



WEST CENTRAL RAILWAY

**TICKET CHECKING MANUAL
(FOR OFFICIAL USE ONLY)**

**Chief Commercial Manager
West Central Railway**



Edit with WPS Office

TICKET CHECKING MANUAL

WC. RLY.

OFFICE OF THE
CHIEF COMMERCIAL MANAGER
WEST CENTRAL RAILWAY, JABALPUR

PREFACE

The Edition of West Central Railway Ticket Checking Manual comprises of rules and regulations for the guidance of ticket checking staff. It is based on the provision contained in Commercial Manual, Coaching Tariff and Orders issued from time to time.

The provisions of this Manual do not supersede, alter or substitute the rules and instructions contained in the statutory publications like Railway Act, Tariff, Conference rules etc.

Any suggestions to this manual may please be sent through proper channel so as to bring improvement in the Manual. Errors, discrepancies if any noticed in this edition may also be brought to notice of this office.

Valuable assistance in preparing this Manual has been given by the following.

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Chief Commercial Manager (PS)



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Chapter-1

Ticket Checking Organization

101. Ticket checking organization at a glance-

Board Level

Member Traffic

Advisor Commercial.

Executive Director Traffic Commercial.

Director Traffic Commercial. (G).

Joint Director.

Deputy Director.

officer on Special Duty.

CTI (Rly. Board).

CTI (central ticket checking squad).

Zonal Level

Chief Commercial Manager.

Chief Commercial Manager (Passenger Service).

Dy. Chief commercial manager (Passenger service).

Assistant commercial manager (Ticket checking)

CTI HQ (Incharge).

CTI HQ Flying squad/CTI. Anti Fraud Squad.

Divisional Level



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Sr. Divisional Commercial Manager

Divisional Commercial Manager.

Assistant, Commercial Manager (Ticket Checking).

Divisional Chief Ticket Inspector

Chief Ticket Inspector.

Travelling Ticket Inspector.

Travelling ticket examiners/Sr. Ticket Collector

Ticket Collector.

Chapter-2

DUTIES AND CONDUCT OF COMMERCIAL STAFF including DCTI, CTI, COR, TTE, TS, HDTC, TC, & COACH/ATTENDANTS

201. General-

1. The primary functions of the ticket checking organization is to ensure that no person travels on railways without proper pass or ticket and that the luggage exceeding free allowance has been paid for. Another important function is when performing duties of conductor or sleeper coach TTE they should see that berths are allotted strictly according to the rules and pay due attention to passengers comforts.
2. The administration also expects that every member of the organization should be courteous, polite and sympathetic with the passengers irrespective of the class in which they travel.
3. The members of the organization are also expected to be helpful to the passengers by giving information and prompt guidance.



202. Duties of commercial staff-

1. All members of the commercial staff must make themselves thoroughly conversant with the relevant rules and regulations laid down in the various Tariffs, Codes, Indian railway Commercial manual and other Manuals, Books and circulars issued from time to time by the railway administration for the performance of the respective duties.
2. Duty lists showing the duties of each category of commercial staff on the division will be laid down with the approval of the divisional commercial manager. Station master should ensure that duty list is properly displayed at the appropriate place and the staff fully understand their duties and discharge them effectively.

203. Conduct of Commercial staff-

All commercial staff must:

1. Be alert, prompt, helpful, courteous and obliging.
2. Furnish correct information, or when not able to do so, be helpful and direct enquiries to the official who can do so.
3. Attend the comforts of all passengers, specially women and children unaccompanied by male members.
4. Maintain a close watch on the movement of traffic and suggest ways and means to promote flow of traffic to the railways.
5. Give, when asked their names, designation and/or distinguishing number without hesitation.

All commercial staff must not:

1. Solicit or accept gratuities.
2. Be in state of intoxication on duty.
3. Smoke on platform while on duty, or in uniform.

204. Discipline-

Station master and other supervisory staff must inculcate a strong sense of discipline among the staff not only by constant vigilance and also by example. Lapse of minor nature must be promptly corrected on the spot and serious ones taken up.

205. Appearance of staff-

All commercial staff must:

1. Wear clean uniform wherever prescribed and put on distinguishing badge- number, armband and headgears etc.
2. Be smart in appearance.



206. Duties of Ticket Collector (stationary)-

1. Should be in neat and tidy uniform with name and number badge, etc, .while on duty.
2. Should report for duty at the prescribed schedule time.
3. Should declare the private cash (in words) in the register maintained before taking up duty.
4. Should ensure that every person enters or leaves the platform or train with a proper ticket.
5. Should nip the passenger tickets with 'V' shape nipper while entering and collected tickets with 'M' shape nipper.
6. Should check that the passengers do not carry luggage in excess of the permissible weight & limits.
7. Should check the train at checking station and at other stations where there is time to do so.
8. Should deal with the passengers handed over by the train staff with HOM.(Handing Over Memo)
9. Should guide and give correct information to the passengers.
10. Should prepare excess fare receipts collecting due fares in cases of extension of journey; or journey by other than booked route or in higher class or train etc.
11. Should cancel all collected tickets, enter them in the register of tickets collected and send daily to account office, traffic branch.
12. Should remit the collected cash in booking office immediately after completion of duty correctly and obtain the acknowledgement in the cash book as well as on the record portion of the last EFR issued.
13. Should get the remittance of cash checked by the supervisor in charge, short remittance of cash should not be done.
14. Deposit the cancelled EFTs with cash and obtain acknowledgement for them.
15. Should hand over the reservation charts to the on duty conductors / sleeper coach TTEs of the respective trains at station. The station quota w/l chart should not be handed over.
16. Should check waiting rooms and platforms at regular intervals.
17. To submit monthly returns in time.



18. EFR/EFT books unused and current should be kept under safe custody under any circumstances should not be lost or stolen.

207. Duties of Travelling Ticket Examiner-

1. To wear neat and tidy uniform with name and badge number etc.
2. TTE authorized to conduct check in plain clothes and should keep with him authority letter to show when demanded by passengers.
3. To report for duty at prescribed scheduled time.
4. To sign 'ON' and 'OFF' correctly on a register maintained at stations.
5. To declare private cash in the register maintained for this purpose.
6. To carry necessary documents/book/equipment i.e. excess fare book fares and luggage rate tables, ticket checking hand book, duty card pass, ticket checking authority, handing over memo, nipper etc.
7. To examine tickets of the passengers travelling by the train and initial/nip every ticket, checked properly.
8. To check whether charges for luggage in excess of free allowance have been paid or not.
9. To collect any charges due from the passenger and issue excess fare receipts correctly for them.
10. To deal with the passengers who are unable/ refusing to pay due charges as per rules.
11. To record periodically census correctly as instructed.
12. To guide the passengers properly.
13. To get counter signature of the supervisory officers on duty for private cash carried in excess of permissible amount mentioned in the private cash register and EFT.
14. To remit the collected cash immediately after finishing the duty and obtain clear signature on the record foil of the EFR issued with station stamp and obtain a money receipt for the same.



15. Ladies compartment should be checked at the platform and not in a running train by male staff.

16. EFRs should not be cancelled except in exceptional circumstances. Cancelled EFTs should be deposited along with cash obtaining acknowledgment of the same.

17. To contact the 'guard' or 'conductor' of the train enquire whether any passenger has permitted by them to commence journey without ticket or with in proper tickets and issue necessary EFR after collecting fares due and also be in assistance to Guard/Train Conductor/TS in cases:

- a. ACP.
- b. Detention to train in cases of derailment accident.
- c. Cancelling of train short of destination or enroute due to impeachment/flooding of track/due to
Unforeseen reason.
- d. Theft cases /decoity.
- e. Death/Murder cases.
- f. Fire on train.

18. To deal as per rules in case of :

- a. Unauthorized hawking on train/coach.
- b. Beggar/urchins.
- c. Unauthorized overcrowding, on coach.

19. Complaints from passengers regarding non-working of fan, light non-availability of water, AC equipment.

208. Duties of Conductors in 1st AC, 2nd AC, 3rd AC, AC Chair Car, 1st class and 2nd Class Sleeper coaches-

To report for duty at-least half an hour before the schedule departure of the train at the train origination station and at-least 15 minutes before the schedule departure of the train at intermediate station.

1. To wear neat and clean uniform with number badge, name plate.



2. To sign 'on' and 'off' register maintained at the station.
3. To declare private cash in words in the register maintained for the purpose before taking up duty.
4. To carry necessary equipment.
5. To obtain complete position of the reservations, check the same on train maintain record (charts etc.) in its connection, to hand over the reliever complete and correct details showing vacant berths/ seats.
6. To check the tickets of the passengers in the coach and guide the passengers in occupying their accommodation to prevent illegal/unauthorized entry in the coach. To prevent entry of platform ticket holders in the coach.
7. To ensure that the number of passengers do not exceed the carrying capacity of the coach.
8. To collect dues such as reservation fee supplementary charges and issue EFRs/Coupons/EFT for them.
9. To ensure that passengers in the coach do not carry heavy luggage in their compartments causing inconvenience to fellow passengers. To assist such passengers to transfer the luggage to luggage van/cabin.
10. To assist the passengers in the coach in obtaining food/refreshments etc. to issue message to proper station for this service in time.
11. To prevent and remove male persons occupying accommodation reserved for ladies and see that such accommodation is allotted to lady passengers only.
12. To furnish information of vacant seats/ berths properly to passenger demanding such information.
13. To ensure that drinking water containers provided are filled in at convenient train halts and watch their safety and utility.
14. To pay heed to complaints from passengers, regarding non-working of amenity equipments viz fans, lights, taps etc.
15. To ensure cleanliness in the coach by arranging safaiwalas at regular intervals.
16. To ensure that the doors of the coaches are kept latched during run of the train and open them



as and when required by the passengers during night time.

17. To keep the end doors of the vestibule coach locked during 22.00 to 06.00 hrs. to prevent unauthorized entry.
18. To remain vigilant particularly during the night time and prevent entry of unauthorized persons/beggars/intruders in the coach.
19. To lock the vacant sleeper berths in the 2 tiers coach by folding up and to open them only on allotment.
20. To be always polite, tactful and courteous to the passengers, leaving no reason for complaints.
21. To attend the comforts of passengers specially woman, children and aged passengers unaccompanied by male adults.
22. In case any compartment could not be checked, there being more coaches allotted to the suitable remarks should be given on the chart for the convenience of the outgoing TTE.
23. To prepare amended charts of all coaches irrespective of trains arriving into headquarters or otherwise correctly handed over one copy to the outgoing TTE and deposit another copy with the headquarters.
24. To give call to needy passengers during night.
25. To see that coach attendant man different coach than the one TTE/COR is travelling.
26. To remove the person entering the coach unauthorized at the same station or at least at the next halt.
27. To take assistance of GRP/RPF if necessary for removal of unauthorized occupants and deal with them under provisions of section 155(1) railway act. 1989.
28. To be present in the allotted coach during duty hours and if more than one coach are to be manned, give frequent visits to all the coaches to be manned.
29. To be present in the coach having berths/seats available vacant in case more than one coach are being manned by the TTE in a train with vestibules arrangement. The latches of other coaches to be secured at such event.
30. To issue GC/EFR/RC to ac passengers in case of failure of ac equipment or when passenger is compelled to travel in lower class with a higher class ticket for want of accommodation.



31. To attend and complaint of loss/theft of passengers belongings and lodge the first information report with the GRP in the prescribed format to enable the passengers to continue his journey.
32. To remit the collected cash immediately after finishing the duty and get it checked by the supervisory staff at the headquarters as per procedure.
33. To deposit cancelled EFTs along with the cash and obtain acknowledgement for the same.
34. To perform such other duties as are prescribed from time to time.
35. Ensure that passengers holding tickets beyond the quota station are not allotted accommodation against enroute station quota/enroute reservation.
36. Should repeat the position of arranged reservation i.e. ex. reservation well in advance.
37. To provide First-Aid and all possible assistance in case of train accident/derailment.
38. It will be duty of the TTE as far as practicable to direct passengers to go out through the proper gates at stations in order to prevent passengers getting away without surrendering their tickets. This will also prevent ticketless passengers from going out of the station without paying Railway dues.
39. They should also assist passengers in finding their accommodation on trains.
40. To allot the accommodation available enroute (after train has left the origination station) on the following priority order.
 - i. To the RAC passengers; given sitting reservation in the coach.
 - ii. After giving preference as above, remaining accommodations will be allotted strictly on the basis of first come first served.
 - iii. At station where reservation booth is available to allot accommodation available through booth to the passengers on waiting list at the station.

Note:- if a passengers having confirmed reservation comes to TTE/COR but his name does not appear in the chart, then this passengers should be given entry in the coach even if there is no room and as soon as the room is available, this passenger will be given accommodation on priority basis ignoring the RAC passengers and the matter should be reported to SrDCM/DCM.

209. Duty list of Coach Attendants in First Class-

Coach attendant will be present in the corridor type full length first class coaches and their duties are as under:-



1. To be present in the coach half an hour before the departure of the train and check that all internal

fittings in the coach provided for the convenience and safety of passengers are intact and in working

order and that water tanks have been filled and all fitting for supply and use of water in bath rooms are

in good working order.

2. To carry the list of passengers travelling in his coach and accommodate passengers joining enroute

under the direction / supervision of the conductors / guard of the train.

3. To keep compartment locked when the train is on the run and open them for occupation as and when

required.

4. Prevent entry of unauthorized passengers in the coach especially in corridor.

5. To assist passengers in obtaining food refreshments and look-after their convenience generally.

6. To ensure that bath rooms, compartment corridors, wash basins and mirrors are cleaned by safaiwalas at

regular intervals.

7. To attend personally to minor electrical and mechanical defects developing in the coaches and call

maintenance staff concerned for attending to a major repair.

8. To check tickets of passengers when they first enter to coach to occupy a berth/seat in the coach if

TTE/COR is not there to exercise this check.

9. He should be in possession of the following equipment:-



- a. Two lighting bulbs.
- b. One set of brush for fans.
- c. A key for opening lamps.
- d. Emery papers.
- e. Plier.
- f. Duster.
- g. Screw driver.

10. He must also be in possession of duster and jerry-can with drinking water and a glass. Drinking water

should be filled as when it gets empty.

11. Give call to needy passengers during night.

12. To keep the berth and seats of compartment properly cleaned at regular intervals by personally doing the

same.

13. He shall ensure that the doors of the vestibules trains are kept locked between 22.00 and 6.00 hours to

prevent outsider entering the coach.

14. To appear in proper uniform and have name badges so that he can be identified by the passengers.

15. To keep a close watch on the corridors of the coach from the attendant's seat particularly during night

time.

