify genuineness of the applicant and railway receipt will be returned.
5. Following aspects will be examined at time of diversion.
 - a. New destination is open for that goods or not
 - b. Whether there are any restrictions on that route
 - c. Train has not crossed the junction station from where goods are to be diverted.
6. Orders of Diversion will be given by Divisional Railway Manager.
7. Diversion message will be issued to concerned junction station, new destination and accounts office.
8. On receipt of message at concerned junction station, station manager will after the name of destination station on seal cards and pocket labels and then wagons will be dispatched for new Destination station.
9. After diversion a message will be issued by station manager of junction station to forwarding station, Original and new destination and officer ordering diversion.
10. At forwarding station original railway receipt will be collected and a new railway receipt will be issued in super session of the original railway receipt. This will be known as **“Super Sessional Railway Receipt”**.
11. If party fails to submit original railway receipt at forwarding station. New Railway receipt will be issued with following remark on it.- *‘Consignment should be delivered after collection of Original railway receipt No ----’*
12. Outstanding amount at original destination station will be cleared through certified over charge sheet.

Note: - Delivery short of booked destination will be treated as diversion.

Lost Articles:

If articles of any passenger are left behind in train or at station, or any unclaimed property should be handed over to the Station master. Station master will open the package in presence of GRP and will prepare duplicate list of items found in the package. One copy will be kept in the package and other will be kept as record with Station master. Such packages will be retained for 7 days at train terminating station and 48 hours at other stations. If claimed by any person being owner within stipulated time, will be delivered free of charge after verification.

If not claimed by any person being owner within stipulated time, these commodities will be sent to Lost Property Office under Free service way bill. If delivery is claimed by owner at Lost Property Office, then will be delivered after collecting Rs 10/- per package per month or part there off else unclaimed goods will be auctioned. However following commodities will not be auctioned -

1. Dangerous Goods
2. Inflammable Goods
3. Explosive Goods
4. Intoxicating Goods
5. Contraband Goods.

Write in Detail.

1. Parcel way bill
2. Articles Not accepted as parcels
3. Booking of Corpses
4. Memo Delivery.

CHAPTER 11:- WHARFAGE CHARGES

Definition - Wharfage shall be levied on consignments for their non-removal from Railway premises after expiry of free time.

General Rules:-

1. Delivery will be given in business hours. Business hours are from 9 to 17 hrs. and working hours are from 6.00 to 22.00 hrs.
2. After taking delivery, the goods can be removed in working hours.
3. After unloading, Parcels / Luggage are considered available for delivery.
4. After connecting unconnected consignments, they are considered available for delivery.
5. Wharfage charge is collected on actual weight. If actual weight is not available, it will be collected on chargeable weight.
6. Wharfage charges shall be rounded off to next rupee.

Classification of Stations -

For purpose of granting free time for removal of consignment and levy of Wharfage Charge, stations have been classified as under-

- a. Notified Stations- Stations which are notified under Section 89 (1) of Rly Act 1989. They are as under :

i. *Central Railway -*

A	Ahmednagar, Akola
B	Belapur, Betul, Bhigwan, Butibori, Bhusawal, Burhanpur
C	Chandrapur
D	Dhule, Dadar, Daund, Deolali
G	Gulbarga
J	Jalgaon
K	Kalamboli, Kalyan, Khamgaon, Khandwa, Kolhapur (Gur Market), Kurduwadi, Khadaki, Kopargaon.
L	Latur, Loni, Lokmanya Tilak Terminus
M	Miraj, Malkapur, Manmad, Mumbai CST
N	Nagothane, Nandgaon, Nasik Road, New Mulund Goods Shed,
P	Pune, Pandharpur, Pen.
R	Roha, Rahuri.
S	Sangli, Solapur
T	Turbhe Goods Complex, Taloje Panchanand
W	Wadibunder, Wardha.
Y	Yeola

ii. *West Central Railway -*

B	Bhopal
K	Kachhapura, Kota, KatniMurwara
S	Satna

b. Other than Notified Stations -Stations other than notified above.

2. **Free time** - Permissible free time for removal of consignment will be as given below : -

Type of station	Permissible free time for removal		
	Parcel / Luggage	2, 3 or 4 wheeled carriage, Motor boat, Dog-cart, Tonga, Palanquin, Dooly, Howdah etc.	Live stock
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.		

Note -

- Livestock shall be removed from railway Premises within 24 hrs. of arrival failing which they will be disposed off as per Section 84 (2) of Rly Act 1989.
- For leased traffic* - as per Comprehensive Parcel Leasing Policy.
- National holidays i.e. 26th Jan, 15th Aug & 02nd Oct will not be reckoned for calculating free time and Wharfage. Exception: (i) For livestock&perishable all days will be treated as working days at all stations. (ii) All days will be treated as working days at notified stations.

3. Wharfage Rates

Type of station	Rate of wharfage charge			
	Parcel / Luggage	2 Wheeled carriage	3 or 4 Wheeled carriage, motorboat,	Live stock

		(e.g. motor cycle, cycle)	dog-cart, Tonga, palanquin or dooly, howdah	
Notified stations	Rs 1/- per 50 kg. or part thereof per hour or part of an hour	Rs 1/- per head per hour or part of an hour	Rs 25/- per head per hour or part of an hour	Rs 10/- 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			

Note: - The expenses entailed in feeding the livestock will also be livable in addition to wharfage charge irrespective of the fact whether the livestock was removed within the free time or beyond free time.

Wharfage charges for delayed consignments - Consignment which is unloaded at the destination station after 2 months from the date of booking, is known as delayed consignment.

1. For such consignment 3 days free time will be given including the date of unloading.
2. 50% wharfage charges will be levied for first ten calendar days.
3. Full wharfage charge will be collected after first ten calendar days,

Chapter 12 :- DEMURRAGE CHARGE

Definition -If the rolling stock is detained for loading or unloading by the party after permissible free time, the charges which are levied for detention, is known as demurrage charge.

General Rules -

1. The rate of demurrage charge is Rs. 150/- per vehicle, per hours or part thereof.
2. While calculating demurrage charges, working hours are to be considered.
3. The working hours are from 06.00 to 22.00 hrs.
4. For calculation of demurrage charge, all days are working days.
5. If the indent is cancelled, after the physical supply of the vehicle, demurrage charges are levied without giving any free time.
6. Even if a single vehicle is detained, after the completion of free time, the demurrage charge will be levied for all the vehicles placed.
7. GST 5%
8. When working hours are exhausted but some free time is remaining, will be given on next day's commencing of working Hrs.

9. Free time -

Number of Vehicles	Permissible free time (in hours and minutes)	
	Loading	Unloading
Up to 3 Parcel Vans	3:00 Hrs.	3:00 hrs.
4 to 10 Parcel Vans + 1 SLR or 2 SLR	5:00 hrs.	5:00 hrs.
11 to 15 Parcel Vans + 1 SLR or 2 SLR	6:00 hrs.	6:00 hrs.
16 to 20 Parcel Vans + 1 SLR or 2 SLR	7:00 hrs.	7:00 hrs.
More than 20 Parcel Vans +1 SLR or 2 SLR	8:00 hrs.	8:00 hrs.

**CHAPTER 13:- IMPORTANT SECTIONS OF RAILWAY ACT 1989 -
W.E.F- 01.07.1990**

Section 49:Exhibition of time table and fare table at stations.

Section 50: Issue of tickets on payment of fare.

Section 51: Ticket shall be issued subject to condition of availability of accommodation in the train/class. If the passenger is compelled to travel in lower class due to non-availability of accommodation, refund of difference of fare between two classes will be granted.

Section 52: If a ticket is presented for cancellation, Railway administration shall cancel the ticket and grant refund as per rules.

Section 53: Transfer of tickets is not permitted. But authorised railway employee may permit change of name on reserved tickets as per rules.

Section 54: Every passenger shall present / surrender his pass or ticket on demand by authorised railway servant for examination during journey or at the end of the journey.

Section 55/1: No person shall enter in any carriage of a Railway without proper pass or ticket or permission from authorised railway servant.

Section 55/2: If a passenger is unable to purchase a ticket, he may be issued a certificate to commence journey without ticket by authorised railway servant, which is known as guard certificate, on condition that he subsequently pays the fare when demanded.

Section 56: A person suffering from infectious disease is not permitted to enter Railway premises or travel by Rail without permission of authorised railway servant.

Section 57: Railway administration shall fix the maximum number of passengers to be carried in each coach and exhibit the same inside or outside the coach in Hindi, English, and regional languages.

