



GUIDELINES FOR TRAIN SERVICES BEGINNING ON 1ST JUNE 2020



What You Need to Know (1/2)



200 passenger trains to start operating from 1st June 2020



Booking has commenced since 21st May 2020



These services will be in addition to existing Shramik special trains & Special AC trains to help migrants



These trains will be fully reserved having both AC & Non AC classes and General coaches



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What You Need to Know (2/2)



Normal fare to be charged for General Coaches, Reserved, Second Seating (2S)



There will be no unreserved coach in the train



Running of Shramik Special trains to continue to be handled by local State Govts



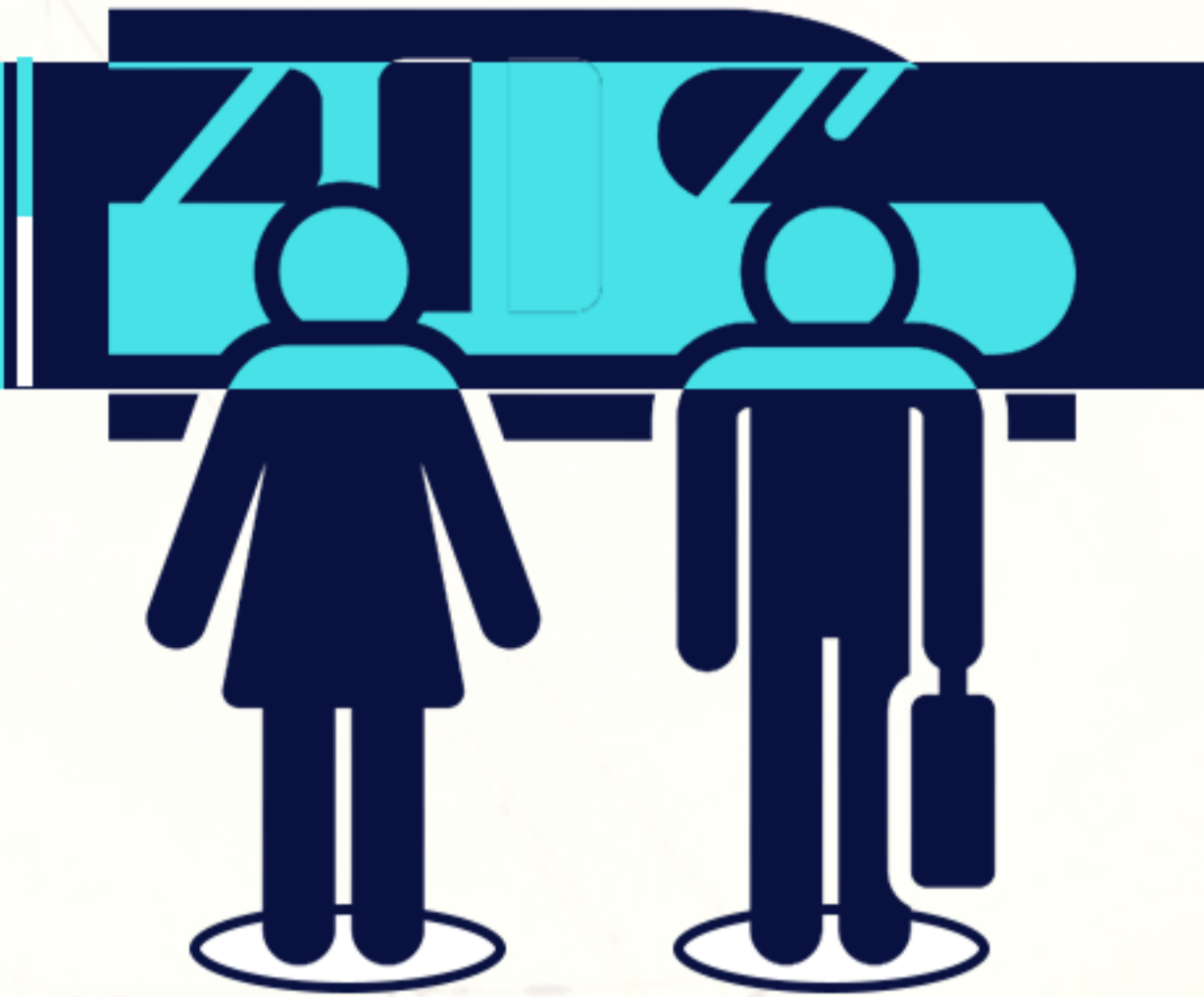
Other regular passenger services including all mail/express, passenger & suburban services to remain cancelled



Norms made for booking, quota, concessions, cancellation & refunds, screening, catering, linen, etc



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Important Rules to Follow



Railways to ensure separate entry & exit gates at stations to the extent feasible



Standard social distancing norms, safety, security & hygiene protocols to be followed



Movement of passengers & driver of the vehicle to & fro from Railway Station to be allowed on confirmed Railway Ticket as per MHA guidelines