16. To arrange supply of travel bags at starting station and taking back of the travel bags at the destination

under the guidance of the conductor.



17. To conduct general check of the vacant cabins immediately after its being vacated by the passengers and

subsequently after half an hour till it remains vacant to ensure that every thing is in order in the cabin.

18. He should not travel in the same coach in which the conductor is travelling instead he should man other

FC coach remaining unmanaged.

210. Duty list of Train Superintendent (TS)-

1. The train Superintendent will report for duty one hour before the departure of the train. He must be in proper uniform with prescribed badges, scrolls and his name plate.
2. He will be the overall incharge of the Conductors, TTEs, coach attendants amenities staff like safaiwalas, electric, C&W, air conditioning staff, catering manger and catering staff on duty by the same train and will be responsible for exercising effective supervision on the quality of their work.
3. All the staff on duty in the train except driver/ asst. driver, guard would report to him well before the scheduled departure of the train at the train originating station. The staff enroute would also report to him at the point from where they are to board the train as per their scheduled link programme.
4. The train Superintendent Will record in a register the names and designation of the staff who report to him for duty on the train and mention the particular of the absentees in his trip report at the end of the journey.
5. After ascertaining the details of the staff that have turn up he will allocate the work of manning of coaches are property manned.
6. The train Superintendent should ensure that the staff are in proper uniforms with name badges and perform their duties properly.
7. The position regarding the details of the berths remaining vacant after allotment to RAC passenger or the RAC passengers left over in each coach will be reported to him by the Conductor and each TTE and he will have the vacant berths allotted to the RAC passengers'



still awaiting allotment of berths.

8. He will be responsible for giving the vacancy position of the berths/seats to the commercial controller/SM of road side stations if the berths are available in trains after adjusting all the RAC passengers.
9. He will also exercise necessary checks on the reservations given to passengers and excess fare ticket books of the TTEs and Conductors to ensure correct realizations of dues.
10. Whenever the staff belonging to other railway, if they do not co-operate with him, or do not attend their duties properly and promptly, he should make a report against such staff to Sr.DCM

of the division concerned and also to CCM disobedience for which the person is held responsible.
 - a. Report for duty or fail to perform their duty, he should immediately send message reporting this matter to DRM concerned from the next halt station.
11. In this role as the captain of the train, he will co-ordinate the work of all the team members and will always be vigilant in ensuring customer satisfaction.
12. At the train starting station the train Superintendent will make a quick inspection of the train to ensure that the passenger amenities, fittings are in proper working order. The defects and deficiencies should be reported to SM incharge and got rectified by the staff concerned and if necessary send advance information to the station ahead and get the defects attended to by the electrical, and toilets are intermittently swept and cleaned by the staff concerned.
13. The train Superintendent will ensure that proper precooling is done in ac coaches before start.
14. The train Superintendent will ensure that the AC 1st, 2nd AC & 3tier coach attendants are carrying the bed rolls on train to meet the demands of the passengers, ensuring that the bed rolls are supplied as early as possible avoiding disturbance to passenger late in the night.
15. The train Superintendent will also maintain a complaint book in his custody and make the same available to passengers on demand for recording complaints, if any. He should ensure that prompt action is taken to remove the cause of the complaint and render satisfactory service to the passengers.
16. The train Superintendent will exercise checks on the catering service on trains in respect of



quality and quantity of food, cleanliness of uniform and utensils, behavior of the manager and bearers, production of vouchers by the bearers, timely service of meals, proper vending of tea, coffee, snacks and cold drinks.

17. Pantry car managers are to maintain complaint books separately. The train superintendent will ensure that the complaint books are readily available with managers. He will check the nature of complaints and their proper dispatch to CCM (catering) for further action. He will also take steps to rectify the deficiencies leading to complaints.
18. He should try to effectively prevent unauthorized hawking and begging on his trains, utilizing the TTEs and other staff present on the train.
19. He should ensure that the sleeper coach TTEs and coach attendants follow the standing instructions regarding the securing and latching of the doors on run and at stations and also closing and bolting the vestibules doors at night time are scrupulously (Strictly) observed by his staff.
20. In case of theft during the run of the train, he would guide the passengers to the GRP escort party, if travelling by the train. Otherwise, he will make available to the passengers a blank F.I.R form for lodging the complaint and hand over the same at the first GRP post available at the scheduled stoppage of the train for investigation. An information will also be made to the concerned Commercial Control by phone by him in this regard.
21. At the end of each trip the train Superintendent should make out a brief report (Captain Report) indicating special occurrences, if any and commenting upon all aspects of passenger's amenities namely catering, supply of drinking water, filling up to water tanks, cleanliness of coaches, and entry of unauthorized passengers in reserved coaches. Working of lights, fans and other fittings, incidents of thefts of luggage, non-functioning of air conditioning and other public complaints etc. and submit the same to the destination station Superintendent who should send the same to Sr.DCM/DCM for initiation immediate necessary action. He would also ensure that TTEs working under him submit the EDR in full details before off-duty.
22. Any other duty assigned to him from time to time.

211. Duty list of Head Ticket Collector (DyCTI station)-

1. To ensure that his staff report for duty well in time and in neat and clean uniform with name



plates and badges.

2. To ensure that his staff enters private cash in private cash register.
3. To ensure that staff is having 'v' type and 'm' type nipper.
4. Keep position of running of trains passing through his station.
5. To maintain station diary of Head.T.C.
6. To see that his staff are deputed at strategically points on the station.
7. To ensure nipping of tickets by 'v' type nippers by TCs at entrance gates
8. To ensure collection of tickets, proper entries and disposal of the same.
9. To exercise check over the earnings of stationery staff from time to time.
10. To ensure that individual as well as station target set by the administration is reached.
11. To resolve reservation disputes and to ensure handing over reservation charts of station quota to the TTEs on train in time.
12. To attend the VIPs and ensure their accommodation on train service.
13. To ensure that there is no detention of train on commercial account, ACP. Etc.
14. To keep liaison with commercial controller.
15. To ensure that his staff submits their monthly excess fare returns in time.
16. To redress the grievances of passengers, pertaining to passenger amenities
17. To guide his staff for correct charging of passengers.
18. To see that the station is free from antisocial elements like unauthorized hawkers, beggars & cattles etc. for which he can take help form GRP & RPF staff.
19. Issue of ticket deposit receipt, GC to needy passengers.
20. To act as per instructions of administration in case of any abnormality arising at station.
21. To ensure that the debit raised against the station staff is cleared.
22. To ensure that the cash collected by the stationary staff is remitted in booking office



correctly and immediately after the duty hours.

23. At nominated stations to ensure that the line staff booked by trains report in time and in case of non turning up of staff to book leave reserves to man the train.
24. To ensure that the incoming staff sign off in the register provided.
25. To ensure cleanliness of station and trains.
26. In addition to this carry out whatever work assigned to him by commercial officers and CTI.

212. Duty List of Chief Ticket Inspector (CTI) -

1. General supervision, including surprise checks over the working of all ticket checking staff including coach attendants over their jurisdiction.
2. To conduct test checks on the EFT books of staff for the correct remittance of cash by them.
3. To conduct surprise checks on the declaration of private cash by the staff.
4. To conduct surprise checks on the uniforms/badges/name plates all equipment of ticket checking staff including coach attendants on train & stations.
5. To make necessary arrangements of ticket checking staff for fairs, melas and special ticket checking drives.
6. To keep close liaison with the magistrate, GRP/RPF in connection with drives against ticketless/ alarm chain pulling and arrange prosecutions as and when necessary.
7. To draw confidential programmes for special raids/checks at important stations/trains in order to pin point the bed spots and take remedial steps.
8. To conduct surprise checks on Conductors/Sleeper per coach TTEs/coach attendants and report irregularities for suitable action.
9. To arrange passengers census periodically.
10. To conduct surprise checks on collected tickets and access the numbers of unclipped ticket collected and keep a watch on resale of tickets and ensure correct maintenance of records.
11. To conduct test checks on percentage of missing tickets and suggest ways and means to minimize the percentage of missing tickets.



12. To conduct all type of enquiries in connection with complaints against ticket checking staff.
13. To ensure correct submission of all returns to account office in time.
14. He holds office and all papers and ensures prompt reply, in addition to his inspection /supervision on trains/station etc.

Note- The chief ticket inspector or his equivalent will be responsible for booking of travelling ticket examiners by trains in accordance with the programme approved by the DCM. A register in form COM/T.30 will be maintained in which every travelling ticket examiner while going on duty with a train or terminating his journey at his headquarters station or at any other station will make entry in the register.

213. Duties of Prosecuting Ticket Checking Examiner/ Sr. Ticket Examiner/ Inspectors-

A Prosecuting Ticket Examiner/Sr. Ticket Examiner/Dy.Chief Ticket Inspector is, generally, provided at each railway court. The primary duty is to represent Railways in Courts and protect the interest of railways, apart from checking trains and realizing Excess Fare. He will also ensure realization of fares and excess charge due from the passengers, who failed to pay the railways on demand, through the court by filing applications under Section 138(4) of Railway Act. He shall maintain statistics as regards to number of cases filed in the court, Amounts realized as fare and excess charges, fines if any imposed, number of persons let off, number of persons sent to jail and submit periodical returns to Sr.DCM's office in time.

Before filing applications under Section 138 (4) of Railway Act the following points have to be kept in mind.

- a) The application must be made before the local Magistrate having jurisdiction over the place of incident where the case/defaulters has been detected or before a Railway Magistrate as the case may be.
- b) It may be mentioned that application of the nature under section 138 (4) of Railway Act, have no penal consequences as in the case of punishments arising under penal sections.

214. Responsibilities of SMs/DCTI in relation to working of TCs/HDTCS/TTEs-

1. Station master/ other supervisory staff are responsible for the working of ticket collectors of their stations and for making adequate arrangements at station to ensure that the passengers leave the platforms through proper exit only, where they are required to surrender or show their tickets or passes. They will also ensure that all collected tickets are cancelled immediately after collection and necessary record/return compiled properly and in time.
2. At station where head ticket collector is posted the responsibility for carrying out ticket collectors duties will lie with them and at station where no head ticket collector is posted, it will be duty of Sr. Ticket collector or as may be nominated by DCM. The station master/manger in such cases will only be responsible for ensuring that the ticket checking and other auxiliary



work on their station is being carried out in accordance with the rules laid down on the subject.

3. At stations where no ticket collectors are posted, SMs will depute the ASM on duty or some other commercial or transportation class 3 staff to collect the ticket and will ensure that the staff so deputed perform the work allotted to them properly. They should also depute adequate number of class 4 staff for directing the passengers to pass through exit gate at which the staff deputed for collecting tickets is posted. SMs will also allot the work of cancellation of tickets and posting the same in appropriate register and preparation of returns to specific staff and ensure that the latter execute the work allotted to them properly.
4. Divisional chief ticket inspectors will be responsible for booking of TTEs by trains in accordance with the programme fixed by divisional commercial managers. They will maintain record of their attendance, prepare their muster rolls, arrange their relief in the event of casualties etc. and ensure proper account of cash collected and deposited and timely submission of Monthly Excess Fare (EFT) returns.

The staff shall perform the duties which may be entrusted to them from time to time by their immediate supervisors and officers authorized in this regard.

215. Duty list of Ticket Checking Staff in Case of Accident-

Railways have often been a target of criticism both by press and public for the insufficient handling of the aftermath of an accident especially involving passengers carrying trains. The public impression of Railways is formed on the basis of perception of their need and comforts at such time of crisis and above all on the visible presence and sympathetic attitude of the Railway officials present at the site who must adopt a helpful and human approach in dealing with the effected and traumatized passengers. In a number of cases even coach attendant left the site on their own or have remained silent spectators without taking part in post relief operations. The following are the important duties and responsibilities of the travelling commercial staff i.e. ticket checking staff and coach attendants.

1. All the railway staff and officers including ticket checking staff/coach attendants travelling by the train, on leave/duty, should actively associate with relief operation and should not leave the site without prior permission of the controlling officer at the site.
2. TTEs/TCs/Conductors while starting their journey should note in the chart about Railway officials / Doctors travelling in various coaches, so as to utilize their services in case of emergency.
3. In order to overcome the problem of identifying accidents victims, all TTEs & Conductors of affected trains should immediately report the senior most officer at the site or the Guard of the train. Efforts should be made to collect the reservation charts and use these charts whenever necessary in identifying the injured or dead.
4. TTEs/TCs/Conductors should be available at the accident site in their uniforms.
5. All the staff including ticket checking staff should wear armbands of orange colour for 'Accident relief' which should be obtained from the Guard of the train at time of accident.
6. If Guard, driver or any Railway official is not available on the accident spot, the ticket checking



staff available on the spot will render all possible assistance to affected passengers and will try to contact nearest station to inform control about the accident.

7. Immediately after the serious accident, special enquiry booth should be opened at originating, terminating and important stations enroute which should be manned by competent authority/supervisor including station ticket checking supervisors who would maintain updated information of names and addresses of the dead, injured, the exact location of the dead body and injured patients. They should also have information regarding arrangements of the special trains being made to evacuate passengers and/ or for the return journey.
8. The affected passengers and their relatives should be treated with utmost courtesy, concern and sympathy to alleviate their trauma and discomfort. Officers and supervisors should be assigned to the talk to the injured to ascertain from them whether they wish to call relatives, free passes can be given to their relatives.
9. Special care should be exercised to collect and provide security to the belongings of all passengers, specially the dead or injured in co-ordination with RPF and other security force.
10. All the railway men travelling on the train on duty or otherwise, involved in accidents should report to the Guard without delay whatsoever. After the accidents has been tackled, the division/railway should also take stock whether all railway men travelling on the train report to the "accident manager" and what cooperation made by them. Hence in their own interest TTEs/TCs/Conductors/Coach attendants should not leave the site of the accident without prior permission of officer incharge at the site.

216. Duties of Ticket checking staff in case of alarm chain pulling-

Unauthorized ACP/Disc-operation/Disconnection of Hose Pipe should be reported to GRP/RPF under appropriate section on IRA 141.

Note-By amendment in IRA in 1985 offence of disconnection of hose pip was provided under section 100-B. It can now also be covered under section 153 of IRA which is more deterrent and effective provided FIR is made out.

Following procedure should be adopted in case of ACP:

1. As soon as the driver of the train gives indication by whistling, regarding ACP or the operation of the disk, all Railway staff on duty mainly coach attendant, ticket checking staff, conductor, guard, assistant driver and RPF/GRP if detailed for train escorting duty, should become alert and get down the moment the train stops to locate the coach, in which alarm chain apparatus has been interfered with.
2. Anyone first come across the affected coach should take immediate action to put the disc right so that the train is started immediately with least detention.
3. They will make effort to detect and apprehend the culprit.
4. The guard of the train will collect necessary details in regard to chain pulling/disc



operation/HPD and fill up the same with enclosed performa below.