Section 58: Railway administration shall earmark one compartment or adequate no of berths in every train for exclusive use of females. Apart from this one

unreserved coach is also earmarked for ladies in passenger trains, in which only lady passengers and children aged less than 12 years can travel with them.

Section 59: In every passenger train Railway Administration shall provide means of communication between Railway employees and passengers - Alarm Chain. If these means are being misused they may be disconnected by Railway Administration.

Section 60: Railway Administration has been empowered by Central Government to frame rules on various issues, - refund of fare on cancellation of tickets.

Section 67: No person can bring dangerous or offensive goods to railway premises without permission. Advance intimation should be given to station manager for booking of dangerous or offensive goods.

Section 137: Fraudulently travelling or attempting to travel without proper pass or ticket - penalty upto Rs.1000/- or imprisonment upto 6 months or both, minimum penalty shall be Rs. 500/-.

Section 138: If a passenger is detected travelling without ticket, then excess fare along with excess charge will be collected upto the point of detection. If detected travelling in higher class on a lower class ticket or detected travelling beyond authorised distance, difference between payable and paid fare along with excess charges will be collected upto the point of detention. In case of non-payment - imprisonment upto one month (minimum 10 days).

Section 139: Any person failing or refusing to pay the fare and excess charge referred to in section 138, may be removed at any station by any authorised railway servant. However a woman or child if unaccompanied by a male passenger shall not be so removed except either at the station, from where he/she commences his/her journey or at a junction or a terminal station or at the headquarters of a civil district and such removed shall be made only during the day.

Section 141: Misuse of Alarm Chain - punishable with imprisonment upto one year, or with fine upto Rs.1000/-. Punishment shall not be less than fine of Rs.500 /- in case of conviction for first offence, and imprisonment for three months in case of conviction for second and subsequent offence.

Section 142/1- If any person sells or attempts to sell any reserved ticket or season ticket to any other passenger, he shall be punishable with imprisonment upto 3 months or with fine upto to Rs. 500/- or both, and forfeiture of the ticket.

Section 142/2- If any person is found purchasing any ticket in the above manner, he shall be punishable with imprisonment upto 3 months or fine upto Rs. 500/- or both. The ticket shall be forfeited and he shall be deemed to be travelling without ticket.

Section 143 - If any person carries on the business of procuring and supplying ticket, he shall be punishable with imprisonment upto 3 years or with fine upto Rs.10,000/- or both and tickets will be forfeited.

Section 144 - If any unauthorised person is found hawking or any person is found begging, he shall be punishable with imprisonment upto 1 year or with fine upto Rs.2000/- or both.

Section 145 - If any person is found in railway premises in a state of intoxication, or commits any act of indecency (nuisance), or uses abusive language, or interferes with any amenity provided by railway, he shall be punishable with imprisonment upto 6 months or fine upto Rs.500 /- or both.

Section 145B: If a person is found littering in railway premises, he may be penalized with an amount not exceeding Rs.500/-.

Section 146 - If any person obstructs any railway servant in the discharge of his duties, he shall be punishable with imprisonment upto 6 months or fine upto Rs.1000 /- or both.

Section 147 - If any person enters railway premises without lawful authority, he shall be punishable with imprisonment upto 6 months or fine upto Rs.1000 /- or both.

Section 155 (1) - If any unreserved ticket holder passenger enters a reserved compartment or unauthorised occupies berth of any other passenger, he shall be punishable with fine upto Rs.500 /- and he will be removed from there.

Section 155 (2): If any passenger resists the lawful entry of other passengers into an unreserved compartment, he shall be punishable with fine upto Rs.200.

Section 156 : If any passengers / person is found travelling on roof, steps or on an engine even after being warned by a Railway servant, he shall be punishable with imprisonment upto 3 months or fine upto Rs.500 /- or both

Section 157: If any passenger wilfully alters or defaces his pass or ticket, he shall be punishable with imprisonment upto 3 months or fine upto Rs. 500 /- or both.

Section 162: If any male passenger is detected travelling in coaches reserved exclusively for ladies, he shall be punishable with fine upto Rs. 500 /-, forfeiture of ticket and will be removed from there.

Section 164: If any person takes with him dangerous or explosive goods into rail premises without prior permission, he shall be punishable with imprisonment upto 3 years or fine upto Rs.1000/- or both.

Section 166 : If any person damages or tears boards, posters or documents affixed on stations / rolling stock or obliterates any letters or figures written on them, he shall be punishable with imprisonment upto 01 month or fine upto Rs. 500 /- or both.

Section 167: Smoking is prohibited in Railway premises / Railway coaches, if any person is found smoking, he shall be punishable with fine upto Rs.200/-.

Section 172: If any Railway servant is found in a state of intoxication while on duty, he shall be punishable with fine upto Rs.500/-, if such state of intoxication of employee is likely to endanger safety of passengers, then he shall be punishable with imprisonment upto 01 year or fine or both.

Section 175: If any Railway servant, when on duty, endangers the safety of any person, he shall be punishable with imprisonment upto 02 years or fine upto Rs.1000/- or both.

Section 179: If any person commits any non-cognizable offence mentioned under section 137 to 139, 141 to 147, 155 to 157, 162, 164, 166, 167, 172 and 175 may be arrested without warrant, but should be produced before Magistrate within 24 hours.

Section 180 : If any person commits any cognizable offence under sections other than mentioned under section 179 or is liable to pay any excess charge or other sum demanded under section 138, fails or refuses to give his name and address or is likely to abscond, may be arrested without warrant, but should be produced before Magistrate within 24 hours.

Fire Fighting Systems & First Aid

Generally, there is a serious loss due to the occurrence of fire or fire, which is in the form of a loss / damage to human death and loss of life.

The topic of the fire incident in the train or in the station is taken seriously. Jagruti Shivar is organized from time to time about this subject. Teaching of this subject in the training institutes is given to the respective railway employees.

Fire engines in the various offices of the railway stations and in planned places and in the aircrafts of the trains, in the pantry, guard cabin and in the engine are kept. In such a way, the fire fighting equipment is kept in different offices in the railway premises. Different fire fighting machines are used to extinguish the fire of different nature.

It is of 3 types.

- (1) water (APW)
- (2) Carbon dioxide (CO₂)
- (3) Dry Chemical (ABC, BC, DC)

Things to note

1. The validity of all fire extinguishers is of a fixed period, which must be written on each fire extinguisher. Before the due date of expiry fire extinguishers should be re-filled, keeping in mind the need to re-fill fire extinguishers before time.
2. From time to time, the method of using fire extinguishers should be explained to the railway workers to avoid fire.
3. There may be different reasons for the fire, information should be given according to these reasons.
4. Information about place of availability of fire extinguishers in the train, station and on the railway premises should be displayed at suitable places..
5. Information about this subject should be given to all training institutes of Indian Railways.

FIRST AID :

All long distance passenger carrying trains are provided with First Aid Boxes containing essential medicines and dressing materials.

1. In addition, Augmented First Aid Boxes with wide range of medicines, disposable medical material, etc. have been provided with the Train Superintendents of Rajdhani / Shatabdi Express trains and Guards of other nominated trains.
2. The front line staff deployed on trains is trained in rendering First Aid.
3. Services of doctors travelling as passengers are utilized to attend to passengers who are in need of urgent medical assistance.
4. If a person falls sick during journey, a doctor can be called at the next stopping station where a Railway Doctor is available on payment of specified charges.
5. Trains can also make unscheduled halts, if necessary, at the stations en-route in emergencies to provide medical assistance to the passenger.
6. Railway doctors at major stations are available on call basis. The Stations Masters have details of doctors, clinics & hospitals, both Government and Private, in the vicinity of the station, so that their services could also be availed, in emergencies.

DISASTER MANAGEMENT**Disaster:**

The term disaster may be defined as an ~~occurrence~~ or consequence leading to a mishap. It is an unusual incident which causes loss of life, injury, material damage, loss and distress.

Disaster in Railways is a serious train accident or an untoward event of grave nature due to natural or manmade cause that may lead to loss of many lives and grievous injuries to a large number of persons and severe disruption of traffic.

Management:

It is the skilful handling of affairs, art of getting things done through the available resources like man power, machines, material, money and experience within the least possible time.

Intelligent planning and prompt response to the needs of the passengers, sufficient and timely relief measures should be the watch word of disaster management.

Need for Disaster Management:

- i. It is pro-active measure
- ii. Dealing with unusual things need special skills, knowledge and training

- iii. The mettle of an organization is revealed in a crisis. The quality of response after the disaster determines the credibility of the organization in the eyes of the public
- iv. Dealing with critical incidents, complaints, grievances and accidents needs training i.e. preparedness.

