

Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralaya)
(Railway Board)

No. 2017/TG-I/20/P/FT Quota

New Delhi, Dated: 14.07.2017

Chief Commercial Managers, All Zonal Railways	Managing Director, CRIS, Chanakyapuri, New Delhi.
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(COMMERCIAL CIRCULAR NO.54 OF 2017)

Sub: Booking of reserved tickets by Foreign Tourists online.

As present facility of booking reserved tickets by Foreign Tourists upto 360 days in advance is available while booking on the authority of Ind Rail Passes, through GSAs (available in five countries) or at ITB centers in India. With a view to facilitate foreign tourists to book tickets online in advance, it has been decided to extend them the facility to book reserved tickets upto 365 days in advance through internet. This will be in addition to Foreign Tourist Quota being earmarked at present. A detailed scheme on this account along with clarification issued to CRIS is enclosed.

2. Necessary instructions may be issued to all concerned (especially reservation staff and ticket checking staff) to educate them about the features of this scheme and also that of charging of fare for Foreign Tourist Quota within Advance Reservation Period.

3. It is requested that these instructions may be implemented with immediate effect. Wide publicity about this facility should be given through all possible means.


(Vikram Singh)
Director Passenger Marketing
Railway Board

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Copy to:

1. CCM/PMs and CCM/PSs, all Zonal Railways.
2. EDV(T), EDFC, DVT, DF(C), OSD/TC, F(C) & V(SS) branches of Railway Board.
3. GGM/IT/IRCTC, B 148, 11th Floor, Statesman House, Barakhamba Road, New Delhi - 110001
4. GM/PRS, CRIS, Chanakyapuri, New Delhi.
5. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
6. The Principals, Zonal Railway Training Institutes, Central Railway/Bhusawal, Eastern Railway/Bhuli-Dhanbad, Northern Railway/Chandausi, East Central railway/Muzaffarpur, NF Railway/Alipurduar, Southern Railway/Trichy, South Central Railway/Moula Ali, SE Railway/Sini, North Western Railway/Udaipur.
7. Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Lucknow-2260011.
8. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
9. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
10. Secretary General, Federation of Railway Officers Association (FROA), Room No. 370, Rail Bhawan, New Delhi.
11. Secretary General, Indian Railways Promotee Officers Federation (IRPOF), Room No. 268, Rail Bhawan, New Delhi.
12. Secretary General, All India RPF Association, Room No. 256-D, Rail Bhawan, New Delhi.
13. CTM, Metro Railway, Metro Rail Bhawan, 33/1, J.L. Nehru Road, Kolkata-71.
14. MD, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot No.6, Sector 11, CBD Belapur, Navi Mumbai-400614.

BOOKING OF FOREIGN TOURISTS THROUGH INTERNET UPTO 365
DAYS IN ADVANCE

With a view to provide confirmed reservation to foreign tourists through internet (e-ticketing) upto 365 days in advance, it has been decided that they may be allowed to book accommodation in executive Class/1st AC/2nd AC Class in all trains including Shatabdi, Rajdhani, Duronto, Gatimaan etc. for which the fares shall be uniformly charged at 1.5 times the base fare by IR and IRCTC will collect enhanced service charges of Rs. 200 per ticket. The procedure for the same shall be as under:

- i. For booking the tickets the passport number, Nationality and the international Mobile no. of the passenger has to be mandatorily entered for generation of the ticket.
- ii. All tickets will be booked on applicable fare and no concession shall be admissible.
- iii. Payment shall be made only through international debit/credit cards. An SMS confirming the reservation of the ticket will be sent to the registered mobile number.
- iv. The passenger who has reserved the ticket under this category has to carry the original Passport (given at the time of booking ticket) with valid visa as identity proof and make it available for check during the journey. In case the passenger is not able to show the original Passport with valid visa, the passenger shall be treated as without ticket and charged penalty equivalent to 3 times the fare of the ticket and if passenger fails to pay the penalty, legal action will be taken against the passenger.
- v. Eight berths (two cabins) per FAC, four berths (one cabin) per FACCW, Eight berth per 2A coach (two inside berth cabins) and ten seats per

- EC from general quota berths available in these classes shall be made available for booking 365 days in advance.
- vi. In case the party seeking berth is more than the available foreign tourist quota, the confirmed accommodation will be provided up to the limit of foreign tourist quota and the remaining passengers will be registered and provided confirmed accommodation on the opening day of reservation as per extant practice. However, fare for all such berths/ seats will be charged 50% extra uniformly.
 - vii. In case of cancellation of the tickets booked under this facility by the passenger flat 50% of the fare shall be deducted in addition to the cancellation charges applicable while refunding the amount. The time limit for granting 50% refund shall be as per extant rules i.e. upto 4 hours before scheduled departure of train, through website only.
 - viii. No change of name shall be permissible on such tickets under any condition.
 - ix. The berths under existing foreign tourist quota shall also be booked on 1.5 times of the base fare. For booking across the counter through FT Quota, within ARP payment may be allowed to be accepted through any type of mode i.e. Indian Currency/ National/ International Credit/Debit cards. Foreign nationals booking berths under general quota may be allowed to book ticket on normal fare.
 - x. Foreign Tourist Quota booking will not be given to authorised ticketing agents.

**GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)
(RAILWAY BOARD)**

No. 2016/TG-I/20/12/FT

New Delhi, Dated 14.07.2017

**Managing Director,
CRIS, Chanakyapuri,
New Delhi.**

Sub: Booking of tickets by Foreign Tourists online upto 360 days in advance.

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CCM/PM/Northern Railway vide his letter No. 35- CCM(PM)/URS/FT dated 13.06.2017 on the subject quoted above (copy enclosed) has given certain suggestions/observations regarding booking of ticket against Foreign tourists Quota. The same has been examined and it have been decided as under:-

- (i) Online form should contain provision for entering of Nationality, Date of issue and date of expiry of Visa permit for all Foreign Nationals and NRIs.

When a customer selects either Nepal or Bhutan from a drop down menu for entering Nationality, then Passport number may be greyed out and instructions displayed on screen that carrying of Bonafide tourist certificate is compulsory for travel as proof. CRIS & IRCTS may be asked to make necessary provision.

- (ii) For booking across the counter through FT quota, within ARP payment may be allowed to be accepted through any type of mode i.e. Indian Currency/National/International Credit/Debit Cards. However, the fare for the berths booked under Foreign Tourist Quota will be 1.5 times.

- (iii) Passengers belonging to both the categories i.e. Foreign Tourists whose continuous stay in India is not more than 6 months and NRIs whose continuous stay in abroad is more than 6 months may be allowed to book tickets under foreign tourist quota. At the time of issuing informing Zonal Railways this aspect can be highlighted so that onboard ticket checking staff can be educated on this account to avoid inconvenience to foreign tourists.

- (iv) Online form should contain provision for entering of Nationality, Date of issue and date of expiry for all Foreign Nationals and NRIs. Validity of Passport and Visa to be checked by TTE during journey. TTEs to be suitably informed about validity of Visa rules for Foreign Nationals and NRIs by respective railways.

- 2/-

(v) When a customer selects any country from a drop down menu for entering Nationality (except India), then instructions shall be displayed on screen that booking of tickets should conform to restrictions, if any on the Visa. The same will be checked by TTE and if violation is found, then such passenger shall be immediately de-boarded. CRIS/IRCTC shall be asked to take necessary action accordingly.

(vi) Foreign nationals booking berths under general quota may be allowed to book ticket on normal fare.

2. Necessary modifications may be made accordingly and detailed procedure incorporating the above said clarifications may be issued to all Zonal Railways under intimation to this office.


(Vikram Singh)
Director Passenger Marketing
Railway Board

DA: As Above

Copy to:

Chief commercial Manager/PM,
Northern Railway,
IRCA Building, New Delhi.

Group General Manger IT/ IRCTC, 11th Floor, B-148,
Statesman House, Barakhamba Road,
New Delhi-110001.

SN-29

Northern Railway

Office of the CCM/PM
Northern Railway
IRCA building
New Delhi
Dated:- 13/06/17

No. 35-CCM(PM)/URS/FT

Director
Passenger Marketing
Railway Board

Sub:- Procedure to book ticket against FT quota

With reference to subject cited above, please find enclosed the Observations made by this office.

It is requested that the Observations be noted for further action and clarifications thereof.

Sd/-
ON 13/6
4/7/17

Sd/-
13/6
Dy.CCM/DB
For Chief Commercial Manager
Passenger Marketing

Procedure to book ticket against FT quota

S.N.	Existing Procedure of FT quota	Issues in forthcoming procedure of FT quota sent to CRIS	CRIS Reply
1	As per letter No. 2017/CRIS/NDLS-HQ/PRS/Rly-Board/189/Pt-XXII/0221 Dated 02.06.2017 , Annexure'A': Point No. 1: It has been mentioned that "Indian nationality will not be allowed while booking in FT quota." <u>Observations:-</u> <u>Instead of a negative list, a positive list should be created.</u> <u>"Only Foreign Nationals and NRIs with Valid Passport/Visa will be allowed for booking using FT quota, both on PRS and Online"</u>	Please clarify that whether NRIs (Holding Indian nationality and residing abroad) are allowed for booking in FT quota or not. At present, they are availing this facility.	Rectified.
2	Vide Board's letter No. 2016/TG-I/20/P/12/FT dated 12.04.2017, in point no. (i) , wherein it has been mentioned that "For booking the tickets the Passport Number, Nationality and the international Mobile No. of the passengers has to be mandatorily entered for generation of the ticket. <u>Observations:-</u> Online form should contain provision for entering of Nationality, Date of issue and date of expiry for all Foreign Nationals and NRIs. When a customer selects either Nepal or Bhutan from a drop down menu for entering Nationality, then Passport number may be greyed out and instructions displayed on screen	At present, as per Board's letter no. 90/Tourism/160/1 dated 14.06.90 , the tickets in FT quota are issued to the Nepalese and Bhutanese tourists on the basis of certificates of bonafide tourist issued by their respective Embassies. Please clarify that under which process the tickets in FT quota will be issued to Nepalese and Bhutanese tourists.	Across counter booking, No change.