5. The forms filled by the guard will be handed over by him with a covering memo to ASM/SM on duty at first station with GRP/RPF post halt where the train is scheduled to halt. The SM/ASM on duty will pass on these forms to the GRP/RPF post under a memo obtaining their acknowledgement for the same.
6. GRP/RPF staff will take further legal action on receipt of such forms (complaint).
7. The guard incharge of the train will pass remark in guard's journal book regarding ACP and having lodged the complaint. On the basis of remark passed in the journal the office of divisional operating manager will prepare a monthly statement and enclose copies to superintendent of police GRP/ Sr.DSC concerned and also to COM, CCM and CSC. The statement should indicate the number of ACP cases in which complaints were lodged with GRP/RPF and number of cases registered by GRP/RPF, if known.

217. Use of summer and winter uniform-

Station master and other supervisory staff ensure that the staff wherever supplied with uniforms change over to the wearing supplied with uniforms change over to the wearing of summer to winter uniforms and vice versa from the actual dates notifies for these changes by the administration. The appearance of some staff in summer uniforms and others in winter uniform on the same day must be avoided. Likewise, a combination of winter and summer uniforms such as winter coats and summer trousers should not be allowed.

218. Declaration of private cash by commercial staff-

The following categories of staff that handle cash and/or have direct dealing with public are required to declare private cash before taking up duty-

1. Parcel clerk, ECRC, Booking clerk, Goods clerk and Siding clerk.
2. Ticket collectors, Head Ticket collectors, Chief inspector of tickets, TTE, Conductors, Guard, Assistant Guard, Chief ticket inspector, Coach attendant
3. Station master, Assistant station master (during commercial work/duty with cash transactions).
4. Parcel porters, Scale porters accompanying TTE.
5. Bill issuer, Assistant managers, Managers in fixed mobile catering units.
6. Mark men.

Monitory ceiling will be Rs.750/- for stationary staff and Rs. 1500/- in case of mobile staff as per Railway board circular 81 of 2006.

Ministry of Railway have decided that the TTE's should declare their private cash on the reverse of the record foil of the last EFT issued or in case a new EFT book is supplied, on the reverse of the front cover page, before commencement of duty in addition to declaring the same at the station as



usual.

Note- Duty list reference Railway Board office order No. 98/TG-V/12/1.



Chapter-3

Tickets

301. Different types of important tickets

Various classes of accommodations available on Indian railways and colour of card tickets, computer tickets.

Class	Colour of tickets
A.C. 1 st class	White
A.C. Sleeper	Green
First Class	Green
A.C.3- Tier Sleeper	Green
A.C. Chair-Car	Orange
Sleeper Class M/E	Pink
Sleeper Class Ordinary	Pink
Second Class M/E	Drab
Second Class Ordinary	Yellow

Note- The minimum fare is applicable in case of child ticket but not applicable in case of PTO and concession

ticket.

302. Rounding off fares:



Edit with WPS Office

Fares of all classes except Second class Ordinary (Suburban) : Chargeable Fares, as obtained after adding Miscellaneous Charges like Reservation Fee, Supplementary charge for Superfast trains, Catering Charge, Service tax etc. to the Basic Fare, will be rounded off to the next higher multiple of Rs. 5. [Coaching tariff No.26 (part 2) w.e.f. 22.01.13]

303. Combined ticket:

Combined ticket are issued where same class of accommodation is not available throughout the railway portion of a journey, fares for combined ticket will be calculated as follows:-

1. Fares for the entire distance for travel in lower class; and
2. Fares for the entire distance for travel in higher class.

The fares vide item no.(2) above should be added to the fares vide item no.(1) to get the combined fare.(Difference of fare between the higher class and lower class to be added to portion travelled by higher class)

Note- If the upper class fare for entire distance is less than the combined fare, than less fare will be collected.

304. Season Tickets-

1. Berths/Seats will not be reserved on season tickets.
2. Season ticket holders are not allowed to travel by restricted trains mentioned in public time-table; if found travelling they will be treated as travelling without tickets.
3. 1st season ticket holders are not allowed to travel in ac sleeper class even on payment of difference of fare; they are also not allowed to travel in AC chair car and Sleeper class coaches, if detected travelling they will be charged without ticket.
4. Season ticket holders are not allowed to travel in sleeper class if detected they will be charged without ticket.
5. Season ticket holders found travelling without identity card or with defaced identity card will be charged without ticket.



6. Passenger detected travelling on unsigned season ticket, but holding a valid identity card should be requested to sign the season ticket.
7. Season ticket holder wishing to travel beyond the station for which season ticket is issued, should obtain extension either at the starting station for which season ticket is issued, or at an intermediate station for which single journey fare will be collected for the extended portion.
8. A free allowance of 15 kg. on 1st class season ticket and 10 kg. on 2nd class season ticket is permitted, in both the classes a marginal allowance of 5 kg. is applicable.
9. Season ticket holders can break and commence their journey from any station En-route.

305. Indrail Pass-

A special type of ticket issued to bonafide foreign tourist, Indian wife of foreign tourist, Indian guide of foreign tourist and NRI. (Non resident Indian).

The ticket is issued from certain stations on collection of fares in foreign currency US dollar. These tickets are issued for different classes for different validity periods such as ½, 1, 2, 4, 7, 15, 21, 30, 60, and 90 days on collection of notified fares depending on the class of travel and period of validity. Holder's name and description of passport is to be written on the ticket.

1. Holder's can travel from any station to any station on Indian railways within the validity Period.
2. Holder is required to fill up the date of commencement of journey in column provided on the ticket.
3. Holder is exempted from payment of reservation fee and supplementary charges.
4. Free allowance as per class of ticket.
5. No refund on partially used ticket
6. Refund on unused ticket will be granted in Indian currency from issuing office.
7. Validity of the ticket can be extended in exceptional cases by Sr. DCM/DCM when holder is held up somewhere after commencement of journey due to sickness, accidents, or due to unavoidable circumstances.

306. Produce Vendor Ticket-

A special type of 2nd class MST issued over BB suburban section on collection of 2nd MST fare and



certain notified charges. Other rules applicable to season tickets will also apply.

1. In outward journey holder of produce vendor tickets are allowed to carry with them up to 60 kg any kind of perishable articles intended for market use such as milk, fish vegetables, fresh fruits, other bazaar supplies and articles chargeable at parcel rate cp .5kgs marginal allowance is applicable in outward journey. Un-booked excess weight will be charged as per rules in force.
2. In return journey 15 kgs produce and empty containers can be carried.
3. Holder's are not allowed to travel in up direction between 8.30 to 11 hours and in down direction between 16.30 to 19.30 hours otherwise they will be treated as travelling without ticket and charged accordingly.
4. Holder's wishing to travel beyond the destination to which their PVTs are available must obtain extension at the starting station. Single journey fare and full luggage rates will be collected for the extended portion.
5. Holders of PVTs are issued from stations beyond Kalian on KYN-Kasara section are allowed to travel by N4 & N6 up. The hours of restriction on these tickets will be 10 to 11 UP. direction and 16.30 to 19.30 in DN. direction. holders of PVT to and from Karjat are allowed to travel by S 14 up.

Note: Restriction on PVTs applies only on their outward trip when they carry load to the extent of 60 kg.

There is no restriction when they travel in return direction. For example holder of PVT issued to

station in up in dn. Direction on their return trip.

307. Milk/Market Vendor Ticket-

A special type of 2nd class MST issued over non suburban section on collection of 1.5 of 2nd MST fare.

1. Holders allowed to carry upto 60 kg market produce such as milk, vegetable, fresh fruits, fish and other bazaar supplies chargeable at parcel rate cp. In outward journey, no marginal allowance is applicable, excess weight will be charged as per normal rules.
2. In return journey only empty containers are allowed.
3. Other rules applicable to season tickets holders will also apply.



308. Circular journey Ticket-

Tickets are issued by normal and reasonably direct route. The term normal and reasonably direct route by which these tickets are issued (other than circular journey ticket) means:-

1. A short route; or
2. A longer route provided the total distance does not exceeds the distance of short route by more than 15 %, or
3. Time consumed in journey by longer route is less as compared to journey time by shorter route or
4. Where there are direct and faster via longer route and there are direct bogies via longer routes. If the journey is to be performed by other 4 routes mentioned above then it will treated as circular journey and such journey will be under takes on circular journey ticket will be issued by certain notified stations on collection of following fares:-
 - a. Half of the total distance will be treated as single journey and two single journey fares will be collected.
 - b. validity of the ticket will be as shown on the ticket.
 - c. Holder can break journey at any station enroute for any number of days but within the time frame/days mentioned on the ticket, but **break journey remark should be obtained and if found without endorsement of Break journey/Journey start he/she will be treated as travelling without ticket. Only a maximum of eight break of journey** will be admissible on these tickets and journey must be completed within the validity of ticket.
 - d. Fresh reservation fee will be collected after every break journey.
 - e. Supplementary charge for travel by superfast trains will be collected once for entire journey.
 - f. Passenger, can travel by short routes but no refund will be granted, can also travel by longer route



by paying the difference between the fares paid & payable by a longer route and short route.

Standard circular journey ticket, circular journey tickets have been notified in zonal railway Time-table, passenger can purchase these tickets if it suits their tour programme. For details regarding fares, validity terms and conditions please refer railway Time table.

Other rules as application to circular journey ticket will apply.

309. Reservation Tickets-

This is a non journey ticket issued from reservation office along with the journey ticket on which confirmed reservation has been granted. Reservation charges are collected per berth/seat, for the following classes:-

Class

AC 1st

AC Sleeper/ 2Tier

1st class

AC 3 Tier

AC chair car

Sleeper class

2nd class seating

Reservation fee is realized from all passengers travelling in reserved coaches. Reservation fee will be levied on wait listed tickets also.

After break of journey fresh reservation fees will be collected.

Exemption: 1. Railway passes, P & T passes.

2. 'Indrail' pass.

3. Passengers travelling on tickets issued in exchange of military warrants, concession order and voucher.



4. Attendants on first class passes.

5. Tickets issued on P.T.O's

310. Supplementary charge ticket-

Supplementary charges are being collected from passenger travelling by super fast trains for the following classes:-

AC 1st

AC Sleeper/ 2Tier

1st class

AC 3 Tier

AC chair car

Sleeper class

2nd class seat

2nd class general coach

the charges are collected once for entire journey.

If a passenger holding proper ticket is detected travelling from starting station of the tickets by super fast train without payment of supplementary charges, then supplementary charge will be collected with excess charges of Rs. 250/-

If a passenger holding through ticket has boarded the super fast train from enroute station, without payment of supplementary charges then the supplementary charges will be collected without excess charge.

Exemption:

Passengers travelling on travelling authority consisting of –

1. Railway pass, PTO tickets.
2. 'Indrail' pass
3. Freedom fighter card passes.
4. MP identity card.



311. Members of Parliament (MPs) Identity card-

Rail travel facilities of members of parliament are governed by salary allowances and pension of members of parliament act, 1954. The entitlement of rail travel facilities of members of parliament on date are brought out as below.

- i. Free travel in First class Air-Conditioned or executive class in any train with the spouse, if any, from any place in India to any other place in India.
- ii. Free air-conditioned two-tier accommodation for one person to accompany the member.
- iii. A member having no spouse has been allowed to take one person with him in place of Spouse in AC-1st/Executive class in rail journey along with the companion already allowed in the AC 2Tier.
- iv. The spouse of a member shall be entitled to travel by railway in First class Air-Conditioned or executive class in any train or by air or partly by rail and partly by air from the usual place of the residence of the member to Delhi and back once during every session and twice in budget session of parliament subject to the condition that total number of each such journey either to Delhi or back shall not exceed eight in a year.
- v. A member who is blind or who is, in the opinion of the chairman of the council of states or, as the case may be, the speaker of the house of the people, so incapacitated physically as to acquire the facility of an attendant shall be allowed to take an attendant with him in same class of rail journey in which he himself travels in lieu of the companion earlier allowed in AC 2Tier. this will be in addition to the spouse already allowed to accompany such member in the AC-1st/executive class of rail journey.

Note: Reservation request from MPs from intermediate station should be accepted upto 24 hrs. before scheduled departure of the train from the starting station.



Chapter-4

Reservation

401. Period of advance reservation-

1. Upto 60 days in advance from all station in all classes by all trains.
2. Upto 360 days in advance for bonafide foreign tourists.

Note: - day of journey will not be counted for the purpose of counting period of advance reservation.

402. General rules-

1. Reservation will be granted on production of valid journey ticket/pass.
2. Reservation will not be granted on telephonic request.
3. Application for Reservation must be submitted on a prescribed form i.e. on Reservation form.
4. Only one form will be accepted generally, except 2 in case of return Reservation for the same passage.
5. A person can book up to 6 reservations in case of party or family member.
6. Child ticket is treated as adult ticket for Reservation of berth/seat.
7. Reserved ticket is valid only by a particular train on a particular date and class.
8. Reservation by connecting train is not guaranteed.
9. Reservation itself is not guaranteed and railway will admit no claim for compensation due to non availability of reservation on train.
10. If a passenger having reservation from a particular station desires to board the train from enroute station permission will be granted subject to following conditions:
 - a) A written request should be submitted to the SM of the starting station atleast 24 hours before scheduled departure of the train.
 - b) No refund will be granted for the untraveled portion of journey.



- c) Railway may allot the accommodation to another passenger upto the intermediate station or boarding station of the passenger.
- d) This facility is granted only on those coaches which are manned by ticket checking staff.

403. Reservation against cancellation (RAC SYSTEM)-

The system of RAC has been introduced in order to produce more accommodation to the passenger from the train starting station.

Under the system of RAC, sitting reservation is provided to the passenger in reservation coaches, these passenger are also waiting list for reservation of berths.

After the train has left the starting station, accommodation available at enroute station, due to reserved passengers not turning up, enroute station quota found vacant or otherwise, such accommodation will be allotted in the following order:-

1. To RAC passenger given sitting reservation in the coach.
2. After giving preference as above, remaining vacant accommodation will be allotted strictly on the basis of first come for served.
3. At station where reservation booths is available, accommodation available will be allotted through the booth to the wait listed passenger of that station, but vacant accommodation will be allotted through the booth, only when RAC of the coach has been cleared.