Causes for disasters in Railways:

1. Human failure.
2. Equipment failure
3. Natural Calamities

Golden Hours/Golden Period-Period up to first 60 minutes after disaster or accident / incident is called as golden hour or golden period after disaster is very crucial for saving life and reduce the consequential losses. Expeditious efforts in golden hour are very important in disaster management to reduce losses of human lives and property through rescue operations and other possible efforts.

Responsibilities of Commercial Department:

The Officers and staff are required to bestow special attention to the following aspects of relief operations.

On getting the information:

- i. Collect details of accident and assess requirement for arranging relief measures.
- ii. Withdraw sufficient amount from station under the authorization of Sr.DCM

On reaching the site:

- i. Render first aid to the injured passengers within golden hour.
- ii. Arrange ambulances / private vehicles to shift the injured passengers to hospitals.
- iii. Prepare a list of names and addresses with ticket numbers of casualties and convey the information to their kith and kin and to the control office.
- iv. Arrange adequate refreshments, drinking water to the passengers of ill-fated train free of cost.
- v. Take assistance of voluntary organizations like NCC, NSS, Scouts & Guides or any other recognized social organizations.
- vi. Make arrangements for alternative transport for passengers.
- vii. Open Assistance Booths for guidance of the passengers.
- viii. Arrange porters free of cost to shift the luggage of passengers.
- ix. Make necessary arrangements for refund of fares.

- x. full refund for fare for the untraveled portion to be given if any alternate transport is not arranged
- xi. Arrange ex-gratia payments to casualties.
- xii. Collect belongings of the dead and injured passengers and hand over to the next kith and kin after satisfactory proof of ownership or hand over to RPF / GRP for further disposal.
- xiii. Provide tarpaulins to protect passenger's luggage and parcels during the rainy season.
- xiv. Arrange Phone facility for the passengers at free of cost and PA System with the help of S& T department.
- xv. Arrange lighting at sight with the help of Electrical Department.
- xvi. Dispose perishables as per section 84 / 85 of Railways act'1989.
- xvii. Secure samples, marks on packages, seal cards of wagons etc. to facilitate settlement of claims.
- xviii. Never leave the accident spot without informing the accident manager.

Media Management Plan:

- i. Inform CPRO immediately about the accident on priority.
- ii. The first official available at the site should assess the situation and flash the information to the control or the nearest station.
- iii. No information should be given to the media at the site untill GM / AGM / ADRM / CPRO reach the site.
- iv. Senior most officers available at the site is only authorized to interact with media.
- v. Depending on the seriousness of the accident, press and media will be taken to the site by suitable transport.
- vi. An official videographer and photographer are allowed at the site to cover the accident.

Liability of Railway Administration for death and injury to passengers due to accidents

Section 123 - Definitions

1. Accident - means an accident of the nature described in section 124.
2. Untoward Accident - means any accident of the nature described in section 124 A.

Dependent means -

- i. Husband, wife, son, daughter and in case the deceased passenger is unmarried or is a minor, his parent. Parent, minor brother or unmarried sister, widowed sister, widowed daughter-in-law, minor child of a pre-deceased son, if dependent wholly or partly on the deceased passenger.
- ii. Minor child of a pre-deceased daughter, if wholly dependent on the deceased passenger.
- iii. Paternal grandparents wholly dependent on the deceased passenger.

Section 124 - When in the course of Railway working, an accident occurs such as - collision between 2 trains or derailment of a train or any other accident, resulting in death of any passenger or injury to any passenger or loss to goods / luggage of any passenger, Railway Administration is liable to pay compensation at prescribed rates, whether or not there has been any wrongful act or neglect on its part.

Note - Passenger includes Railway servants on duty.

Section 124 A - If any passenger gets injured or dies during journey or in station premises due to terrorist activities, robbery, dacoity or riots, such incident will be treated as 'untoward incident'. Accidental fall from any train is also included in it. Railway Administration is liable to pay compensation at prescribed rates to passengers who die or get injured in such untoward incidents, whether or not there has been any wrongful act or neglect on its part. But compensation shall not be payable in following circumstances -

1. Suicide or attempted suicide by him,
2. Self-inflicted injury,
3. His own criminal act,
4. Any act committed by him in a state of intoxication or insanity,
5. Any natural cause or disease, medical or surgical treatment unless such treatment becomes necessary due to that accident.

"Passenger" includes the following -

- a. Railway servant on duty,
- b. A person who has purchased a valid ticket or platform ticket.

Section 125 - Application for compensation - An application for compensation under section 124 may be made by the following-

1. By the person who has sustained the injury or suffered any loss,
2. By an agent authorized by such person,
3. If such person is a minor, by his guardian,
4. In case of death - by any dependent, where dependent is a minor, by his guardian.

Every application by a dependent for compensation shall be for the benefit of every other dependent.

Section 126 - Interim relief by Railway Administration - Where a person who has applied for compensation under section 125 desires to be paid interim relief, he shall apply to the Railway Administration enclosing a copy of the original application. If Railway Administration is satisfied with circumstances of applicant, he may be given interim relief. Amount of interim relief should not exceed the amount of compensation payable. A copy of order of interim relief shall be sent to RCT. Amount of interim relief shall be adjusted in the amount of Compensation.

Section 127 - The rates of compensation payable in respect of any injury or any loss of goods shall be determined by RCT.

Section 128 - The right of any person to claim compensation under section 124 shall not affect his right to recover compensation payable under Workmen's Compensation Act, 1923. But no person shall be entitled to claim compensation more than once in respect of the same accident. It shall also not affect the right of any person from receiving any sum under any insurance policy or any other contract or scheme.

Section 129 - The central Government may, by notification, make rules regarding this chapter. In particular such rules may provide for -

- a. Compensation payable for death,
- b. Nature of injuries for which compensation shall be paid and the amount of such compensation.

Ex-gratia -Bonafide passengers involved in train accidents, shall be paid ex-gratia relief as under -

- | | |
|-------------------|----------------|
| 1. Death | - Rs.50, 000/- |
| 2. Serious Injury | - Rs.25,000/- |
| 3. Normal injury | - Rs.5,000/- |

In case of accidents at manned level crossings & untoward incidents due to prima-facie responsibility of Railways, ex-gratia amount will be as under -

1. Death - Rs.15,000/-
2. Serious Injury - Rs. 5,000/-
3. Simple injury - Rs, 500/-

Ex- gratia payments should also be made to railway servants killed or injured by moving train while performing their duty, eg - Gangman working on train run over accidentally by a moving train.

Above amount will not be included in compensation amount, exception - road users at manned level crossing.

No ex-gratia payment would be admissible to trespassers, persons electrocuted by OHE and road users at unmanned level crossings.

CHAPTER 14:- MILITARY TRAFFIC

Following military warrant, concession forms and certificates are issued to Military, Air force and Navy personnel's.

Warrants	Concession forms	Certificates
IAFT 1707	IAFT 1709A	IAFY 1953
IAFT 1707A	IAFT 1719	IAFY 1954
IAFT 1752	IAFT 1720/1720A	INF 3
	IAFT 1728	IN 461
	IAFT 1732	
	IAFT 1736	

Military Concession Orders

IAFT 1709A - This concession form is issued to military personnel's and for their family members travelling on leave at their own expense. It is also known as D form. Ticket is issued after collecting 60% fare in cash and rest 40% fare is debited to Defence ministry. Free allowance per passenger is 40 kg. Guard certificate is not issued. If passenger is detected travelling with unexchanged warrant, he will be charged as travelling without ticket.

IAFT 1719 - This concession form is issued to cadets of the National Defence Academy / Air Force College / Naval Training Institute or ships. 50 % fare is collected in cash and remaining 50 % is debited to Defence Ministry. Free allowance per passenger is 40 kg. Guard certificate is not issued. If passenger is detected travelling with unexchanged warrant, he will be charged as travelling without ticket.

IAFT 1720 / 1720 A - This concession form is issued to JCO / WO and other Officers and soldiers. 50% fare is collected in cash and remaining 50% is debited to Defence Ministry. Free allowance per passenger is 40 kg. Guard certificate is issued. If passenger is detected travelling with unexchanged warrant, he will be charged as travelling without ticket.

IAFT 1728 - This concession form is issued to retired soldiers proceeding to attend Regimental re- unions. Return journey ticket is issued after collecting single journey fare. Free allowance will be granted as per class. Guard certificate is issued. If passenger is detected travelling with unexchanged warrant, following action will be initiated -

1. If detected during outward journey - Full fare of single journey + Excess charge upto the point of detection. Free EFR will be issued for return journey.
2. If detected during return journey - Full fare of single journey + Equivalent Excess charge.