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Instructions for Booking of Tickets (1/2)



Tickets can be booked online through IRCTC website, CSCs & ticketing agents



Reservation counters opened from 22/05/2020 in a phased manner as per local needs & conditions



The Advance Reservation Period to be maximum of 30 days



RAC & Waitlist to be generated as per extant rules



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Instructions for Booking of Tickets (2/2)



Waiting list ticket holders not permitted to board the train



No unreserved tickets to be issued & no tickets to be issued onboard



No tatkal & premium tatkal booking to be permitted



First chart to be prepared at least 4 hours before scheduled departure



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Instructions on Boarding Train



All passengers to be compulsorily screened & only asymptomatic passengers allowed to board



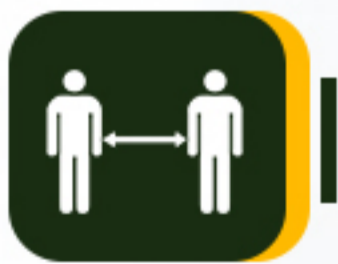
Passengers to reach the station at least 90 minutes in advance



Only passengers with confirmed tickets to be allowed to enter Railway station



All passengers must wear masks at the entry and during travel



Passengers to observe social distancing both at the station & on trains



On arrival at their destination, passengers to adhere to health protocols as prescribed by the destination State/UTs



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Instructions Related to Concessions



All quotas to be permitted in regular trains & limited number of reservation counters to be operated



Concessions for only 4 categories of Divyangjan & 11 categories of patient concessions permitted



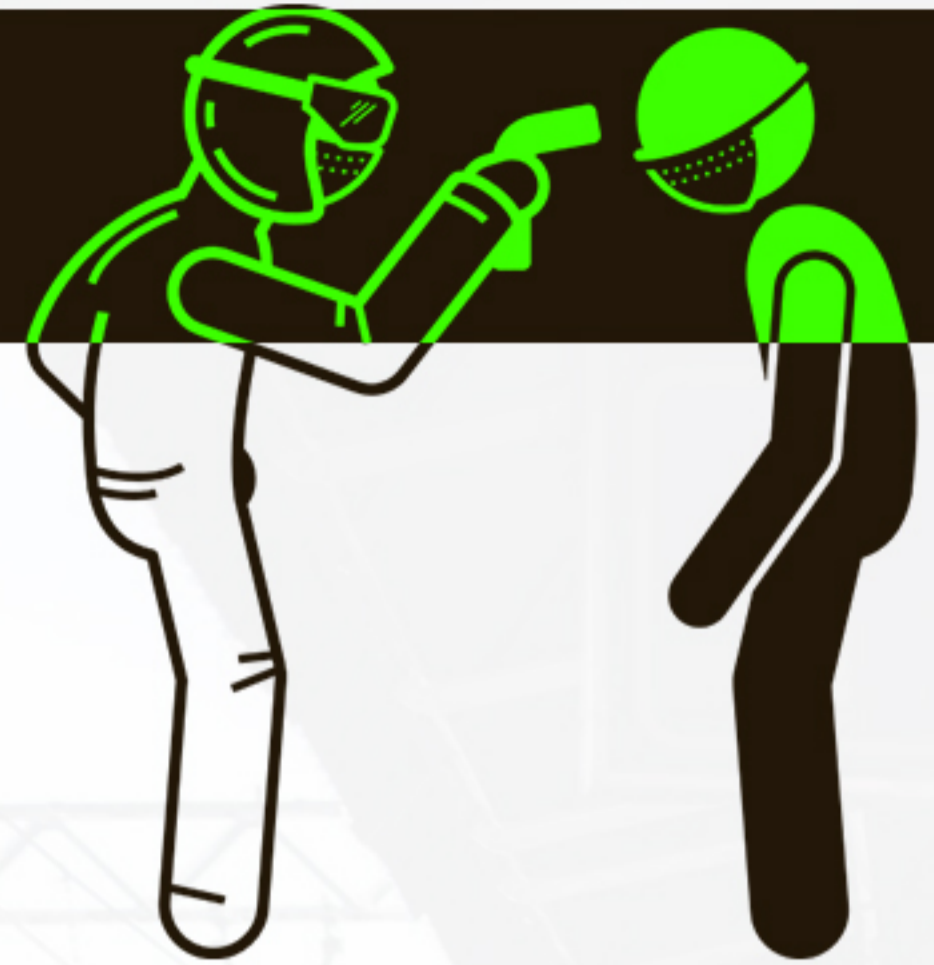
Cancellation and Refund rule as per Railway Passengers (Cancellation of Ticket and Refund of Fare) Rules, 2015



Refund of fare if in case passenger not found fit for travelling due to symptoms of Corona



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Instructions for Symptomatic Travellers