Note-

- a) If a passenger having confirmed reservation comes to TTE/COR but his name does not appear in the reservation chart, then this passenger should be given entry in the coach even if there is no room and as soon as the room is available this passenger and this matter should be reported, to concerned Sr.DCM.
- b) RAC:- In the sleeper class, where two RAC passengers are given sitting reservation on a side lower berth and one of them is not turning up, left passenger will be allotted that particular side lower berth.

Sleeper class:



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- a) This class is higher than 2nd class, passengers found travelling in this class with 2nd ticket will be treated as travelling with improper ticket and charged the difference of fare and excess charge penalty due. (If he/she has not informed the coach conductor in advance and also there is no accommodation available)

404. Allotment of accommodation to RAC passenger in trains-

In all vestibule trains the TTE/COR, after accommodating the RAC passengers as per extant instruction would advise the position regarding the number of berth vacant or the number of RAC passengers yet to be provided sleeping berth in the respective coaches under their charge, to the TS/COR in-charge of the train who will have the vacant berths allotted to the RAC passengers still awaiting such allotment before the same are released to waitlisted or other passengers.

405. E-Ticket –

E-Tickets (e-reservation) are another innovative service provided by IRCTC, which dispenses with the need for the physical ticket to be carried for a rail journey. The user can take a print out or a mobile SMS sent by IRCTC of the reservation details and perform the journey with original personnel photo identification without carrying the regular railway ticket.

405.1. Making an E-reservation-

To avail this service, the user can log on to www.irctc.co.in and book his ticket on the Internet just like any normal booking, and selecting 'e-Ticket' in the Plan My Travel page. On confirmation of his booking, the user can take a print of the Electronic Reservation Slip (ERS) and can perform the journey with the ERS and the photo identity card.

- Apart from booking confirmed tickets through e-reservation, passengers can also book RAC and waitlist tickets.
- However during the journey, if any one of the passengers booked on the 'e' ticket present any one of the seven identity cards mentioned below in original, the same will be accepted as proof of identity. The following photo identity cards are considered valid.
 - Voter Identity Card
 - Passport
 - PAN card
 - Driving License
 - Central/ state Government issued Photo ID card.
 - Student ID card with photograph issued by recognized school/college for their students.
 - Nationalized bank passbook with photograph.
 - Unique Identification Card "Aadhaar"



- At present, payments for e-tickets can be made only by direct debit (Internet Banking, with 15 Banks) or with the Cash Card Option. Payments through credit cards are not available for e-ticket Reservation at present. However ordinary Internet tickets (I-ticket) can be purchased using Credit Card.

The status of these tickets may get updated on account of cancellation of already booked tickets etc. and the status after preparation of charts may be either fully confirmed RAC/waitlist or combination thereof. These cases will be dealt with as under:-

405.2. Fully confirmed / RAC or combination thereof-

Names of the passengers whose status at the time of preparation of charts is fully confirmed / fully RAC or combination thereof will appear in the chart and they can undertake their journey.

405.3. Fully waitlisted passengers-

Fully waitlisted tickets (the ticket in which all passengers on one PNR, all the passengers are on waitlist) PNRs will be dropped from the reservation chart in the system.

On a PNR which has all the passengers on waiting list at the time of charting, the names of such waitlisted passengers will not appear in the charts and such passengers, if found traveling, will be treated as unauthorized and charges accordingly. However on a PNR which has some passengers confirmed or RAC status and some on waiting list, all the names including those on waiting list will appear in the chart.

405.4. Part confirm / RAC / Waiting list-

If on one PNR there are more than one passenger and one passenger is having confirmed /RAC status and rest are on waiting list or vice-versa, the names of all the passengers booked on such PNR will appear in the chart.

A certificate can be obtained from the Ticket Checking Staff in the train regarding non-traveling of wait-listed passengers on such tickets. Refunds can be obtained thereafter.

If all such passengers do not want to travel before chart preparation, on line cancellation can be done as at present. However, after chart preparation, on line request can be sent to IRCTC for seeking refund. IRCTC will arrange the refund as per extant refund rules after verification of the same from Zonal Railways concerned.

The facility of **change of name** and **boarding point** will also be permissible on e-tickets as per extant procedure applicable for normal PRS ticket through Railway Reservation offices and these facilities will not be available on line.

405.6. Journey with an e-Ticket (Reservation)-

The passenger has to necessarily carry any one of the seven Photo Identity card mentioned above along with the Electronic Reservation Slip (ERS). If the passenger is not able to carry the ERS but is carrying the proper Identity card, an excess fare ticket will be issued by the TTE / Conductor against payment of Rs.50/- per ticket, provided if his name is available in the chart. If the name is not available in the Chart, he is not authorized to board the train and the case will be treated as ticketless travel.

This Electronic Reservation Slip would also be treated as a valid authority for entering the Railway premises as for a normal ticket when accompanied by the relevant photo Identity Card.



405.7 Electronic Reservation Slip (ERS)-

After successful payment and booking of accommodations, the User is shown the ticket details along with a "Print Reservation Slip" Button". On clicking the button ERS is shown with an option to print. The customers can subsequently also print Electronic Reservation Slip from the 'BOOKED TICKETS' history page and the 'CANCEL TICKETS' page.

Names of the passengers whose status at the time of preparation of charts is fully confirmed/fully RAC or combination thereof will appear in the chart and they can undertake their journey.

405.8 Virtual reservation Message-VRM and the MRM-Mobile reservation message-

It had been decided to treat the screen shot of the e-ticket displayed through laptops/palmtops/mobile phones referred to as Virtual reservation Message-VRM and the MRM-Mobile reservation message for tickets booked on mobile phones combined with valid photo-id in original, as an instrument on par with Electronic Reservation Slip (ERS), even for tickets booked through IRCTC website.

It has now been decided to permit Short Messaging Service (SMS) sent by IRCTC/Railways, containing vital details as an instrument on par with the Electronic Reservation slip- ERS.

The mandatory features of the authorized SMS are as under:

a) SMS sent by IRCTC/Railways will be considered for this purpose.

b) The SMS should contain all the vital ticket details as illustrated:

PNR: 4231009529, Train: 16723, DOJ: 15/07/2011, 3AC, NDLS to BCT, Hari Krishna +3, SI 10-13, Fare: fl0000, SC-fl0 (+PG charges as applicable).

c) Also if feasible, the SMS will accommodate the names of all passengers booked on the e-ticket, otherwise maximum number of passengers.

The authorized SMS containing all the aforementioned vital details when displayed through laptops/palmtops/mobile phones combined with valid photo-id in original shall be treated as an instrument on par with the ERS.

The ERS/SMS/VRM/MRM along with the following will, be the components of a valid authority to travel:-

(i) Confirmed RAC reservation,

(ii) Valid ID-proof, and

(iii) Appearance of name of the passengers on the chart.

The SMS will also have to be displayed during the course of On-board/off-Board checking. If the passenger fails to produce/display this SMS due to any eventuality (loss, discharged mobile/laptop, etc) but has the prescribed proof of identity, a penalty of R50/- per ticket as applicable to such cases will be levied. The ticket checking staff On board/off board will give EFT for the same.

405.9. Cancellation of E- Tickets

E-Tickets can be cancelled on Internet at this website till Chart preparation of the train.

Cancellations are not allowed at face to face Railway Counters. If the user wishes to cancel his e-Ticket, he can do so till the time of chart preparation for the train (which is normally 4 hours before



the scheduled departure of the train from the train originating station). He can log on to www.irctc.co.in and go to Booked Tickets link and select the ticket to be cancelled and can initiate the cancellation by selecting the passengers to be cancelled. However if the Identity Card holder in the original ticket is selected for cancellation, all the passengers in the ticket would be cancelled and a fresh reservation will have to be made, duly including the ID particulars of another passengers. Cancellation would be confirmed online and the refund would be credited back to the account used for booking. If there is any partial cancellation of ticket, please ensure that a fresh e-reservation slip (Electronic Reservation Slip) is printed separately as done for the original ticket.

For any claims on e-tickets to be cancelled after the preparation of Reservation charts, the user has to send an email at the earliest possible time to etickets@irctc.co.in giving full details of the ticket and stating the claim, which would then be processed by IRCTC with the Railway administration offline and refunds as sanctioned by the Railway administration would be credited back to the user's account.

[Reference: Railway Board Circular No. -

49/2004,49/2005,60/2005,13/2006,16/2006,21/2006,84/2007,2/2008,43/2008,56/2008,59/2008,14/2009,13/2010,27/2010,36/2010,36/2011,7/2012,51/2012,17/2013]

Reservation fees for various class-

Class of Travel	Charges (in Rs.)	Supplementary Charges(in Rs.)
Second (sitting)	15.00	15.00
Sleeper	20.00	30.00
AC Chair Car	40.00	45.00
AC 3 Tier (Economy)	40.00	45.00
AC 3 Tier	40.00	45.00
First Class	50.00	45.00
AC 2 Tier	50.00	45.00
AC 1 st	60.00	75.00
Executive	60.00	75.00

Note:- Enhanced reservation fee which is levied on tickets booked for journey originating other than the ticket booking station like return tickets, onward journey tickets, etc. is withdrawn.[circular-20/2013]

506. Tatkal reservation:

1. On production of either of the following documents for identification. Passenger can obtain confirmed berths on first-come-first serve basis only one day in advance. Tatkal booking opens at 10 AM on One days in advance actual date of journey excluding date of journey w.e.f. of 10.07.2012(commercial circular no:43 of 2012). e.g. for train leaving on 6th, Tatkal Booking will Commence at 10 AM on 5th.Tatkal tickets shall be issued only on production of one of the ten prescribed proofs of identity shown under (as mentioned in Commercial **Circular No.68 of 2012 issued vide letter No.2011/TG-I/20/P/ID dated 01.11.2012**) as per procedure explained below:



- a. Voter Photo identity card issued by Election Commission of India.
 - b. Passport
 - c. PAN Card issued by Income Tax Department.
 - d. Driving License issued by RTO.
 - e. Photo identity card having serial number issued by Central/State Government.
 - f. Student Identity Card with photograph issued by recognized School/College for their students.
 - g. Nationalized Bank Passbook with photograph.
 - h. Credit cards issued by banks with laminated photograph.
 - i. Unique Identification Card "Aadhaar".
 - j. Photo identity cards having serial number issued by Public Sector Undertaking of State/Central Government, District Administration, Municipal bodies and Panchayat Administration.
2. The Tatkal Charges have been fixed as a percentage of fare at the rate of 10% of basic fare for second class and 30% of basic fare for all other classes subject to minimum and maximum as given in the table below.

Class of Travel	Minimum Tatkal Charges (in Rs.)	Maximum Tatkal Charges (in Rs.)
Second (sitting)	10.00	15.00
Sleeper	90.00	175.00
AC Chair Car	100.00	200.00
AC 3 Tier	250.00	350.00
AC 2 Tier	300.00	400.00
Executive	300.00	400.00

*charges are not refundable

3. The above charges will be levied uniformly both in peak period & non-peak periods.
4. Tatkal tickets will be issued for actual distance of travel, instead of end-to-end, subject to the distance restriction applicable to the train. The same Tatkal berth/seat may be booked in multiple legs till preparation of charts. At the time of preparation of charts, unutilized portion may be released to the General RAC/Waiting list passengers.
5. Tatkal facility is also available in Executive Class of Shatabdi Express trains also, by earmarking 10% of the accommodation available i.e. 5 seats per coach.



6. No duplicate Tatkal tickets shall be issued. Duplicate Tatkal tickets shall be issued only in exceptional cases on payment of full fare including Tatkal charges.
 - a. For this purpose, a self attested photo copy of the proof of identity of anyone passenger shall be attached to the requisition slip.
 - b. The details of the identity proof shall be captured by the system and indicated on the reserved tickets as well on the reservation chart.
7. It will not be mandatory for the passenger(s) to go to the counter to book the Tatkal ticket, however, the proof will have to be sent in the aforementioned manner.
8. During the journey, the passenger, whose identity card number has been indicated on the ticket, will have to produce original proof of identity indicated on the ticket, failing which all the passengers booked on the ticket shall be treated as traveling without ticket and charged accordingly. Indication will come on the ticket regarding carrying the same original proof of identity during the journey, as indicated on the ticket.
9. If the passenger whose identity card number is indicated on the ticket is not traveling, all other passengers booked on that ticket, if found **traveling in train, will be treated as traveling without ticket and charged accordingly.**
10. Agents / RTSAs/Web service agents/Web agents of IRCTC are restricted from the booking Tatkal tickets between 1000 hours and 1200 hours. This restriction shall be enforced through frequent inspection at the counters. The agents both web service agents and web agents shall also be restricted from booking Tatkal tickets on the internet between 1000 hours and 1200 hours.
11. Even for internet booking for Tatkal tickets, the passenger shall enter the identity proof type and number, which is to be used for travel. These details shall be printed on the ERS/indicated on the VRM/MRM as well as in the reservation chart.
12. It will be possible to book a maximum of only four passengers per PNR for Tatkal tickets.
13. The web services agents of IRCTC will be permitted to book only one Tatkal ticket per train per day on the internet.
14. The facility of change of name is not permitted on the bookings made under Tatkal scheme.

[Reference	Railway	Board	Circular	No.-
33/2004,47/2005,48/2005,58/2005,78/2006,83/2006,60/2007,76/2007,83/2007,4/2008,26/2008,38/2008,40/2008,57/2008,9/2009,13/2009,27/2009,37/2009,5/2011,61/2011,62/2011,67/2011,71/2011,72/2011, 32/2012,43/2012,67/2012,75/2012,21/2013]				

407. Inclusion of the name of children below the age of 5 years in the requisition form-

As per extant instructions the children below the age of 5 years no tickets are required. In the case of train accident, it becomes difficult to identify of children below the age of 5 years whose parents had died in the accident, as no particular being available with Railways.

The feasibility of storing the details of the children below the age of 5 years in the system is being



examined. Till such time this provision is made in the system, the following measures may be adopted by zonal railways to store the data regarding the children below 5 years accompanying the passengers:-

1. The passengers may be asked to indicate the name(s) of the child/children below the age of 5 years, who will be accompanying them during the journey, in the requisition form submitted at the time of seeking reservation, these name will not be fed in the computer but kept as record.
2. The passengers may also be requested to give the name(s) of the child/children below the age of 5 years accompanying them in the train to the Train Conductor who will keep a note of this in the Reservation Chart.

Chapter-5

Refund Rules

These refund rules are uniformly applicable to the tickets of all trains excluding Rajdhani express and Shatabadi express train and also for circular journey tickets.

501. Short title and commencement-

1. These rules may be called the railway passengers (cancellation of tickets and refund of fares)



rules. 1998.