IAFT 1732 - This concession form is issued to members of the military nursing services including matrons of military family hospitals. 50% fare is collected in cash and remaining 50% is debited to Defence Ministry. Free allowance per passenger is 40 kg. Guard certificate is issued.

IAFT 1736 - This concession form is issued to soldiers participating in various sports events. 50% fare is collected in cash and remaining 50% is debited to Defence Ministry. Free allowance will be granted as per class. Guard certificate is issued.

If passenger is detected travelling with un-exchanged warrant, 50% of fare for entire distance will be collected as excess fare and fare up to the point of detection will be collected as excess charge.

Military certificate

IAFY 1953 - It is issued to Territorial Army Personnel / Army Reservists when called up for duty. Ticket will be issued free of cost. Free allowance will be granted as per class. Guard certificate is issued. If passenger is detected travelling with un-exchanged warrant, he will be charged as travelling without ticket.

IAFY 1954 - It is issued to Territorial Army Personnel on being called up for training. Ticket will be issued free of cost. Free allowance will be granted as per class. Guard certificate is issued. If passenger is detected travelling with un-exchanged warrant, he will be charged as travelling without ticket.

INF 3 - It is issued to Fleet Reservists of Navy on being called up for duty. Ticket will be issued free of cost. Free allowance will be granted as per class. Guard certificate is issued. If passenger is detected travelling with un-exchanged warrant, he will be charged as travelling without ticket.

IN 461 - It is issued to Fleet Reservists of Navy on being called up for training. Ticket will be issued free of cost. Free allowance will be granted as per class. Guard certificate is issued. If passenger is detected travelling with un-exchanged warrant, he will be charged as travelling without ticket.

CHAPTER 15: - TRAFFIC ACCOUNTS

Introduction -Indian Railways is a Government as well as Commercial organisation. Investment on Indian Railways is done by the Central Government. Transport services provided by Railways to general public are in the form of passenger traffic & goods traffic. Recovery of charges for services rendered is done at station and accountal of the same is also done at station.

Accountal of all transactions carried out at station is necessary. Initial vouchers are issued in lieu of cash collected for accountal, which are as under

1. Passenger Traffic - Printed Card Tickets, Blank Paper Tickets, Excess Fare Tickets etc.
2. Parcel traffic - Parcel Way Bill.
3. Goods Traffic - Invoice.

Entry of all issued vouchers is done in the books of accounts, based on which returns are prepared. These are prepared on daily, periodical, and monthly basis, and submitted to traffic accounts office and other higher officials.

Returns submitted to the accounts office are subjected to internal check to ensure that the amount is collected as per rules and accounted for correctly. It is also ensured that Railways has not sustained any loss.

Initial records / books maintained at stations are as under-

1. Daily Train Cash cum Summary Book (DTC).
2. Parcel Cash Book
3. Parcel Delivery Book
4. Goods Cash Book
5. Goods Delivery Book

Returns submitted by stations -

1. Passenger classification.
2. Blank Paper ticket and Excess fare ticket return.
3. Inward / Outward to pay summary.
4. Machine Prepared Abstracts / Converted Abstract.
5. Wharfage Charges and Demurrage Charges statement.
6. Siding Charges statement.

During internal check if it is found that Railways have sustained financial loss, error sheet will be issued for recovery of loss from defaulting employee.

Ticket indent - Document through which printed card tickets are demanded is known as ticket indent. Printed tickets are demanded from printing press through Traffic Accounts Office.

Ticket Estimate Register - Stations are required to place indent for all those stations for which tickets are sold. However stations are not required to place indent for destination stations where -

1. Destination station is up to 250 Kms. and annual sale of tickets is up to 400.
2. Destination station is beyond 250 Kms. and the annual sale of tickets is up to 200.

Quantities for which indents are to be placed are based on an average monthly sale effected during preceding year (12 months}. For this purpose it is necessary to record monthly sale during last 12 months. Register maintained for the purpose is known as 'estimate register'.

This register is normally maintained for a period of three years, i.e indents for 3 years are prepared on the basis of this register. This register is subject to check by Commercial Inspector and verification by Travelling Inspector of Accounts (TIA) who will sign the same in token of verification. Estimate will be prepared in three copies which are utilized as under.

1. Record
2. Traffic Accounts Office
3. Printing press

Types of Ticket Indents - There are four types of ticket indents-

1. Ordinary Ticket Indent
2. Emergent Ticket Indent
3. Telegraphic Ticket Indent
4. Recalled Indent

Ordinary Ticket Indent - This is prepared in form no. T/Com./14 (Revised) in five copies by carbon process. This indent prepared on the basis of estimate register will be sent to traffic accounts office on nominated dates. The five copies prepared are utilized as under -

- a. Record
- b. Printing Press
- c. Accounts Office
- d. Receipt Note
- e. Delivery Note

The record copy is retained by the station and remaining four copies are sent to Traffic Accounts Office. Traffic accounts office will check these copies to ensure that quantity, station to, station code, fare etc. are correct. Accounts Office is allowed a period of seven days for checking. Post check all copies are sent to

printing press. After completion of printing press will retain its copy and accounts copy will be sent to Accounts Office. Receipt note and Delivery note copies will be returned to station along with printed ticket bundles.

Station master will check the tickets received and send the duly acknowledged Receipt note to Accounts office, who in turn will return the same to printing press after necessary action. Delivery note copy will be retained by the station & pasted with the station record copy.

Emergent indent - When it becomes apparent that stock for any station is likely to last for a period of two months only, the indent prepared to arrange immediate supply of tickets is called emergent ticket indent.

This type of ticket indent is also prepared in five copies. The word 'emergent ticket indent' is clearly written on the indent.

The same is verified immediately by Accounts Office and sent to printing press. Press will also arrange immediate supply of tickets.

Telegraphic Indent Register - When the stock of tickets available for a particular destination is sufficient to cater the requirement of only one month, i.e. tickets have not been supplied in spite of submission of Emergent Indent; intimation is given to Accounts Office, printing press, and Divisional Commercial Office through telegram, which is known as Telegraphic Ticket Indent.

Printing press will complete the work on the basis of telegram and formal copy of indent will be sent in due course.

Recalled indent - Soiled tickets available with the stations (tickets defaced due to termites, water etc.) should mandatorily be returned to Printing Press. The details of soiled tickets should be entered in a prescribed format duly quoting the reasons for return. This indent is known as Recalled indent.

In case the value of tickets to be returned is more than a specified amount, DCM nominates a commercial officer. He will supervise the work and ensure correct return of tickets to printing press. Clear acknowledgement should be obtained and pasted along with record. Entry to that effect should be made in ticket stock register.

Presently disposal of soiled tickets is done at stations itself in presence of Accounts, Commercial and RPF representatives.

Classification of stations

The class of stations, basis and periodicity of placing ticket indents is as under -

Class of station	Basis	Periodicity	Reserve stock
A	Stations where monthly sale of tickets is more than 50000	4 months	5 months
B	Stations where monthly sale of tickets is more than 20000 but upto 50000	6 months	4 months
C	Station where monthly sale of tickets is upto 20000	12 months	4 months

The quantity to be indented class wise will be as follows -

- A. **Class "A"** - Average monthly sale X 4 months + Average monthly sale X 5 months reserve stock - stock on hand.
- B. **Class "B"** - Average monthly sale X 6 months + Average monthly sale X 4 months reserve stock - stock on hand.
- C. **Class "C"** - Average monthly sale X 12 months + Average monthly sale X 4 months reserve stock - stock on hand.

Rounding off indent - Where the quantity to be indented is less than 1000, the same will be rounded off to 1000, i.e. minimum tickets that can be indented is 1000. However if the requirement of tickets is more than 1000, the same will be rounded off to next 250, eg - if requirement is of 1670 tickets, it will be rounded off to 1750.

Indent for blank computer generated tickets - Reserved as well as unreserved tickets are being issued through computer at a majority of stations. Their accountal is also done through computer. These tickets bear 8 digit pre-printed serial nos.

Blank computer generated tickets fall under stock item category. Demand for the same is placed based on estimate prepared on the basis of actual sale. It should be checked by a Commercial Inspector and verified by Travelling Inspector of Accounts (TIA). These tickets are received in rolls. Indent for these tickets is prepared by Divisional Commercial Stores in 4 copies as under -

1. Assistant Materials Manager, Printing Press / Byculla.
2. FA&CAO (Traffic)
3. CCM (PS)
4. Record.

Assistant Materials Manager will arrange supply of these tickets to Divisional Commercial Stores as per demand, which are further supplied to stations as per requirement.