	that carrying of Bonafide tourist certificate is compulsory for travel as proof. It is akin to Senior citizen age proof.		
3	Vide Board's letter No. 2016/TG-I/20/P/12/FT dated 12.04.2017, in point no. (iii), the payment will be made only through International debit/credit card. In testing guidelines under heading requirement, point no.1, rule for booking in FT quota across counter have to be changed similar to e-ticket as per Board's instructions. Observations:- Whether Cash transaction will be in Indian Currency or Foreign Currency or both. Onus is on the Payment Gateway for IRCTC/PoS to verify whether a card is International or not. Currently, PoS machines in ITB DO NOT distinguish between Domestic and International card for making a transaction.	Please clarify that within ARP, at all ITBs and tourist offices of Indian Railway where booking in FT quota is being done on cash payment, may be continued with current practice or book ticket on International debit/credit card only same as online.	As per CRIS approach dated 02.06.2017, no change in FT booking within ARP against cash.
4	Entitlement of FT quota: Foreign Tourist: Whose continuously stay in India is not more than six months. NRI: Whose continuously stay in abroad is more than six months. Observations:- Should be linked with Point no. 1. TTEs to be suitably informed about Validity of Visa rules for Foreign Nationals and NRIs by respective railways.	Please clarify how the Entitlement of foreign tourist/ NRIs will be verified?	Will be checked by TTE.

5	The following details are noted down by the counter clerk on the requisition form. (i) Place of issue of Passport and its validity. (ii) Complete detail of Visa i.e. Number, type, validity. (iii) Date of arrival in India. (iv) In case of NRIs, name of country at which he is staying, both arrival and departure dates are checked. Observations:- Online form should contain provision for entering of Nationality, Date of issue and date of expiry for all Foreign Nationals and NRIs. Validity of Passport and Visa to be checked by TTE during journey. TTEs to be suitably informed about Validity of Visa rules for Foreign Nationals and NRIs by respective railways.	Now, what procedure will be adopted?	Across counter same procedure will be followed.
6	In some visas, the specified places of visiting by the foreign tourists are also mentioned, especially in case of Pakistani tourists. They are bound to visit on the specified places only. <u>Observations:-</u> When a customer selects any country from a drop down menu for entering Nationality (except India), then instructions may displayed on screen that booking of tickets should conform to their Visa. The same will be checked by TTE and if violation is found, then immediately de-boarded. TTEs to be suitably informed about Validity of Visa rules for Foreign Nationals and NRIs by respective	Which procedure will be adopted ?	Across counter same procedure will be followed.

(restriction on
their visa
only)

	railways.		
7	After filling of all FT quota berth, System charged normal fare in GN & 1.5 in FT	<u>How foreigners will be differentiated booked in GN quota charged Normal Fare & booked in FT quota charged 1.5 fare.</u>	Changes have been done to charge 1.5 times of fare when booking done in FT quota irrespective of quota allotted.

Observations:-

Point no. 7

Foreigners Ticket Booked at ITB

Booking Quota	Berths Utilized	Fare charged within ARP on CNF Berths	Fare charged beyond ARP on CNF Berths
FT	FT	1.5 times the normal base fare	1.5 times the normal base fare
FT	GN	1.5 times the normal base fare	1.5 times the normal base fare
GN	GN	Normal Fare	Normal Fare

From above table, it can be deduced that the same GN berth may be provided to a foreigner at different fares depending upon the booking quota used by operator. This may be a cause for complaint. It is suggested all confirmed berths allotted to a Foreigner/NRI be charged at 1.5 times the normal base fare irrespective of booking quota used.

Foreigners Ticket Booked at Across the Counter

Booking Quota	Berths Utilised	Fare charged within ARP on CNF Berths
GN	GN	Normal Fare

A foreigner, say Nepalese, can access any counter at any location to book any ticket in GN quota. Also, There is no apparent way to prevent a foreigner/nri to create an id on irctc and book a ticket using GN quota like resident indians.

Note:- (i) Beyond ARP, by default booking quota FT
(ii) Within ARP, Operators decides the booking quota