2. They shall come into force with effect from 1st day of October 1998.

502. Definitions-

In these rules unless the context otherwise requires:

- i. 'Clerkage' means a charge levied for the clerical work rendered in the refund of fares.
- ii. 'Destination station'- means the station for which the ticket has been issued.
- iii. "RAC ticket" means a ticket on which a seat has been reserved against requisition for a berth and a berth may be subsequently provided against cancellation, if any.
- iv. "Fare" includes basic fare supplementary charge on superfast trains and reservation fee.
- v. "Reserved ticket" means journey tickets on which a berth or seat has been reserved:
- vi. "Reservation fee" means the charge in addition to the fare, levied by the railway administration for the reservation of a berth or seat.
- vii. "Station" means a railway station and includes any reservation office or booking office, in the same city.
- viii. "Station master" means a railway employee by whatever name called having overall charge of a railway station and includes any other railway employee authorized to grant refund of fare at a station.
- ix. "Ticket" means a single journey ticket or any half of a return ticket and excludes season ticket, Indrail pass ticket and special ticket for a reserved carriage or a tourist car/saloon or a special train.

503. Station master to refund fares:

1. Subject to the other provision of these rules, every refund of fare on unused unreserved ticket shall, when such ticket is presented for refund of fare to the station master of ticket issuing station, be granted by such station master after verifying the genuineness of the tickets from the record of the station.
2. Subject to the other provision of these rules, every refund of fare on reserved tickets, RAC tickets and wait-listed tickets shall, when such tickets are presented for refund of fare to the station master of ticket issuing station, be granted within the time limits prescribed in



these rules, by such station master after verifying the genuineness of the tickets through computer or from the record of the station provides that:-

- a) In case of tickets which were issued for travel from a station other than the ticket issuing station, refund of fare shall be admissible at:-
 - i. The ticket issuing station, if the ticket is surrendered before the scheduled departure of the train from the station from where the ticket is valid for travel; and
 - ii. The journey commencing station, if the ticket is surrendered within the time limits prescribed in these rules, and
- b) Refund of fare may also be granted by the station master of a station other than the ticket issuing station and journey commencing station subject to the conditions that:
 -
 - i. The ticket is surrendered for refund of fare during working hours of the reservation office and before the preparation of reservation chart, of the concerned train, for the station from where the ticket is valid; and
 - ii. The genuineness of the ticket and its particulars are verifiable at the refund granting station through computer or from record of the station
 - iii. If the conditions (i) and (ii) above are not fulfilled, a ticket deposit receipt (TDR) will be issued to the passengers and refund may be granted by CCM(Refund) of ticket issuing railway on application.

504. Levy of Clerkage Charges-

Subject to the other provisions of these rules Rs. 15 clerkage charges per passenger will be levied for the cancellation of unreserved tickets and Rs. 20 clerkage charges per passenger will be levied for waiting list and RAC tickets.

505. Refund on Unused Unreserved ticket:

(1) Subject to the provision of these rules, if a ticket on which reservation of a seat or berth has been made, is presented for cancellation, refund of fare shall be made after deducting cancellation charge from the fare as follows :

(a) If a ticket is presented for cancellation more than 24 hours before the scheduled departure of the train cancellation charge shall be deducted at the flat rate of Rs. 120/- for A.C First Class/Executive Class, Rs. 100/- for A.C. 2 Tier Class/ First Class, Rs. 90/- for A.C. 3 Tier Class/A.C Chair Car, Rs. 60/- for



Sleeper class and Rs. 30/- for Second class.

(b) If the ticket is presented for cancellation within 24 hours and up to four hours before the scheduled departure of the train, cancellation charges shall be 25% of the fare subject to the min. flat rate mentioned in clause (a).

(c) If the ticket is presented for cancellation within four hours before the scheduled departure of the train and up to:

1. Three hours, when the ticket is for a destination station up to 200 KM.,
2. Six hours, when the ticket is for a destination station of more than 200 KM but up to 500 KM., and
3. Twelve hours, when the ticket is for a destination station of more than 500 KM.,

After the actual departure of the train, cancellation charges shall be 50 % of the fare subject to the min. flat rate mentioned in clause (a).

Provided that for night train leaving between 21:00 hours and 06:00 hours (actual departures), refunds shall be admissible at the station within the time limit specified above or within four hours after the opening of reservation office, whichever is later.

(2) No refunds shall be granted at the station if the ticket is surrendered for cancellation after the expiry of the period mentioned under clause (c) of sub rule (1).

Note: (1) In the case of tickets issued for travel from some other stations refunds shall be admissible at the ticket issuing station provided that the ticket is surrendered before the scheduled departure of the train from the station from where the ticket is valid.

(2) On a party/family ticket issued for more than one person, where some persons have confirmed reservations and others are on waiting list, full refund less clerkage charges is admissible for confirmed passengers provided that the entire ticket is surrendered for cancellation at the journey commencing station within four hours before the scheduled departure of the train and up to three hours after actual departure of the train.

506. Refund on unused reserved ticket:

(1A) Subject to provisions of subrule (2), no cancellation charges shall be payable if a wait-listed or RAC ticket is presented for cancellation up to :

- (i) Three hours, when the ticket is for a destination station up to 200 KM.
- (ii) Six hours, when the ticket is for a destination station of more than 200 KM but up to 500 KM., and
- (iii) Twelve hours, when the ticket is for a destination station of more than 500 KM.,

after the actual departure of the train except for a deduction of a clerkage charge of Rs. 30/- per passenger.



Provided that for night train leaving between 21:00 hours and 06:00 hours (actual departures), refunds shall be admissible at the station within the time limit specified above or within four hours of opening of the reservation office, whichever is later.

(2A) Where confirmed reservation has been provided to RAC or wait-listed ticket holder at any time up to the final preparation of reservation chart, such ticket shall be treated as a reserved ticket and cancellation charges shall be payable in accordance with rules mentioned above.

Note:

1. Refund of fare on reserved, RAC and wait list tickets is granted when tickets are surrendered for refund to the station master of issuing station.
2. Refund will be granted within the time limits prescribed in the rules.
3. Station master, after verifying the genuineness of the tickets through computer or from records at the station, will refund the amount as applicable.

506.1. Refund at ticket issuing and journey commencement station is same:

1. When tickets are presented for refund of fare to station master.
2. When ticket is presented within the time limits as per rules.
3. After verifying genuineness of the tickets.

506.2. Journey commencement station is other than ticket issuing station.

1. Refund will be arranged if the tickets are surrendered before departure of the train.

506.3. Refund of ticket at other than ticket issuing station and journey commencement station:

1. When the reserved ticket is surrendered during working hours and before preparation of reservation charts.
2. After verifying the genuineness of the ticket.

507. Refund of fare under normal circumstances-

S.No	Type of ticket	Time limit for cancellation	Cancellation charges/refundable amount
1	Unused unreserved ticket	Within 3 hrs after actual departure of train	Rs. 10/- per passenger.
2	Unused/unreserved ticket valid for the day	Within 3 hrs after actual departure of last train of the day to destination	
3	Unused/reserved tickets	(A). More than 24 hrs in advance of the scheduled departure of the train.	Minimum cancellation charge of Rs.120/- I AC/Executive



			class Rs.100/- 2AC/1 st CL Rs. 90/- 3AC /ACCC Rs. 60/- Sleeper Rs.30/- II Class Seat
		(B). Less than 24 hrs in advance and up to 4 hrs before the scheduled departure of the train.	25% of fare subject to the minimum cancellation charges as above
		(C). Within 4 hrs before the scheduled departure of the train and. After departure of train for a distance kms Up to 3 hrs up to 200 Up to 6 hrs 201 to 500 Up to 12 hrs above 500	50% of fare subject to the minimum cancellation charges as above
4.	Unused RAC/wait list ticket	Up to 3 hrs up to 200 Up to 6 hrs 201 to 500 Up to 12 hrs above 500	Rs.30/- I AC/Executive class 2AC/1 st CL,3AC /ACCC,SL Rs.15/- II Class Seat will be levied as clerkage charge
5	Unused reserved tickets confirmed for a part of the journey	Time limit as applicable for reserved, RAC, wait list tickets as mentioned above according to the reservation status of the first lap of the journey First lap of the journey is confirmed First lap of journey is RAC/ wait list	(a). Cancellation charges will depend on time of cancellation and distance as applicable to reserved ticket for entire journey (b). Rs. 20/- per passenger as clerkage will be levied for the entire journey
6.	Refund on tickets where some passenger's are confirmed and others are RAC/ wait listed.	Tickets cancelled within 4 hrs before the scheduled departure of the train and up to 3 hrs after the actual departure of the train	Only clerkage charges of Rs. 20/- per head will be deducted on all confirmed & RAC or wait list passengers
7.	Refund on cancellation of journey modified ticket	(a). On preponed/postponed or change of class tickets where% on original fares are not collected as modification charge. (b). If modification charges are collected at 25% or 50% of original fares, only on cancellation charge on modified journey ticket is collected	(a)Two cancellation charges , one as on date of preponement or postponement and date of revised journey, the other as on date of revised journey and date of cancellation (b). only one cancellation charges is collected a on the day of actual cancellation
Note: for night trains leaving between 21 hrs to 6 hrs (actual departure)refund shall be admissible at the station within the time limits specified above or within 4 hrs after the opening f reservation office, whichever is earlier			

508. Refund of Fare under Abnormal Circumstances-

S.	Type of ticket	Time limit for cancellation	Cancellation
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No			charges/refundable amount	
1	Late running of train by more than 3 hrs	After the actual departure of the train at journey commencing station up to 3/6/12 hrs of distances of 200/500/above 500 kms	Full fare is refunded without any deduction.	
2	Inability of the railways to provide accommodation to reserved passengers	Within 3 hrs after the actual departure of the train at the journey starting station.	Full fare refunded without any deduction	
3	Failure of AC equipment	Within 20 hrs of actual arrival of the train at destination	class	Refundable amount
			I AC/Executive class	Difference of fare between IAC/EC&FC M/E
			2AC/3AC	Difference of fare between 2AC/3AC&SL M/E
			ACCC	Difference of fare between ACCC& II CLASS M/E
4.	Travelling in lower class for want of accommodation	Within 2 days of actual arrival of the train at destination.	Difference of fare between fare paid and the fare of class travelled	
5	Change of train timings to earlier hours other than specified in the time table	After the actual departure of the train and within 3 hrs of the old departure of time. Available for 7 days only from the date of change of time	Full fare less clerkage charge of Rs. 20 per passenger.	
6.	Missing of connection of outward journey due to late running of connecting train	Within 3 hrs of actual arrival of train by which the passenger has travelled.	Full fare of untraveled portion after retaining the fare for the travelled portion without CC.	
7.	Dislocation of train service enroute	Refund will be granted at the station where the journey is terminated		
	(i). Inability of Railways to make alternate arrangements		(i). full fare for the entire booked journey without clerkage	
	(II). Passenger not willing to make use of alternative arrangements provided		(ii). Full fare for untraveled portion after retaining the fare for travelled portion without cc.	
	(III). Bandh,			



	Railroko etc.		(ii). Full fare for untraveled portion after retaining the fare for travelled portion without cc.
8	Cancellation of train due to accidents, breaches, floods etc.	Within 3 days of the scheduled departure of the train	Full fare for the entire booked journey without cc.
9	Death/Injury to a passenger in a railway accident	Within 3 days of the scheduled departure of the train	Full fare for the entire booked journey without cc.

509. Refund on unused wait listed or RAC Tickets:

1. Subject to provision of sub rule (6) no cancellation charge shall be payable if a WL or RAC ticket is presented for cancellation except clerkage charges.
 - I. Upto 3 hours, when the ticket is for a destination upto 200 kms,
 - II. Upto 6 hours, when the ticket is for a destination station exceeding 200 kms but upto 500 kms, and
 - III. Upto 12 hours, when the ticket is for a destination station exceeding 500 kms

After the actual departure of train except for a deduction of clerkage charge of Rs.20/- per passenger.

Provided that the night trains leaving 21.00 hours and 6.00 hours (actual departure), refund shall be admissible at the station within the time limit specified above or within first 2 hours after the opening of reservation office.

2. Where confirmed reservation had been provided to RAC or WL ticket holder at any time upto the final preparation of reservation charts, such ticket shall be treated as reserved, and cancellation charge shall be payable in accordance with rule-6.

3. a) This rule is applicable on single journey tickets.

b) In case of ticket issued for travel from some other station, refund be admissible at the ticket issuing station provided that the ticket is surrendered before the scheduled departure of train from the station from where the ticket is valid (for WL or RAC tickets).

510. Cancellation of partly confirmed and partly RAC / Waitlisted tickets-

- In such cases, cancellation charges will not be levied and only clerkage charges will be collected from confirmed passengers also provided the entire ticket is surrendered for



cancellation at journey commencing station within 4 hrs before the scheduled departure of the train and upto 3 hrs after its actual departure.

511. Postponement or preponement of journey on a reserved, RAC or waitlisted ticket-

511.1. Postponement of journey:

(a) Confirmed Tickets: Postponement of journey on confirmed tickets shall be allowed in the same or any higher class, by any subsequent train on the same day or any subsequent day, for same or any longer destination, provided that :

- (i) confirmed or RAC or waiting list accommodation is available in the train in which fresh reservation is required ;
- (ii) fresh reservation fee for the class for which reservation is required is paid, in case of tickets surrendered during working hours and at least twenty four hours before the scheduled departure of the train in which originally booked ;
- (iii) 25% fare of already booked ticket is paid as cancellation charges, in case of tickets surrendered during working hours and within twenty four hours and four hours before scheduled departure of the train in which originally booked;
- (iv) 50% fare of already booked ticket is paid as cancellation charges, in case of the tickets surrendered during working hours and within four hours before the scheduled departure and upto the maximum time limits mentioned in rule 6(i)(c) of Refund Rules after actual departure of the train in which originally booked .

(b) RAC and Wait listed Tickets :Postponement of journey on RAC and Wait listed Tickets shall be allowed in the same or higher class, by any subsequent train on the same or any subsequent day, for same or any longer destination, provided that -

- (i) confirmed or RAC or waiting list accommodation is available in the train in which fresh reservation is required ;
- (ii) ticket is surrendered during working hours and upto the maximum time limits mentioned in rule 6(i)(c) of Refund Rules after actual departure of the train in which originally booked;
- (iii) Clerkage charge is paid.