Daily Trains Cash-Cum-Summary Book (DTC) - Daily Trains Cash-Cum-Summary Book is a complete record of coaching earnings. This book is maintained shift-wise at stations where booking is done round the clock. Where booking is not done round the clock, this book is maintained train-wise. Entries in the book are done on completion of shift or after departure of train.

This book is maintained in 4 parts -

- Part I - Passenger earnings (Local)
- Part II - Passenger earnings (Foreign)
- Part III- Other coaching earnings.
- Part IV - Cash vouchers.

Part I - Passenger earnings (Local) - Accountal of printed card tickets and blank paper tickets sold for local destinations is done in this part separately.

Part II - Passenger earnings (Foreign) - Accountal of printed card tickets and blank paper tickets sold for foreign destinations is done in this part separately.

Part III - Other coaching earnings - Accountal of earnings other than printed card tickets and blank paper tickets is done in this part, eg - wharfage and demurrage charges, earnings from cloak room, livestock, luggage etc. Entry for other coaching earnings is done on the basis of cash book maintained separately for individual services.

Part IV - Cash vouchers - Accountal of vouchers received in lieu of cash during authorised transactions is done in this part. Entry of vouchers accepted during withdrawal from station earnings is also done in this part.

Daily Trains Cash-Cum-Summary Book is maintained in Form no. COM / C / 4 AND 5 revised with following columns -

1. Station Code
2. Name of destination station.
3. Fare.
4. Opening number of tickets.
5. Closing number of tickets.
6. Number of tickets issued (Gross)
7. Number of Non-Issued tickets
8. Number of tickets issued (Net)
9. Amount

This book is totalled on daily, periodical and monthly basis, the procedure for the same is as under-

1. **Daily** - Totals of part I, II, III & IV are done on daily basis. After this totals of part I, II & III are added. Total of part IV is deducted from above total arrived. The resultant amount will indicate responsibility of the Station Master, which will be compared with the Cash available at station. If found correct the amount will be sent to Chief Cashier as per laid down procedure. If the cash is short, the same should be made good by the responsible employee immediately. If found excess, the same will be accounted for as "excess in booking". To arrive at the days total, amount of all shifts / trains are added.
2. **Periodical** - Periodical total of DTC is taken, i.e, total for 1st to 10th, 11th to 20th and 21st to last date of the month. Advance statement of coaching earnings is prepared on the basis of these periodical totals and submitted to Accounts Office as per periodicity.
3. **Monthly** - At the end of the month all parts of DTC are totalled separately and on the basis of these totals, monthly statements and returns are prepared. Entry of amount shown in these statements and returns is done in Balance-Sheet. These statements and returns are sent to Accounts Office along with Balance-Sheet.

There is no need to write first three columns, i.e., station code, name of destination station and fare manually. Instead a list provided by Traffic Accounts Office is pasted. This list is known as **Roeneoed List**.

Accountal and Disposal of Non-Issued Tickets - Ticket is the initial voucher issued to a passenger. Passenger may return the ticket in the event of missing the train, cancellation of journey or for upgradation to higher class. The ticket so returned is distinctly cancelled and is known as Non-Issued ticket. In the event of wrong issue of ticket by booking clerk, the same is also cancelled and treated as non-issued ticket. If the ticket is cancelled on request from passenger, refund is granted after deducting clerkage charges.

The returned tickets are cancelled clearly quoting the reason for cancellation. At the end of the day a statement of non-issued tickets is prepared containing information, viz- ticket no., reason for cancellation, amount deducted, amount refunded etc. This statement is known as "daily statement of non-issued tickets". On the basis of this statement entry for the deducted amount is made in part III of DTC. All the non-issued tickets are sent to Accounts Office along with daily statement.

Monthly statement is prepared at the end of the month on the basis of daily statement and is sent to Accounts office along with passenger classification.

Passenger Classification - This is a monthly statement prepared separately for printed card tickets, blank paper tickets (local & foreign) in prescribed format. This statement is prepared on the basis of DTC and is known as 'Passenger Classification'.

This statement contains following columns-

1. Station Code
2. Name of destination station.
3. Fare.
4. Opening number of tickets.
5. Closing number of tickets.
6. Number of tickets issued (Gross)
7. Number of Non-Issued tickets
8. Number of tickets issued (Net)
9. Tickets issued at concessional rates.
10. Amount

As per rule blank paper tickets can be issued only in case of non-availability of printed card tickets. No. of non-issued tickets is tallied with statement of non-issued tickets. This statement is sent to Accounts office along with passenger classification.

Passenger Classification is prepared in duplicate by carbon process and the amount shown in this is entered on the debit side of balance-sheet.

Passenger Classification is prepared by all stations opened for passenger traffic and sent to Accounts office. If in any month there is no sale of tickets, previous month's passenger classification is again prepared and submitted mandatorily to Accounts office.

Station Balance Sheet -

Station Balance Sheet is a monthly statement which is prepared in prescribed format and sent to Accounts Office. It has two parts. Left side is known as "Debit" side and right side as "Credit" side.

Debit side indicates the responsibilities of station, which are posted under heads- opening balance, current debits, and special debits. All responsibilities are posted separately as per service. Credit side indicates discharge of responsibilities which are posted under the heads- cash & cash vouchers and special credits. Apart from this closing balance is also shown on credit side. This indicates un-discharged responsibilities of station at the end of the month. Closing balance is also known as 'station outstanding'.

Debit and credit sides are totalled separately which should be equal. Coaching Balance Sheet should be prepared by 3rd of the following month and submitted to Accounts Office by 5th of the following month

Name ----- Month & Year-----

Debit

Credit

Particulars	Amt	Particulars	Amt
I) Opening Balance		I) Cash and Cash Vouchers	
i. Impress / floating cash		1.	
ii. Cashier's debits		2.	
iii. A/Cs office debits / error sheets		3.	
a. Admitted debits		.	
b. Not-admitted debits		.	
iv. Wharfage / Demurrage		30.	
v. Cost of Government Publications		31.	
II) Current Debits		II) Special Credits	
i. Passenger Traffic Local (PCT)		i. Credit Advice Not	
ii. Passenger Traffic Foreign (PCT)		ii. Deduction list	
iii. Passenger Traffic Local (BPT)		iii. Remission order	
iv. Passenger Traffic Foreign (BPT)		iv. Transfer to LPO	
v. Parcel Traffic(Local)		v. Transfer to other stn	
vi. Parcel Traffic(Foreign)		vi. Return to supply officer.	
vii. Wharfage / Demurrage		III) Closing Balance	
viii. Excess fare		i. Impress / floating cash	
ix. TTE / TC Cash		ii. Cashier's debits	
x. Cloak Room Charges		iii. A/Cs office debits / error sheets	
xi. Luggage, Livestock etc.		a. Admitted debits	
III) Special Debits		b. Not-admitted debits	
i. Cashier's debits		iv. Wharfage / Demurrage	
ii. A/Cs office debits / error sheets		v. Cost of Government Publications	
a. Admitted debits			
b. Not-admitted debits			
iii. Sundry & Misc. earnings			
iv. Transfer from other stations			
v. Cost of Government Publications			
Total		Total	

Parcel Cash Book - This is an important book maintained at stations. Entry of all Parcels Way Bills (PWBs) issued in a day is done serially in this book. Even if a Parcel Way Bill is cancelled, its entry will be done in this book with remark

“Cancelled”. This book is maintained separately for local and foreign traffic. Entry is made in part III of DTC on the basis of totals of this book.

This book is maintained in two copies by carbon process. At the end of the month cumulative total is taken and posted on debit side of the balance sheet. Carbon copy is sent to Accounts Office along with accounts copies of PWBs.

In the cash book maintained for foreign parcel traffic, separate columns are provided for individual railways. Entry is made in column of the railway on which destination station is situated. This cash book is also known as ‘columnar cash book’.

Parcel Delivery Book - This is an important book maintained for inward parcel consignments. Entries in this book are done on the basis of guard foils of PWBs. PWBs received at station are subjected to 100% check. Under charges / over charges if detected are entered in relevant columns of PWB. After this following information is written in delivery book with the help of PWB -

1. Parcel Way Bill Number.
2. Name of forwarding station.
3. Consignor.
4. Consignee
5. Details of Consignment
6. Date and time of receipt of consignment
7. Train number.
8. Date and time of delivery.
9. Over charges (if any)
10. Under charges(if any)
11. Wharfage / Demurrage charges.