Passengers with very high temp./symptoms of Covid-19 etc. after screening not allowed to travel despite having confirmed tickets. In such case, full refund to be provided (please check with TTE for details)



For symptomatic passengers, TTE certificates to be issued at the entry/checking/screening point



For refund, online TDR to be filed within 10 days from date of journey & original TTE certificates to be sent by the passenger to IRCTC & full fare to be refunded in customer's account



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Instructions Related to Catering



No catering charges to be included in the fare



Provision for pre paid meal booking, e-catering to be disabled



IRCTC to make provision for limited eatables & packaged drinking water on payment basis only in limited trains



Passengers are encouraged to carry their own food and drinking water



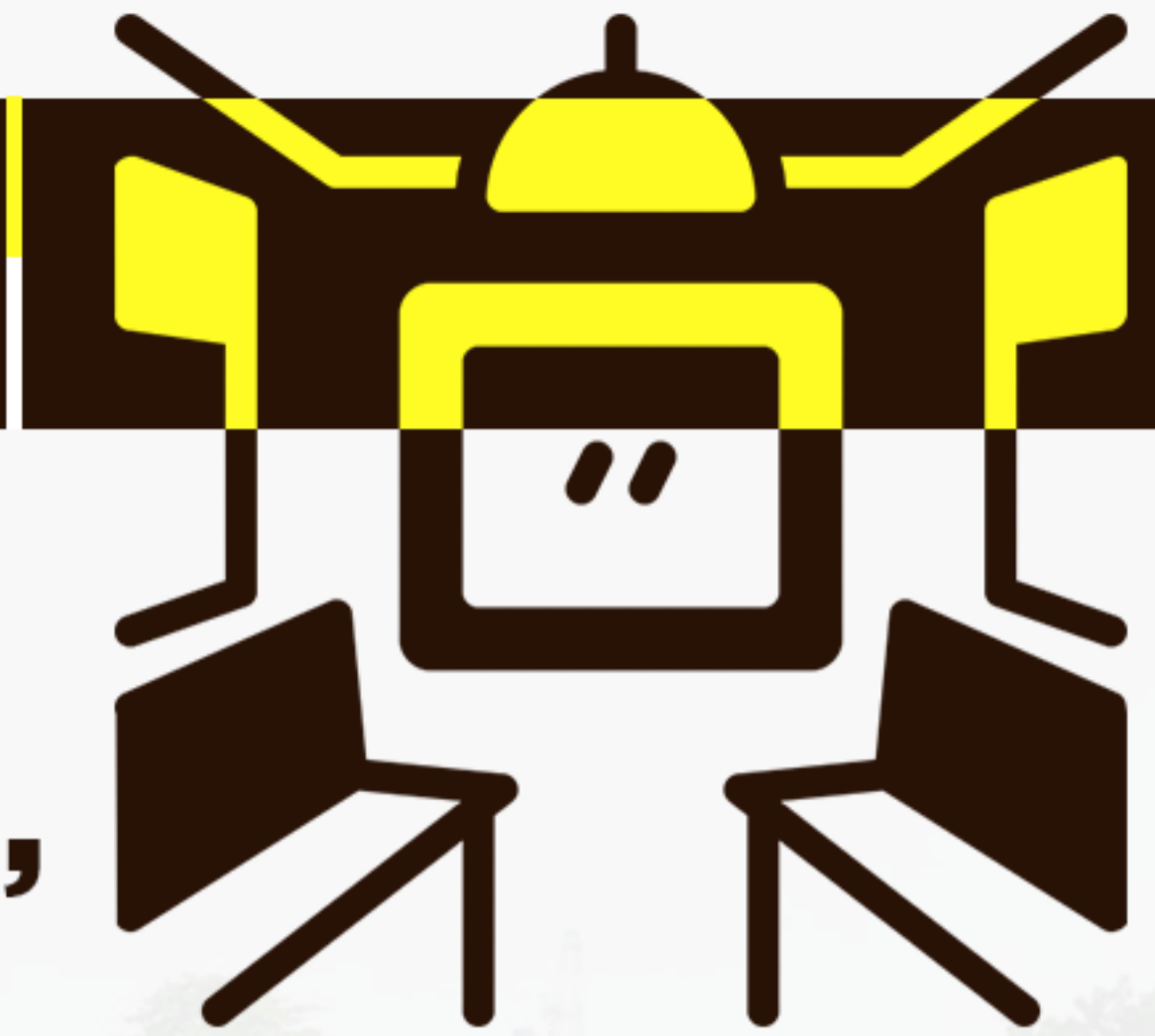
All static catering & vending units at Railway stations remain open



In case of Food Plaza & Refreshments rooms etc., cooked items may be served as take away only



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Instructions Related to Bedding, Blankets, etc.



No Linen, blankets and curtains to be provided inside the train



Passengers are advised to carry their own linen for the travel



The temperature inside AC coaches to be suitably regulated



Passengers are advised to travel light