511.2. Preponement of journey: Preponement of journey on confirmed, RAC and wait listed tickets shall be allowed in the same or any higher class, by any earlier train on the same day or any earlier day, for same or any longer destination, provided that : -

- (a) confirmed or RAC or waiting list accommodation is available in the train in which fresh reservation is required ;
- (b) the ticket is surrendered during the working hours of the reservation office and at least six hours before the scheduled departure of the train in which reservation is required or before preparation of the reservation chart, whichever is later ;



(c) fresh reservation fee for the class for which reservation is required is paid, in case of preponement on confirmed tickets; and

(d) Clerkage charge is paid, in case of preponement on RAC and wait listed tickets;

Explanation: -

In case of difference of fare, between the class of a train on which the ticket was originally reserved and the same class of a train on which the preponement or postponement is provided, the change of reservation shall be made subject to refund or recovery of the difference as the case may be.

Preponement or postponement of journey shall be allowed only once.

The Postponement or Preponement of normal train ticket journeys will not be applicable against Tatkal Quota even on payment of Tatkal charges.

If the ticket, on which journey has been altered, is cancelled, cancellation charges shall be payable as indicated in Refund Rules.

512. Change of journey from Lower class to Higher Class:

- a. Change of reservation is allowed, without levying any cancellation charge on a reserved ticket of lower class for higher class on the same train and day or when reserved for a seat in a class for reservation of a berth in the same class on the same train and day, provided that:
 - i. Accommodation is available, and
 - ii. The request for change is made-
 1. Either the working hours of reservation office and upto 6 hours before the scheduled departure of the train, or
 2. During the course of journey in the train.
- b. No charges will be collected if reserved ticket is changed to higher class under the upgradation scheme.

Note:

1. Fresh reservation fee shall be realized when the ticket is preponed or postponed or change to higher class or change from seat to berth. In the case for tickets like Rajdhani and Shatabdi Express, where the fare is inclusive of all charges, fresh reservation fee as applicable for the particular class for which the ticket is issued, will be collected.
2. The change referred to under sub-rule (1) shall be allowed only once.
3. If the ticket on which the change of reservation has been allowed under sub-rule(1) is cancelled, cancellation charge shall be payable as follows namely:
 - a. Cancellation charges as would have been due if the original reservation had been



cancelled at the time when the change of reservation allowed, and

- b. Cancellation charge due in respect of altered reservation as if this altered reservation is fresh reservation.

Explanation: regarding change of ticket from lower to higher class or from seat to berth, no time limit has been

prescribed because such request for change can be made even at the last moment or in train.

513. Non commencement of journey due to late running of trains:

1. No cancellation charge or clerkage shall be levied and full fare shall be refundable to all passengers holding Reserved, RAC, and Waitlisted tickets, if the journey is not undertaken due to late running of the train by more than 3 hours of the scheduled departure of the train from the journey commencing station provided that the ticket is surrendered upto the maximum time limits prescribed in clause (c) of sub-rule (1) of rule 6 .Which is given below:

Full refund will be permitted even after the departure of train in the event of train running more than 3 hours late and that the time limits will be up to 3 hours if the distance of the ticket is up to 200Kms., up to 6 hours if the distance of the ticket is 201- 500 Kms. and up to 12 hours after the departure of the train if the distance of the ticket is more than 500 Kms.

2. Where a passenger holding a ticket with or without reservation, misses connection at any junction station due to late running of the train by which he had travelled, the fare for the untraveled portion shall be refunded after retaining the fare for travelled portion without charging any cancellation charge at such junction station if he surrenders the ticket for such refund within 3 hours of actual arrival of the train by which he has travelled.

514. Refund due to Railways inability to provide reserved accommodation:

- Under these rules passengers holding reserved tickets are entitled for full refund.
- Provided that such tickets are surrendered for refund within 3 hours from actual departure of train.
- Provided further that when the train is cancelled due to unforeseen circumstance such as accidents, breaches or flood, the ticket is surrendered within 3 days excluding the scheduled date of the departure of train.

515. Partially used tickets:

1. Except as provide in these rules, no rules shall be granted at a station on a ticket on which part of the journey has been undertaken.
2. Whereas passenger terminates journey enroute, a ticket deposit receipt shall be issued to the



ticket holder by the station master of the station in lieu of surrender of ticket and ticket holder may apply to chief commercial manager (refund) of the ticket issuing railway enclosing the ticket deposit receipt in original for refund of fare. The fare for untraveled portion shall be refunded after retaining the fare for travelled portion.

516. Ticket deposit receipt (TDR)

1. When refund cannot be granted at station, TDR is issued to the passenger.
2. All the railways for unused and partially used tickets will issue only one standard TDR.
3. TDR is in form of a machine numbered book with three foils namely,
 - a. Passenger
 - b. CCM
 - C. Record
4. Passenger foil contains guidelines for passenger and the other two foils contain instructions to the railway staff.
5. Ticket collector or station master will issue TDR. At important stations TDR books are available at refund counters.
6. TDR can be obtained by passenger up to 30 days from the scheduled departure of the train.
7. TDR is prepared through carbon process. The TDR issuing staff will cancel the ticket & write TDR number on the ticket, cancelled tickets must not be given to passenger, the passenger foil of TDR is handed over to the passenger.
8. The CCM foil of TDR along with cancelled ticket will be sent to CCM (Refunds) within 15 days from the date of issue through a special messenger.
9. No TDR should be dispatched to CCM's office without filling in the columns.
10. TDR must not be issued when refund is admissible at station.
11. On the back of passenger foil of TDR, an application is printed. The passenger must fill the application and apply to CCM (refunds) for refund within 90 days from the scheduled journey date.
12. On the application the party can prefer the mode of payment in the form of station pay order/ cheque/ money order.
13. Railways should dispose cases within 16 days. However, the case is settled within 3 months from the date of receipt of original TDR from the party.
14. If refund is not admissible the reasons must be conveyed to the passenger.

517. Discontinuation of journey due to dislocation of train service:

1. When a train journey is dislocated enroute due to unforeseen events, such as accidents, breaches and floods, full fare for the entire booked journey without any deduction for the travelled portion and without levy of cancellation charge shall be refunded at the station at which journey is terminated under the following circumstance:-
 - a) Where the railway is unable to carry the passenger to the destination station within a



reasonable time by arranging transshipment or diversion or otherwise; or

- b) When the passenger is involved in railway accident and/or injured in the accident and does not continue his journey; or
- c) In the case of death or injury to a passenger in a railway accident, the Kith and kin of the passenger have to terminate their journey.

2. Where the railway administration offers to carry the passenger to his destination station by any diverted route or by arranging transshipment or otherwise and the passenger is not will to avail of such alternative arrangement, fare for the untraveled portion of the journey shall be refunded after retaining the fare for travelled portion without charging any cancellation charges at the station where the journey has been terminated.

3. Where the train journey is discontinued enroute due to bandhs, agitations or Rail roko, fare for the untraveled portion only shall be refunded after retaining the fare for travelled portion without the levy of any cancellation charges.

4. If the trains which have separate all inclusive fare structure on point to point basis are terminated at a non scheduled stoppage of the train and the passenger is not willing to avail of the alternative arrangement by railway administration to carry the passenger to his destination station, fare for the untraveled portion shall be refundable. In such cases, fare for the distance travelled will be retained based on the per kilometer fare of ticket and balance amount shall be refundable as the fare for untraveled portion of journey.

518. Failure of Air Conditioning equipment:

1. Where the AC has not worked the portion of journey, refund on the tickets issued for AC coaches shall be granted for such portion on the following basis-
 - i. If the ticket is for AC 1st class, the difference between the AC1st class fare and 1st class M/E fare.
 - ii. If the ticket is for AC 2nd/AC Sleeper class, the difference between the AC 2nd/AC Sleeper class fare and 2nd class sleeper M/E fare.
 - iii. If the ticket is for AC Chair Car, the difference between the AC Chari Car fare and 2nd class M/E fare.
2. The refund of difference of fare granted under sub rule (1) shall be granted at destination station on the production of ticket along with a certificate from conductor or guard or the travelling ticket examiner of the train giving particulars of ticket number, number of the coach and stations between which AC had not worked and is presented within 20 hours of the arrival of the train

519. When the passengers are made to travel in a lower class for want of accommodation:

1. If the ticket holder of a higher class is made to travel in a lower class for want of



accommodation in the class for which the ticket is issued, refund of the difference between the fare paid and the fare payable for the class in which it is actually used shall be granted at destination station or at the originating station, as the case may be.

2. Provided that refund shall be granted at destination station only on production of a certificate from the conductor or the guard or the travelling ticket examiner of the train certifying the holder of the ticket had to travel in a lower class for the want of accommodation in the class for which it was issued and ticket is presented with 20 hours of the arrival of the train at the destination stations.

520. Refund on lost/misplaced tickets:

1. No refund is permissible against lost/misplaced tickets.
2. However passenger will be allowed to travel on the reservation already made on confirmed one or RAC
3. If the loss of confirmed/RAC ticket is reported before the preparation of the reservation chart, duplicate ticket will be issued on the collection of the clerkage charge per passenger.
4. If the loss of confirmed/RAC ticket is reported after the preparation of the reservation chart, duplicate ticket will be issued on the collection of the 50% of the fare.
5. No duplicate ticket will be issued after the preparation of reservation chart in case of RAC ticket.
6. Loss of tickets be reported to railways immediately to prevent fraudulent refunds on lost tickets.

521. Wait Listed Passengers on concession and Privilege Ticket Order (PTO):

When any person had purchased a ticket on any concessional order or privilege ticket order, and is waitlisted for reservation in any train he shall be entitled to avail of the same ticket for reservation in any other train on same date or any other date without losing the benefit of concessional fare.

522. Unused portion of return ticket:

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

523. Refund on tickets on which luggage is booked:

- Refund of fare on unused tickets on which luggage is booked and journey is not undertaken, than luggage ticket will be cancelled and freight will be refunded after recovery of warpage charges if any and deduction of cancellation charges of Rs. 10/- per luggage ticket. Journey ticket shall be endorsed to the effect.



- On production of journey ticket the fare will be refunded, if bearing the endorsement after deducting the cancellation charges as per rules.

524. Refund on duplicate ticket:

- Refund is not granted when the duplicate ticket is issued before preparation of chart
- When lost or misplaced ticket is traced after issue of duplicate ticket and presented before departure of train, refund on duplicate ticket is allowed after deducting 5% of fare subject to a minimum of Rs.25/- .
- In case journey is also not under taken the cancellation charges on original ticket will be deducted as per rules.
- If passenger pays excess charge on train on account of lost reserved/RAC ticket, 50% of fare will be refunded on application to CCM, if nobody has taken refund on the original ticket.
- The charges collected towards duplicate ticket shall not be refunded at destination station.

525. Refund to the person who did not travel on a combined ticket

- When it is known before commencement of journey that less number of persons will be travelling on a group ticket, the original ticket shall be collected at the station and a free excess fare ticket is issued for the remaining passengers. Refund for the persons not travelling shall be granted at the station itself after deducting the usual cancellation charges.
- In case of UTS/SPTM tickets the cancellation charges shall be levied on the passengers not travelling and fresh ticket shall be issued for the passengers not travelling.
- In case of passenger could not claim refund before the commencement of journey and approach the TTE/COR of the train, TTE/COR shall issue the guard certificate to the passenger for persons not travelling so as to enable him to claim refund from CCM (refunds) office. In addition they will also make necessary endorsement in this regard on the ticket as well in the reservation chart except in case of E-tkt.

Note: Refund can be claimed up to 30 days at destination itself under computerized coaching refunds scheme, if PRS counters are available.

526. Refund on tickets up to the value of clerkage charges:

- In such cases no refund will be admissible on cancellation or surrendering of such tickets.

527. Refund on partially used tickets by Rajdhani / Shatabadi trains:

- Since the fare for Rajdhani / Shatabadi trains is on point to point basis, break journey on tickets for these trains is not permitted hence no refund is admissible.



528. Refund on missing train due to change in train timings:

- At times due to change in time table (scheduled or mid-term departure time of certain trains are advanced , in such cases if the passenger miss the concerned train for which reservation has been made may be granted full refund provided the refund is claimed after the departure of the train as per the old timings. Clerkage charges is collected, this facility will be available for a period of seven days from which the train timings has been changed.

529. Refund on Tatkal ticket:

No refund will be granted on cancellation of confirmed Tatkal tickets/duplicate Tatkal ticket except in case of circumstances mentioned in Para 2 of instructions contained in Commercial Circular no. 53 of 2006 issued vide letter no. 2006/TGII/ 20/P/Tatkal, dated 30.06.2006.

(1) Full refund of fare and Tatkal Charges will be granted on the tickets booked under this scheme in the following circumstances:

- If the train is delayed by more than 3 hours at the journey originating point of passenger and not the boarding point if the passenger's journey originating point and boarding point are different.
- If the train is to run on diverted route and the passenger is not willing to travel; boarding station or the destination station or both the stations are not on the diverted route
- In case of non attachment of coach in which Tatkal accommodation has been earmarked and the passenger has not been provided accommodation in the same class.
- If the party has been accommodated in lower class and does not want to travel. In case the party travels in lower class, the passenger will be given refund of difference of fare and also the difference of Tatkal charges if any.
- The booking under Tatkal scheme will be done only from the originating to terminating point of the train with boarding facility from intermediate station. However zonal railways have been given the discretions of imposing restrictions on Tatkal booking regarding defining trains as end to end or keeping it free or imposing distance restriction etc. Keeping in view the overall utilization of the accommodations available in the train

3. No refund will, however, be permissible on the reservations made under Tatkal scheme in case the coach, in which accommodation under Tatkal scheme has been earmarked, is not attached and the accommodation has been provided to the Tatkal passengers in the normal train services in the same class.

4. Tatkal wait listed tickets (which were not confirmed) shall be granted refund on par with the journal wait list tickets.

530. Refund in other circumstances:

- For refund of fare under circumstances other than those specified above or where refund is not admissible or not granted at the station on account of expiry of time limits or otherwise, a



Ticket Deposit Receipt is issued to the passenger in lieu of the surrendered ticket at the station where the ticket is surrendered. The passenger can claim refund in CCM` s office.

531. Rounding off rule for refund of fares:

1. The cancellation charge on the passenger ticket will be rounded off to nearest rupee i.e. fraction of a rupee below 50 paise will be dropped off and 50 paise or more will be rounded off to next higher rupee.
2. This rounding off rule for refund will be applicable uniformly for tickets of all classes and trains.

532. Computerized Coaching Refund Scheme (CCRS)-

532.1. Exceptional Data Report (EDR):

Purpose: CCRS is introduced to simplify the procedure of refund of fares on reserved tickets on normal

circumstances and beyond the existing time limit.

How: By updating the chart position in PRS to grant refund across the counter even beyond time limit

anywhere in the country.