When PWB is presented at station, it is checked as to whether the consignment has been received or not. If received, delivery is granted after collecting under charges, wharfage / demurrage charges if applicable. Entry for the collected amount is done in delivery book. At the end of the day total for amount collected is taken and the same is entered in parcel cash book.

At the end of the month wharfage / demurrage due on consignments received but undelivered will be written in delivery book. Statement of collected and due wharfage / demurrage charges will be prepared, which is known as wharfage / demurrage statement. On the basis of this statement entry for wharfage / demurrage charges will be taken on debit side of balance sheet. Wharfage / demurrage statement is sent to Accounts office along with collected PWBs.

Coaching Returns - Statements and returns are prepared by station from time to time and submitted to Accounts office for internal check. It is ensured by the Accounts office that financial loss is not sustained as a result of transactions carried out at station.

Coaching returns are as follows -

A) Daily

1. Cash Remittance note
2. Daily statement of collected tickets.
3. Daily statement of non-issued tickets.

B) Periodical

1. Ticket Indent.
2. Advance statement of coaching earnings.

C) Monthly

1. Passenger Classification Printed card ticket (Local & Foreign)
2. Passenger Classification Blank Paper ticket (Local & Foreign)
3. Passenger Classification Government traffic (Local & Foreign)
4. Excess fare ticket statement.
5. Paid Parcel Cash Book Carbon copy (Local)
6. Paid Parcel Cash Book Carbon copy (Foreign)
7. Motor Vehicle Returns
8. Wharfage / Demurrage charges statement.
9. Telegraph earnings return.
10. List of error sheet.
11. List of certified overcharge sheet.
12. Refund list.
13. List of credit advice notes received.
14. List of Remission Orders.
15. List of items transferred to Lost Property Office.
16. Summary of Sundry and Miscellaneous earnings.
17. List of outstanding items
18. Balance sheet along with relevant returns and Annexures.

Cash Remittance Note-

1. The cash remitted by stations should always be accompanied by a cash remittance note in Form Com./C-9 Rev.

2. This form is serially numbered and bound in books in three foils ; one block foil and two counter-foils, .both the counterfoils should be sent along with the cash to the Cashier who will return the receipt foil thereof duly stamped with the office seal and signed by him and the Cash Witness, to the station as an acknowledgement passing on the other foil to the Traffic Accounts Office.
3. Except where otherwise specifically authorized by the Sr.Divisional Commercial Manager, only one cash remittance note should be prepared for the remittance of all the cash received at the station from all sources.
4. All the three foils of the cash remittances note should be written up by the Station Master or the Chief/Head Booking/Goods/Parcel Clerk authorized to remit the money.
5. Erasures or alterations in the cash remittance note are totally forbidden. If a cash remittance note is prepared incorrectly, it should be cancelled and fresh one prepared.
6. Particulars to be entered in the cash remittance note. (a) Details of currency notes, cheques and vouchers, which represent cash and are required to be sent to the cash office, should be entered by the stations on the reverse of the cash remittance note. The Station Master or the subordinate in charge authorized to remit the cash should see that the amount of currency notes, coins, cheques and vouchers is correctly entered in the cash remittance note, which must be personally signed by him and stamped with his station cash seal.
7. The numbers of currency notes valued Rs. 100 and above each should be entered on the reverse of the cash remittance note or on a separate sheet, if the space is not sufficient, the sheet being stitched with the cash remittance note. Details of Dividend warrants and bank drafts should be entered on the reverse of the cash remittance note in the column 'cheques'.
8. Similarly, when the space on the reverse of the cash remittance note is not sufficient to enter the details of the vouchers, a separate memo of voucher with similar columns should be prepared in manuscript, in duplicate, by carbon process showing the details of the vouchers sent with the cash. Each type of vouchers should be grouped and totalled separately' and the grand total reconciled with the amount entered on the obverse of the cash remittance note. Where one cash remittance note is prepared for coaching and goods earnings, a memo of vouchers must invariably be prepared separately for goods and coaching vouchers. The memo of vouchers, together with the vouchers, should be placed in an envelope which should be sealed and the total amount of the vouchers enclosed should be clearly recorded on the outside of the cover.
9. Details of pay sheets on account of wages of staff, both permanent and temporary, who cannot be paid by the Pay Clerks within 10 days of the expiry of the wage period, should be shown separately. These pay sheets should be

enclosed in separate covers super scribed 'Emergent Pay Sheets and Settlement Pay Orders value Rs.....'

10. Telegraph message drafts on which stamps have been affixed should be sent in a cover super scribed 'Telegraph messages with stamps value Rs.....' and enclosed with the cash remittance note.
11. All other vouchers, which do not represent cash, such as overcharge sheets to clear station out-standings, privilege ticket orders, concession orders, etc., should be submitted to the Traffic Accounts Office, duly listed, along with the balance sheet of relevant returns. A copy of the list of such vouchers should also be kept as record at the station.
12. The number of the cash bag in which the cash is remitted should be entered on all the three foils of the cash remittance note.

Treasury Remittance Note (TR Note) -

1. Remittance of cash into the Treasury or Post Office or Reserve Bank / State Bank of India.
2. In the case of railway stations or out-agencies permitted to pay their cash collections direct to local Treasury or Post Office or Reserve Bank State Bank of India each remittance should be sent to the Treasury or Post Office or Reserve Bank State Bank of India with the book of treasury remittance notes printed in blue paper in the proforma appearing at Appendix XXIV/E, which contains three foils. These foils should be filled on by the Station Master or Out-agent to show the full particulars of the remittance.
3. Escorts (either Government Railway Police or Railway Protection Force) must accompany the cash to the Treasury Post Office Bank. Station Master must arrange for an efficient escort either of Government Railway Police or Railway Protection Force as ordered by the Divisional Railway Manager to accompany the person who takes cash to the Treasury Post Office Bank.
4. The Treasury Officer incharge of Government Treasury or the Manager/Agent of the Reserve Bank State Bank of India or the Master will write, in words at the foot of each form, the amount received and will retain the third foil returning the book with the first and the second foils duly signed. The foil bearing the signature of the said officer should be sent to the Cashier along with the cash remittance note.
5. Stations authorized to remit their cash collections to Government Treasury or Reserve Bank State Bank of India or Post Office should send the vouchers to the cash office duly entered in the cash remittance note.
6. On Sundays or other holidays on which the Treasury Bank/Post Office is closed, the cash should be remitted to the cash office along with the cash remittance note

for which necessary arrangements will be made by the railway administration. In exceptional cases, however, in which arrangements for safe conveyance cannot be made, the cash may, with the prior approval of the administration, be sent to the Treasury/Bank Post Office on the following day provided adequate arrangements are made, for its safe custody, while at the station.

7. Consolidated Treasury Post Office Bank receipt From the attested foils of Treasury Post Office Bank receipts, the Station Master Out-agent should prepare at the end of the month a consolidated Treasury Post Office Bank receipt in the pro forma appearing at Appendix XXIV/F, get it signed by the Treasury Officer incharge of Government Treasury or Post Master or Manager Agent of the Reserve Bank State Bank of India and forward it to the Chief Accounts Officer.

Obsolete Ticket -

1. Surplus, obsolete or damaged tickets and money value books, Printed tickets or money value books rendered surplus or obsolete as a result or general revision of fares or otherwise, or the tickets damaged by insects etc. and rendered unfit for use, should, after obtaining instructions from the Sr.Divisional Commercial Manager, be sent to the Traffic Accounts Office duly entered in a statement in Form Com./T-24 Rev. These statements should be prepared in quadruplicate by carbon process. Three copies along with the tickets or money value books should be sent to the Traffic Accounts office and the fourth copy retained at the station for record. The Traffic Accounts Office will return one copy acknowledging the receipt on the tickets or money value books. The acknowledgement should be filed with the station copy of the statement, and the particulars of all tickets and money value books returned by the station and acknowledged by the Traffic Accounts Office should be recorded in red ink against the respective entries in the stock books, so that the stock of tickets and money value books actually on hand may be readily known. Inspectors of Station Accounts will check the acknowledged copy of the statement with the stock books.
2. When obsolete tickets of the value of over Rs.3,000 are to be returned to the Traffic Accounts Office, the Sr.Divisional Commercial Manager will depute a responsible official to collect the sealed bags containing such tickets from stations and make over each bag with seals intact personally to the Traffic Accounts Office.

CHAPTER 16:- ABBREVIATIONS

AD	Admitted Debit (एडमिटेड डेबिट)
AFTO	Automobile Freight Train Operator अऑटोमोबाइल फ्रेट ट्रेन ऑपरेटर
ARN	Advance Rate Notification (एडवांस रेट नोटिफिकेशन)
ATVM	Automatic Ticket Vending Machine (ऑटोमैटिक टिकट वेन्डिंग मशीन)
AVM	Automatic Vending Machine(ऑटोमैटिक वेन्डिंग मशीन)
CBA	City Booking Agency (सिटी बुकिंग एजेंसी)
CBO	City Booking Office (सिटी बुकिंग ऑफिस)
CCM	Chief Commercial Manager (चीफ कमर्शियल मैनेजर)
CCM (FM)	Chief Commercial Manager {Freight Marketing} (चीफ कमर्शियल मैनेजर {फ्रेट मार्केटिंग})
CCM (FS)	Chief Commercial Manager {Freight Services} (चीफ कमर्शियल मैनेजर {फ्रेट सर्विसेस})
CCM (PM)	Chief Commercial Manager {Passenger Marketing} (चीफ कमर्शियल मैनेजर {पैसेंजर मार्केटिंग})
CCM (PS)	Chief Commercial Manager {Passenger Services} (चीफ कमर्शियल मैनेजर{पैसेंजर सर्विसेस})
CCO	Chief Commissioner of Railway Safety (चीफ कमिश्नर ऑफ रेल्वे सेफ्टी)
CFS	Container Freight Station (कंटेनर फ्रेट स्टेशन)
CFTM	Chief Freight Transportation Manager (चीफ फ्रेट ट्रांसपोर्टेशन मैनेजर)
CLS	Clearance and Supply Message (क्लीयरेंस एण्ड सप्लाई मैसेज)
CLW	Chittaranjan Locomotive Workshop (चित्तारंजन लोकोमोटिव वर्कशॉप)
COA	Control Office Application (कंट्रोल ऑफिस एप्लिकेशन)
COFMOW	Central Organisation For Modernization of Workshops (सेंटरल ऑर्गनाइजेशन फॉर मॉड- नाइजेशन ऑफ वर्कशॉपस)
COIS	Coaching Operation Information System (कोचिंग ऑपरेशन इनफॉर्मेशन सिस्टम)
CONCERT	Countrywide Network of Computerized Enhanced Reservation and Ticketing (कन्ट्रीवाइड नेटवर्क ऑफ कम्प्यूटाइज्ड रिजर्वेशन एण्ड टिकटिंग)
CONCOR	Container Corporation of India Ltd. (कंटेनर कॉर्पोरेशन ऑफ इंडिया लिमिटेड)
CORE	Central Organisation for Railway Electrification (सेंटरल ऑर्गनाइजेशन फॉर रेल्वे ईलेक्ट्रिफिकेशन)
CPTM	Chief Passenger Transportation Manager (चीफ पैसेंजर ट्रांसपोर्टेशन मैनेजर)
CRB	Chairman Railway Board (चेयरमैन, रेल्वे बोर्ड)
CRIS	Centre for Railway Information System (सेंटर फॉर रेल्वे इन्फॉर्मेशन सिस्टम)

CRS	Commissioner of Railway Safety (कमिश्नर ऑफ रेल्वे सेफ्टी)
CRT	Container Rail Terminal (कंटेनर रेल टर्मिनल)
CTM(P)	Chief Transportation Manager {Petroleum} (चीफ ट्रांसपोर्टेशन मैनेजर{पेट्रोलियम})
CTPM	Chief Transportation Planning Manager (चीफ ट्रांसपोर्टेशन प्लानिंग मैनेजर)
CTWM	Chief Tank Wagon Manager (चीफ टैंक वैगन मॅनेजर)
CTO	Container Train Operator कंटेनर ट्रेन ऑपरेटर
CVM	Coupon Validating Machine (कुपन वैलिडेटिंग मशीन)
DAR	Discipline and Appeal Rule (डिसीप्लिन एण्ड अपील रूल)
DC	Demurrage Charge (डैमरेज चार्ज)
DCM	Divisional Commercial Manager डिविजनल कमर्शियल मॅनेजर
DCR	Delivery on Clear Receipt (डीलीवरी ऑन क्लीयर रिसिप्ट)
DCW	Diesel Component Works (डिजल कॉम्पोनेंट वर्क्स)
DD	Damage and Deficiency Message(डैमेज एण्ड डेफिसियंसी मॅसेज)
DDPC	Damage and Deficiency Post Card (डैमेज एण्ड डेफिसियंसी पोस्ट कार्ड)
DEC	Divisional Empowered Committee (डिविजनल एमपावर्ड कमेटी)
DFCCIL	Dedicated Freight Corridor Corporation Of India Limited (डेडिकेटेड फ्रेट कॉरिडोर कॉर्पोरेशन ऑफ इंडिया लिमिटेड)
DLW	Diesel Locomotive Works (डिजल कॉम्पोनेंट वर्क्स)
DMRC	Delhi Metro Rail Corporation (दिल्ली मेट्रो रेल कॉर्पोरेशन)
DQR	Delivery on Qualified Remark (डीलीवरी ऑन क्वालिफाइड रिमार्क)
DRC	Diamond Rail Corridor (डायमंड रेल कॉरिडोर)
DRF	Depreciation Reserve Fund (डेप्रीशिएशन रिजर्व फंड)
DRM	Divisional Railway Manager (डिविजनल रेल्वे मैनेजर)
DRUCC	Divisional Railway Users' Consultative Committee (डिविजनल रेल्वे युजर्स कंसल्टेटिव कमेटी)
E Co.	East Coast Railway इस्ट कोस्ट रेल्वे
EDR	Exceptional Data Report (एक्सेपशनल डाटा रिपोर्ट)
ER	Eastern Railway इस्टर्न रेल्वे
ERS	Electronic Reservation Slip (इलेक्ट्रॉनिक रिजर्वेशन स्लिप)
FC	Financial Commissioner (फॉइनेंशियल कमिश्नर)
FEU	Forty feet Equivalent Unit(फोरटी फीट इक्वीवैलेंट युनिट)
FFS	Freight Forwarders Scheme (फ्रेट फॉरवार्डर स्कीम)
FIR	First Information Report(फर्स्ट इन्फारमेशन रिपोर्ट)
FIS	Freight Incentive Scheme (फ्रेट इनसेंटिव स्कीम)
FNR	Freight Numerical Record (फ्रेट न्यूमेरिकल रिकॉर्ड)
FOIS	Freight Operation Information System (फ्रेट ऑपरेशन इन्फॉमेशन सिस्टम)
GST	Goods And Service Tax गुड्स एण्ड सर्विस टॅक्स