UPDATING OF CHART: Ticket checking staff has to prepare Exceptional Data Report (EDR) after checking

the coach on the following cases.

1. Passenger not turned up.
2. Forced to travel in lower class holding higher class ticket.
3. Failure of AC equipment in the coaches.
4. Less number of passengers travelled on a group ticket.
5. Discontinuation of journey due to dislocation of train services.
6. Accommodation could not be provided.
7. Cancellation of trains.

532.2. Date Entry point (DEP): Data entry points are those stations where exceptional data report is fed into the PRS. These stations are nominated keeping in view the following conditions.

- a. Change over stations of TTE` s.
- b. Availability of PRS.



532.3 When and how Refund is admissible-

To a person who is booked on the concerned ticket. Such person must come personally to claim refund and produce photo copy of any document proving his identity.

1. Photocopies to be verified with the original by the official granting refund.
2. At all PRS counters during working hrs, up to 30 days from the scheduled departure time of the train from its originating station.
3. Normal cancellation charges will be levied as per rules.

532.4 Refund shall not be granted- When the PRS is not updated with EDR.

1. On waiting list tickets.
2. Where cash refund is not admissible at the station across the counter.
3. To any person who is not booked on the concerned ticket.

532.5. Instruction for Ticket Checking Staff/Supervisors/E&RCs-

1. EDR is prepared in triplicate, for each coach separately. It will be responsibility of TS or Senior most TTE to ensure that these reports are prepared by the TTEs of their respective coaches. If a coach is not checked, the senior most TTE will certify this fact on the EDR of the particular coach giving reasons for not checking.
2. It may be ensured that EDR forms in sufficient quantity are supplied to TTEs to avoid usage of non-standard formats. The EDR should be prepared in triplicate.
 - a. The original EDR should be handed over to the refund Supervisor/Shift Supervisor at the nominated points and clear acknowledgement should be obtained on carbon copy of each of these reports from the supervisor. It will be responsibility of Senior most TTE to ensure that all staff handed over their copy of EDR including those which are not checked.
 - b. One carbon copy will be attached to the original chart and the amended chart and handed over to the outgoing TTE.
 - c. One carbon copy of the EDRs along with the copy of the amended chart should be preserved as per existing practice.
3. EDR should be handed over within one hour after arrival of train otherwise the matter is reported to higher authorities.



Chapter-6

Luggage Traffic

601. Definitions: -

1. **Luggage** means the goods of a passenger either carried by him in his charge or entrusted to a railway administration for carriage. [IRCM vol-1 chapter-8].
2. **Un-booked or partially booked luggage:** Luggage carried in excess of free allowance without booking is called 'un-booked luggage' and luggage carried in excess of actually booked is called partially booked luggage.
3. **Free allowance:** This is the quantity of luggage a passenger can carry with him in the passenger compartment without paying any charges. Free allowance is granted as per the class of travel.
4. **Marginal allowance:** This is the quantity of luggage that is used to determine the extent of penalty to be imposed in case of un-booked or partially booked luggage. Marginal allowance is not granted but taken into consideration.

602. Articles not accepted as luggage-

1. Offensive articles – exception: Wet skin of wild animal in air tight box.
2. Explosive and dangerous goods, except safety cinema film, safety cartridges, and small oxygen gas cylinder with patient in 1st class accompanied by a medical attendant and holding doctor's certificate that the carriage of oxygen cylinder is necessary. Usual free allowance will be granted.
3. Oil grease, ghee, paints etc. which might be contact breakage, or leakage damage other articles, exception 20 kg ghee per passenger is allowed.
4. All varieties of dry grass, leaves and waste paper.
5. Dead poultry and game.

Note:

1. Bulky articles are allowed as luggage but no free allowance is granted. These are charged on weight or by measurement whichever is greater.
2. Dry fish not permitted on C.Rly. , passenger detected carrying dry fish and articles mentioned above vide item (1) to (5) are liable for prosecution.



603. Luggage carried by AC 1st, Sleeper class and 2nd class passengers-

Passenger are requested to take into a carriage only such small articles of personal luggage as are required for their own use on the journey and can be placed in the carriage without inconveniencing other passenger or reducing available accommodation in the carriage for sitting/sleeping free movement.

Trunks, suitcases, boxes or articles of luggage which in outside measurement exceed anyone of the following dimension should be carried in brake van and not in passenger compartment

100 cms (length) x 60 cms (breadth) x 25 cms (height)

If such articles are carried with the passenger in the compartment they will be charged separately as luggage on their full chargeable weight without granting any free allowance.

Such packages may be transferred to Brake Van for onward journey. Free allowance will be allowed only for the distance these packages are carried in Brake Vans. For the distance these packages are carried in passenger compartment, no free allowance is granted and freight due on full chargeable weight should be recovered.

Free allowance may be granted on Machinery parts, Fridge or other articles carried as luggage.

604. The Table of free allowance and marginal allowance for different class:

Class	Free allowance	Marginal allowance	Maximum allowance
I AC	70	15	150
2AC	50	10	100
First class	50	10	100
3 AC	40	Nil	40
ACCC	40	Nil	40
Sleeper	40	10	80
II class	35	10	70
Tickets			
I - Season	15	5	-
II - Season	10	5	-
MVST - Outward	60	-	-
MVST - Return	Empties	-	-



Check Soldier Ticket	40	10	-
Solider Ticket	40	10	-
Passes			
1st Class 'A' Pass	140	15	
1st class	70	10	
2nd Class 'A' & 2nd Class pass	50	10	

Note: - In case of AC 3rd and AC Chair Car luggage over 40 Kgs. per passenger should be booked and carried in Brake Van.

605. Maximum size of trunks/suitcase/boxes etc. that can be carried in AC 3 Tier

50 cms (length) x 45 cms (breadth) x 22.5 cms (height)

606. Articles allowed free (exempted from weightment) are-

Class	Articles
AC 1 st , 1 st and AC 2 Tier	Tiffin baskets, small ice boxes, small hand bags, or attaché cases (not suitcase), walking sticks and umbrellas.
AC 3 Tier, AC Chair Car, Sleeper Class and 2 nd Class	Walking sticks, umbrellas and small articles of food required during journey.

607. Passenger detected carrying Un-booked luggage-

If total weight of the un-booked luggage exceeds the free allowance by more than the marginal limit then free allowance will be granted and remaining weight will be charged at 6 times luggage rate for the entire distance subject to minimum Rs.50/-.

And if total weight of the un-booked luggage exceeds the free allowance but does not exceeds the limit of marginal allowance the free allowance will be granted and remaining weight will be charged at single luggage rate for the entire distance subject to minimum Rs.30/-.

608. Passenger detected carrying partially booked luggage: -

If the portion of partially booked which is not paid for is found exceeds the free allowance by more than the marginal limit then it will charged for the exceed weight exceeding free allowance at 6 times luggage rate subject to minimum Rs.50/-.



And if it found exceeding free allowance but does not exceeds the limit of marginal allowance then the excess weight will be charged at single luggage rate subject to minimum Rs.30/-.

609. Passenger detected carrying partially booked luggage exceeding maximum permissible limit: -

Excess weight will be charged at 6 times luggage rate subject to minimum of Rs.50/-.

Note: marginal allowance is not applicable in case of partially booked luggage exceeding maximum permissible limit.

610. Passenger holding Extra tickets: -

Free allowance is given on actual number of passengers travelling. Passengers detected carrying extra tickets should be allowed free allowance only on the actual number of passengers travelling. Extra tickets should be cancelled and excess weight should be charged at 6 times luggage rate subject to a minimum of Rs.50/-.

Note: This rule is also applicable for pass holders and military ticket holders.

611. Passenger found travelling beyond authorized distance with luggage: -

1. **Booked luggage-** Charges will be levied for the portion overridden separately, it will be treated as un-booked luggage and charged accordingly.
2. **Un-booked luggage-** If the luggage was not booked at the starting station, charges should be recovered from starting station to the station to which passenger overrides as per the rules in force for charging un-booked luggage.

612. Passenger unable or refusing to pay the due charge for carrying un-booked or partially booked luggage enroute: -

when a passenger is detected enroute with un-booked or partially booked luggage and he refuses or unable to pay the due charges on demand than the entire luggage after it properly packed and fastened must be shifted to the brake van under "To-Pay parcel way Bill" at the nearest station where there is time to do so.

The charges will be shown as "To pay" between from and to station of ticket held by passenger. The "To Pay" PWB will be handed over to passenger and will be advised to take delivery on payment of due charges.

613. Passenger unable or refusing to pay the due charge for carrying un-booked or partially booked luggage destination: -

When a passenger is detected at destination with un-booked or partially booked luggage and he refuses or unable to pay the due charges on demand than the entire luggage should be detained



and deposited in cloak room. A cloak room ticket showing the charges will be handed over to the passenger who will be advised to take delivery after payment of luggage and cloak room charges.

614. Carriage of “musical instrument”, “TV set” and “Child tricycle” as luggage: -

1. One Musical instrument, One TV set and one Tricycle children may be allowed as personal luggage (Not free) and usual free allowance will be granted on the articles.
2. The weight of 1st musical instrument is to be determined on actual weight, the weight of TV is to be determined on actual weight or weight by measurement whichever is higher. The weight of tricycle is fixed as 20 kg per tricycle.
3. Musical instrument in excess of one carried by passenger, all will be charged as 6 times luggage rate subject to minimum of Rs.50/- .
4. TV in excess of one carried by passenger, all will be charged as 6 times the scale `L` luggage rate subject to minimum of Rs.50/- .
5. Children tricycle in excess of one carried by passenger, all will be charged as 6 times the scale `L` luggage rate subject to minimum of Rs.50/- .

615. Charpoy not in pieces: -

Not permitted in passenger compartment. If detected un-booked it will be charged, without granting free allowance at 6 times the GPS rate for 40 kg upto point of detection and should be removed to brake van and charged at GPS rate for 40 kg subject to minimum of Rs.50/-.

616. Conveyance of bicycles, tricycles, perambulators, scooters and motor cycles etc. as luggage: -

- No free allowance is given on these articles
- These articles must be booked in brake van and are not allowed to be carried in passenger carriages.
- In case they are found un-booked with passenger in a compartment or at destination station, the same would be charged at six times the scale `L` for the entire distance subject to a minimum of Rs.50/- per article.
- Only one scooter /motorcycle/moped can be booked as luggage on a ticket.
- Bicycles, tricycles etc when transported in pieces either tied together or separated will be charged on actual weight subject to minimum weight mentioned above.

Note:

- Tri-cycles belonging to disabled persons should be charged as luggage at 40 Kgs per tri-cycle, provided these are carried in brake van of the same train by which the owners are travelling.

617. Charges will be collected on actual weight or following prescribed weight whichever is higher-



Type of articles	Chargeable weight (in kilograms)
Auto Rickshaw	600
Bicycles	40
Bicycle crates, empty	20
Bicycle side cars	40
Children bicycle	20
Children scooters	20
Children Pedal vehicles (except otherwise herein provide)	20
Children Push vehicles (except otherwise provided)	20
Children push chairs	40
Children push chairs collapsible	20
Children scooters	20
Children tricycle	20
Chairs invalid	150
Cycle lorries	150
Cycle tongas	150
Cycle trailing cars	150
Cycle trailing vans	150
Go- carts	20
Motor cycles & Mopeds	100 (up to 60 cc)
Motor cycles & scooters	200 (above 60 cc below 350 cc)
Motor cycles	250 (350 cc and above)
Motor cycles with side car attached (for each motor cycle with side car attached)	500
Motor cycles side car	150
Motor lawn movers	150
Motor scooters on three wheel	450
Motor tricycles with receptacles	300
Motor tricycles	300
Perambulators	75
Perambulators collapsible	20
Rickshaws	150
Side car of motor cycles	
Three wheeler delivery vans	900
Tricycles	100

Note: - Tricycles belonging to disabled persons should be charged as luggage at 40 kgs per tricycle, provided these are carried in the brake van of the same train by which the owner (disabled persons) are travelling.

618. Grant of free allowance on merchandise and other goods carried as luggage: -

It is clarified for the guidance of staff that free allowance should be granted on all articles normally carried as luggage whether in passenger compartments or in Brake van (except the articles



not allowed to be carried or booked as luggage and articles/trunks/suitcases/boxes exceeding prescribed dimension)

According free allowance should be given on articles normally as luggage such as machinery parts, shoes, wares, parcels and office document carried by passengers/couriers, sewing machines, type writers, toys portable cradles, air conditioners, folding chairs, potted plants, manufactured piece goods.

Chapter-7

Booking and Charging of Live Stock

701. Booking and charging of Dogs: -

Class	Minimum weight for charge	Minimum Charge booked if	If detected un-booked charges for entire journey	Minimum charge in case of un-booked
1. Brake van	30 kg.	Rs.30/-	-----	-----
2. 1 st AC	60 kg.	Rs.30/-	6 times for scale 'L' for 60 kgs.	Rs.50/-
3. AC sleeper, Chair car, Second class	Not allowed	-----	6 times for scale 'L' for 30 kgs. and removal to brake van	Rs.50/-



Note: Dog will be permitted to travel with passenger only in AC 1st compartment provided that the whole compartment (4 berths) or coupe (2 berths) is exclusively booked by the passenger in all other cases dogs will be booked & carried in SLR in dog boxes.