HOER	Hours Of Employment Regulation (आवर्स ऑफ़ ऍम्प्लॉयमेंट रेग्युलेशन)
IBP	Independent Booking Point (ईडिपेंडेंट बुकिंग पॉइंट)
ICF	Integral Coach Factory (इन्टीग्रल कोच फॅक्ट्री)
IP	Internal Packing (इन्टर्नल पैकिंग)
IRCA	Indian Railway Conference Association (इन्डियन रेल्वे कॉन्फ्रेंस एसोसिएशन)
IRCON	Indian Railway Construction Company Ltd (इन्डियन रेल्वे कंस्ट्रक्शनकंपनी लिमिटेड)
IRCOT	Indian Railway Central Organisation for Telecom इन्डियन रेल्वे सेंट्रल ऑरगेनाइजेशन फॉर टेलिकॉम)
IRCTC	Indian Railway Catering and Tourism Corporation Ltd. (इन्डियन रेल्वे केटरींग एण्ड टूरिज्म कॉरपोरेशन लिमिटेड)
IRFC	Indian Railway Finance Corporation (इन्डियन रेल्वे फाईनेंस कॉरपोरेशन)
IRICEN	Indian Railway Institute of Civil Engineering, Pune (इन्डियन रेल्वे इंस्टिट्यूट ऑफ सिविल इंजीनियरिंग, पुणे)
IRIEEN	Indian Railway Institute of Electrical Engineering , Nasik (इन्डियन रेल्वे इंस्टिट्यूट ऑफ इलेक्ट्रिकल इंजीनियरिंग, नासिक)
IRIMEE	Indian Railway Institute of Mechanical and Electrical Engineering, Jamalpur (इन्डियन रेल्वे इंस्टिट्यूट ऑफ मैकेनिकल एण्ड इलेक्ट्रिकल इंजीनियरिंग, जमालपुर)
IRISET	Indian Railway Institute of Signal and Telecommunication Engineering (इन्डियन रेल्वे इंस्टिट्यूट ऑफ सिग्नल एण्ड टेलीकम्यूनिकेशन इंजीनियरिंग, सिकंदराबाद)
IRITM	Indian Railway Institute of Transportation Management (इन्डियन रेल्वे इंस्टिट्यूट ऑफ ट्रांसपोर्टेशन मॅनेजमेंट)
IRT	Institute of Rail Transport (इंस्टिट्यूट ऑफ रेल ट्रांसपोर्ट)
IRTS	Indian Railway Traffic Services (इन्डियन रेल्वे ट्रॉफिक सर्विसेस)
ITES	Integrated Train Enquiry System (इंटीग्रेटेड ट्रेन इक्वायरी सिस्टम)
IVRS	Interactive Voice Response System (इंटरैक्टिव वॉयस रिस्पॉंस सिस्टम)
JCM	Joint Consultative Machinery (जॉइंट कंसल्टेटिव मशिनरी)
KRCL	Konkan Railway Corporation Limited (कोंकण रेल्वे कॉरपोरेशन लिमिटेड)
LPO	Lost Property Office (लॉस्ट प्रॉपर्टी ऑफिस)
LWIS	Liberalized Wagon Investment Scheme (लिब्रलाइज्ड वैगन इन्वेस्टमेंट स्कीम)
MCDO	Monthly cumulative Demi Officio (मंथली क्यूमुलेटिव्ह डेमी ऑफिशियो)
MGR	Missing Goods Report / Merry Go Round (मिसिंग गुड्स रिपोर्ट / मेरी गो राउन्ड)
MMRDA	Mumbai Municipal Regional Development Authority (मुंबई म्युनिसिपल रिजनल डेवलपमेंट अथॉरिटी)
MOSR	Minister of State for Railways (मिनीस्टर ऑफ स्टेट फॉर रेल्वेज / रेल राज्य मंत्री)
MPA	Machine Prepared Abstract मशीन प्रिपेयर्ड अब्स्ट्रैक्ट
MR	Minister of Railways मिनिस्टर ऑफ रेल्वेज
MRCL	Monthly Rated Casual Labour मंथली रेटेड कॅजुअल लेबर
MSO	Marketing and Sales Organisation मार्केटिंग एंड सेल्स ऑर्गनायजेशन
MT	Member Traffic मेम्बर ट्रॉफिक
MTP	Metropolitan Transport Project मेट्रोपॉलिटन ट्रांसपोर्ट प्रोजेक्ट
MUTP	Mumbai Urban Transport Project मुंबई अर्बन ट्रांसपोर्ट प्रोजेक्ट

NAD	Not Admitted Debit नॉट एडमिटेड डेबिट
NCR	North Central Railway नॉर्थ सेंट्रल रेल्वे
NFR	North Frontier Railway नॉर्थ फ्रंटियर रेल्वे
NRUCC	National Railway Users' Consultative Council नॅशनल रेल्वे युजर्स कंसल्टेटिव कौंसिल
NTES	National Train Enquiry System नॅशनल ट्रेन इंक्वायरी सिस्टम
NTR	Normal Tariff Rate (नॉर्मल टेरिफ रेट)
NWR	North Western Railway नॉर्थ वेस्टर्न रेल्वे
OA	Out Agency आउट एजंसी
ODC	Over Dimensional Consignment ओव्हर डायमेंशनल कन्साइनमेंट
ODR	Oldest Date of Registration ओल्डिस्ट डेट ऑफ रजिस्ट्रेशन
ORR	Owner's Risk Rate ओनर्स रिस्क रेट
PCC	Permissible Carrying Capacity परमीसिबल कॅरिंग कॅपॅसिटी
PDC	Partial Delivery Certificate पार्शियल डिलिवरी सर्टिफिकेट
PFA	Principal Financial Advisor प्रिंसिपल फॉर्इनेशियल अडवाइजर
PLM	Packing Labelling Marking पॅकिंग लेबलिंग मार्कींग
PNM	Permanent Negotiating Machinery परमनेंट निगोशिएटिंग मशिनरी
PNR	Passenger Name Record पॅसेंजर नेम रेकॉर्ड
POET	Passenger Operated Enquiry Terminal पॅसेंजर ऑपरेटेड इंक्वायरी टर्मिनल
PREM	Participation of Railway Employees in Management पार्टीसिपेशन ऑफ रेल्वे एम्प्लॉयीज इन मॅनेजमेंट
PRR	Progressive Reference Record प्रोग्रेसिव्ह रिफ्रेंस रिकॉर्ड
PRS	Passenger Reservation System (पॅसेंजर रिजर्वेशन सिस्टम)
PTO	Preferential Traffic Order प्रिफरेंशियल ट्रॅफिक ऑर्डर
PTO	Privilege Ticket Order प्रिविलेज टिकट ऑर्डर
RCF	Rail Coach Factory रेल कोच फॅक्टरी
RCT	Railway Claims Tribunal रेल्वे क्लेमस ट्रिब्युनल
RDSO	Research Design and Standard Organisation रिसर्च डिज़ाइन एंड स्टॅण्डर्ड ऑर्गनायज़ेशन
RITES	Rail India Technical and Economic Services रेल इंडिया टेक्निकल एंड इकॉनॉमिक सर्विसेस
RMC	Railway Material Consignment रेल्वे मटेरियल कन्साइनमेंट
RMS	Rake Management System रक मॅनेजमेंट सिस्टम
RORO	Roll On Roll Off रोल ऑन रोल ऑफ
RR	Railway Receipt रेल्वे रिसिप्ट
RRR	Railway Risk Rate रेल्वे रिस्क रेट
RRT	Railway Rates Tribunal रेल्वे रेट्स ट्रिब्युनल
RUAC	Railway Users' Amenities Committee रेल्वे युजर्स अॅमिनिटीज कमेटी
RVNL	Rail Vikas Nigam Ltd. रेल विकास निगम लिमिटेड

RWF	Rail Wheel Factory रेल व्हील फॅक्ट्री
SCC	Station Consultative Committee स्टेशन कंसल्टेटिव कमेटी
SCR	South Central Railway साउथ सेंट्रल रेल्वे
SECR	South East Central Railway साउथ इस्ट सेंट्रल रेल्वे
SER	East Central Railway इस्ट सेंट्रल रेल्वे
SFTO	Special Freight Train Operator स्पेशल फ्रेट ट्रेन ऑपरेटर
SPTM	Self-Printed Ticket Machine सेल्फ प्रिंटेड टिकट मशिन
SPTO	Special Parcel Train Operator स्पेशल पार्सल ट्रेन ऑपरेटर
SR	Southern Railway सदर्न रेल्वे
SRUCC	Suburban Railway Users' Consultative Committee सबर्बन रेल्वे युजर्स कंसल्टेटिव कमेटी
SWA	Sender's Weight Accepted सेंडर्स वेट अॅक्सेप्टेड
SWR	South Western Railway साउथ वेस्टर्न रेल्वे
TDR	Ticket Deposit Receipt टिकट डिपॉजिट रिसिप्ट
TDS	Terminal Development Scheme टर्मिनल डेवलपमेंट स्कीम
TEFD	Traditional Empty Flow Direction ट्रेडिशनल एम्प्टी फ्लो
TEU	Twenty feet Equivalent Unit ट्वेंटी फीट इक्विवॅलेंट युनिट
TIELS	Terminal Incentive cum Engine-on-Load Scheme टर्मिनल इंसेंटिव कम इंजिन ऑन रोड स्कीम
TIR	Terminal Information Repeater टर्मिनल इन्फॉर्मेशन रिपीटर
TL	Train Load ट्रेन लोड
TMS	Terminal Management System टर्मिनल मॅनेजमेंट सिस्टम
TSBE	Touch Screen Based Enquiry टच स्क्रीन बेस्ड इन्क्वायरी
TTC	Time Table Committee टाइम टेबल कमेटी
UTS	Unreserved Ticketing System अनरिज़र्वड टिकटिंग सिस्टम
WC	Wharfage Charge वार्फेज चार्ज
WCR	West Central Railway वेस्ट सेंट्रल रेल्वे
WLC	Wagon Leasing Scheme वॅगन लिजिंग स्कीम
WRF	Wagon Registration Fee वॅगन रजिस्ट्रेशन फी
WT	Water Tight वाटर टाइट
WTR	Wagon Turn Round / Wagon Transfer Register वॅगन टर्न राउंड / वॅगन ट्रांसफर रजिस्टर
ZRUCC	Zonal Railway Users' Consultative Committee ज़ोनल रेल्वे युजर्स कंसल्टेटिव कमेटी