702. Booking and charging of Sheep goat, Pigs and calves (under height 0.76 Mts.): -

Class	Minimum weight /rate charge	If detected un-booked charges upto point of detection	Charges for onward journey
1. Brake van	40 kg. per animal at scale 'L' rate minimum Rs.30/-	6 times for scale 'L' for 40 kgs. per animal minimum Rs.50/-	A scale rate for 40 kgs per animal after removal to brake van
2. In compartment	Not allowed		

703. Booking and charging of Small animals and animals (Puppies, Cats, Mittens, Mongoose, Monkey, Rabbits, and Guinea pigs etc. other than poultry): -

1. In Brake van

Class	Minimum weight /rate charge	If detected un-booked charges upto point of detection	Charges for onward journey
1. In cage Baskets	At GPS rate on actual chargeable weight	-----	-----
2. When loose	Not allowed	-----	-----

2. In Compartment:



Class	Minimum weight /rate charge	If detected un-booked charges upto point of detection	Charges for onward journey
1.In cages/Baskets (except AC 1 st)	20 kgs per bird/animal At scale 'L' rate minimum Rs.30/- per consignment.	6 times for scale 'L' for 20 kgs. per bird/animal	2 times for scale 'L' for 20 kgs. per bird/animal minimum Rs.50/-
2.When loose	40 kgs. per bird/animal At scale 'L' rate minimum Rs.30/-	6 times for scale 'L' for 40 kgs. per bird/animal	2 times for scale 'L' for 40 kgs. per bird/animal minimum Rs.50/-

3. In Reserved carriages:

Class	Minimum weight /rate charge	If detected un-booked charges upto point of detection	Charges for onward journey
1.In cages/Baskets (except AC 1 st)	At scale 'GPS' rate minimum Rs.30/-	6 times for scale 'GPS'	At scale 'GPS' rate minimum Rs.50/-
2.When loose	At scale 'L' rate for 30 kgs per bird/animal minimum Rs.30/-	6 times for scale 'L' for 30 kgs. per bird/animal	At scale 'L' for 30 kgs. per bird/animal minimum Rs.50/-



704. Booking and charging of poultry:

Class	Minimum weight /rate charge	If detected un-booked charges upto point of detection	Charges for onward journey
In Brake van			
a. In basket	40 kgs per basket at scale GPS rate	6 times for scale 'GPS' for 20 kgs. per poultry minimum Rs.50/-	40 kgs per basket at scale GPS rate after removal to brake van
b. When loose	Not booked	6 times for scale 'L' for 40 kgs. per poultry minimum Rs.50/-	40 kgs per basket at scale L rate after removal to brake van in basket
In Compartment			
a. In basket			
b. When loose	Not booked	-----	-----

705. Booking and charging of Snakes:

Class	Minimum weight /rate charge	If detected un-booked charges upto point of detection	Charges for onward journey



In Brake van a. In basket b. When loose	At scale GPS rate on actual weight. Not booked	-----	-----
In Compartment a. In basket b. When loose	Not booked	Person will be prosecuted under section 60(3) of IRA in which he can be fined up to Rs.150/-	



Chapter-8

Railway Passes and Authorities

“Pass” means an authority given by Ministry of Railways or any Railway Administration to a person, authorizing him to travel by rail gratuitously.

PASSES

Metal Token	Cheque	Card	Authority
1. Gold	1. Privilege pass	1. DCP	1. Special duty pass
2. Silver	2. Complimentary post retirement pass	2. FRC	2. Relieving
3. Bronze	3. Duty pass	3. Provision card pass	3. Medical
4. RMS	4. Medical pass	4. School card pass	4. Free Travelling authority
	5. School pass		
	6. Widow pass		

801. Metal Token: These are of gold, silver and bronze, and are issued to gazetted officers when on duty.

(a) Gold token/pass: Holders when on duty, are entitled to travel in AC1st class with their family (maximum 2 berths in AC1st and 4 berths in AC sleeper class/ Executive class) over the Indian Government Railways



(b) Silver token/pass: Holders are entitled to the same privileges as gold pass holders except that the officer himself only is entitled to AC1st class while his family is allowed to travel in AC Sleeper /first class. AC1st class for the family can also be obtained on payment of 1/3rd of the difference between the air-conditioned class and AC Sleeper class fares.

(c) Bronze token/pass: Holders, when on duty, are entitled alone to AC1st class (grade pay 7600-8700) and first class/AC Sleeper class (grade pay 4800-7600) travel with their families over the zonal railway/jurisdiction only (except in the case of bronze passes issued by the Railway Board which are available over all the Indian Government Railways. Travel in AC1st class with family is allowed on payment of 1/3rd of the difference between the air-conditioned class and AC Sleeper class fares.

801.1 Common facilities for Railway officer travelling on metal token:

1. Upto 4 berths can be reserved in train service.
2. Scooter/Motor can be booked free in Brake van.
3. Can travel on engine provided token is suitably endorsed.
4. One attendant free in 2nd class.
5. 140 kgs. of luggage for each adult and 70 kgs. for each child of over 5 years and under 12 years, and 50 kgs. for each attendant are allowed free.

802. RMS Tokens

Postal Staff working in Railway Mail Service coaches are given RMS tokens while on duty by train. The names of the postal staff detailed to work in RMS coaches on trains are furnished in the Duty Roster available with the Head Sorter. They should only travel in RMS coaches in connection with sorting of letters and to receive mail bags at en-route stations etc.

Staff whose names appear in the duty roster but not in possession of metal tokens need not be charged but statement should be obtained witnessed by the Head Sorter.

Staff found travelling with RMS tokens and their names do not figure in the duty roster should be treated travelling without ticket in first class and charged accordingly and a special report to be submitted to Sr.DCM.

803. Metal token issued to workshop staff

Metal token are issued to certain workers/employees attached to Mechanical Work Shops, Stores and Electrical Departments to travel by rail in workmen specials or in second class by passenger trains between the stations (which are engraved) furnished in the Metal Tokens.

Break journey is not permitted on these tokens.

Except a Tiffin carrier and a small rug, no luggage is permitted.

Any person detected travelling without token in workmen special, will be treated travelling without



ticket in First Class and charged.

804. Privilege pass:

Railway employees are issued free privilege passes, family member can be included, dependent relatives can also be included in a privilege pass, but not more 2 dependent can be included in privilege pass, when dependent is included in privilege pass total number of persons in such pass should not exceed 5.

Privilege pass can be issued from any station to any station on Indian railways by any one of the following routes:

1. Short route; or
2. A long route which is within 15% as compared to the distance by short route; or
3. A quick route; or
4. A longer route provided directed train/through coaches are available.

Single and return journey pass are valid for 5 months from the date of issue. Pass holder can break journey at station mentioned on the pass. [RBE-41/2012]

While making break journey necessary endorsement should be given on the pass in the space provided. While applying for pass any number of break journey stations can be mentioned.

Scooter/Motorcycle/Moped can be booked in Brake van, usual free allowance will be granted and there is no need of a specific endorsement on the pass for this purpose.

Upto 5 years of service class III and class IV employees are issued one set pass & 4 sets of PTO per year. On completion of 5 years' service 3 sets passes and 4 sets of PTOs are issued per year.

Gazetted officer are issued 1st A white passes, 6 sets of passes & 4 sets of PTOs per year, if 1st 'A' white pass holder desires to travel in AC 1st then 1/3rd difference between AC 1st fare & AC sleeper fares, will be collected.

Sr. No.	Category	Type of Privilege Pass & Privilege Ticket Order	Type of Duty Pass
1	Group 'A' & Group 'B' (Gazetted)	1 st class 'A' pass	1 st class 'A' pass
2	Non Gazetted Employees:-		
	i. In Grade pay Rs. 4200/- and above	1 st class pass	1 st class pass
	ii. In Grade pay Rs.2800/-	2 nd class 'A' pass *	2 nd class 'A' pass *
	iii. In the Grade pay Rs.1900/- and above but below Grade pay Rs.2800/-.	2 nd class 'A' pass * in a year, remaining passes and PTOs of second/Sleeper class.	2 nd class 'A' pass *



	iv. Employees in Grade pay Rs.1800/-	2 nd class 'A' pass * in a year, remaining passes and PTOs of second/Sleeper class.	2 nd class 'A' pass *
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***Note:** In terms of the extant instructions, the holder of 2nd Class 'A' pass shall be entitled to travel by AC-3 tier class in trains other than Rajdhani/Shatabadi/Duronto Exp. trains. 2nd Class A' Pass is of yellow colour.

Attendant:

804.1. "Attendant" means full time paid servant of Railway employee employed in personal service and should not be relative of railway employee, relative employed as servant cannot be carried as attendant in railway pass.

One attendant can be carried free in 2nd class by holder of 1st A white pass and 1st green pass.

Senior citizen complimentary pass holder is entitled to take one companion in 2nd sleeper provided the pass holder travels along with the companion in 2nd class.

Attendant can travel in sleeper class without payment of difference between 2nd and sleeper class fares.

Attendant cannot travel in 1st class even on payment of difference of fares.

805. Post retirement complimentary pass:

Retired railway employees are issued these passes, family members can also be included. Class of pass will be same for which the employees are entitled at the time of retirement.

Dependents are not included.

806. School pass:

These passes are issued to Son/Step son/Adopted son, dependent brothers and sisters of Railway employee when they are studying in school college situated out of employees headquarters and when either parents is residing permanently /temporarily away employees headquarter. This pass will be issued for the class of which an employee is eligible. This facility will be available for the student upto age of 21 years however this age restriction will not apply them pursuing higher education.

807. Duty pass:

These cheque passes are issued to Railway employees to enable them to travel for discharging their duties at some other station/place situated our side their headquarter.

808. Medical pass:

When a Railway employee, his family members or dependents are refer from one Railway hospital to another for treatment, consultation etc. Normally these passes are issued for eligible class, but may



be issued for higher class at the entire discretion of the medical doctor.

809. Widow:

Half the number of passes, which an employee was getting on retirement will be admissible to a widow of Railway employee. In case of death of railway employee during service, the date of death will be considered as date of retirement. One set of pass every alternate year will be admissible in case of class IV employee. This facility is extended to railway employees who were on roll on 12.3.87 and opted for it and to all others appointed after words.

810. Card Pass:

810.1. Duty Card pass:

Issued by name designation & employees photograph, holder should sign on DCP in the space provided Holder can travel from any station to any station within the section/Jurisdiction mentioned in DCP.

Holders are required to indicate the details of the journey failing which they would be treated as travelling without ticket.

810.2. Free Residential card pass: Is issued to Railway employees who are required to travel daily between places of residence to place of duty, provided suitable train services available. FRCP will be of same class for which employee is entitled. FRCP will be subject to the restriction as applicable to the season ticket of same class.

1st FRCP holder can't travel in AC Sleeper/Sleeper, failing which they will be charged without ticket.

2nd FRCP holder can't travel in sleeper class, failing which they will be charged without ticket.

1st FRCP holder can travel in 1st or 2nd class, as entitled 2nd FRCP holder can travel in 2nd class only.

810.3. Provision of card pass:

Only 2nd class pass will be issued from a road side station to a specific station. Railway employee or family member or relative or even outsider can travel, but when an outsider had been deputed by railway employee to bring provision goods, outsider should be handed over a separate authority letter MEMO by the SM, That he has been allowed to travel for bringing provision. On the provision card pass 120 kgs. Provision articles can be carried in return journey. Break journey is not allowed in this pass.

SMs should keep a proper record regarding issue of these card passes.

An employee can be issued this pass only twice a month.

810.4. School card pass:

School card pass will be subject to the restriction as applicable to season ticket of same class.

1st school card pass holder can travel in 1st or 2nd class but can't travel in AC Sleeper/Sleeper, failing which they will be charged without ticket.



2nd class card pass holder can't travel in sleeper class, failing which they will be charged without ticket, they can travel only in 2nd class.

811. Travelling authority:

Different types of travelling authorities are issued to railway employees travelling on duty, reliving duty, for attending railway hospital.

Travelling authority must be issued on a proper printed numbered standard pro forma.

Manuscript authority issued on a non-standard pro forma will be treated as invalid & holder will be treated as travelling without ticket & charged accordingly, matter should be reported.

812. Passes & PTOs issued Govt. Railway Police:

The facility of privilege passes and PTOs is also admissible to Government Railway Police personnel.

The class of passes and PTOs admissible to them is determined by the pay limit as applicable to Railway staff.

GRP personnel not eligible for Air Conditioned travel without payment of difference of fares between First AC and the class of pass held.

813. Emergent police pass:

Emergent Police passes are issued to Government Railway Police personnel over the home line on receipt of a requisition signed by an officer not below the rank of a Head Constable when travelling on duty connected with railway or state.

These passes are machine numbered, printed in four counterfoils and supplied in books.

The first foil is the Station Record, second foil is Accounts, which serves the purpose of a requisition, the third is Free Ticket and the fourth one is the receipt to be granted to the holder by the ticket checking staff at destination.

These passes are also given for witnesses and complainants to give evidence in Police Station or at a place of investigation to identify criminal's property etc. in bona-fide railway cases, and when persons are summoned to give evidence before the Investigating officer.

These passes are also issued to police over other railways in case of emergency to follow up criminals in connection with railways, when escorting prisoners and to return from such duty.

These passes are allowed by all trains but no break journey is allowed enroute.

When a Police officer, having a pass from a station to another station on another railway, wishes to continue journey in connection with his official duties, be issued this pass on furnishing a requisition for onward journey only duly furnishing the details of pass held.

814. Emergent passenger's pass:



When persons accused of offences under sections 137 and 138 of the Railways Act are to be conveyed by rail to attend court or police station, Emergent Passenger's Pass should be issued for the accused and the railway staff escorting them for travel in second class only. In case of ticketless passengers handed over to the Station Master by Senior Ticket Examiner's memo should be quoted.

815. Identity card cum Railway passes (ICCRP):

Identity Card cum Railway Pass is issued to Members of Parliament of Lok Sabha and Rajya Sabha.

ICCRP issued to MPs of Lok Sabha is in green colour and that of Rajya Sabha is purple.

Free travel in First AC or Executive Class with spouse from any station to any station over Indian Railways in any train including Rajdhani/Shatabadi/ Duranto Express.

A companion accompanying the MP allowed to travel in AC 2tier.

A Member, having no spouse, has been allowed to take one person in place of spouse in First AC/Executive Class in rail journey in addition to companion allowed in AC 2tier.

The Spouse of the Member is provided separate pass which entitles to travel in First AC/Executive Class in any train from usual place of residence of the Member to Delhi and back once during a session, and twice in budget session of Parliament and in no case such journeys are allowed more than eight times in a year.

A Member, who is blind or physically challenged, shall be allowed to take an attendant within him in the same class in lieu of companion in addition to the Spouse already allowed in First AC/Executive class.

MPs should fill the prescribed journey forms and hand over to the ticket examiner at destination.

Machine numbered journey form consists of 3 foils, Record, Account and Member's foil, are supplied in the form of books. Staff should fill the journey forms and obtain signature of the MP.

Member's foil has to be handed over to the Ticket Examiner at the destination.

All charges are debited to Parliament Secretariat.

816. Complimentary pass to Freedom Fighters:

Complimentary passes are issued to Freedom Fighters available over all Indian Railways by Ministry of Railways.

These passes will have the photo of the freedom fighter, duly attested by the issuing authority with seal and distinguishing number.

The holder of this pass must fill up columns in the Annexure before commencement of journey.

The holder of this pass is entitled to travel in AC 2 tier along with a companion in the same class by all



trains without payment of any charges like reservation, supplementary charge, Development charge etc. However in Rajdhani/Shatabadi expresses they are permitted to travel in AC 3 tier or 2nd class AC chair car respectively.

While seeking reservation, freedom fighters have to furnish the name of the companion who will accompany him and the same person has to accompany freedom fighter while travelling.

The companion alone is not permitted to travel.

Free Allowance of luggage permissible is 70 Kgs.

Free medical checkup by Railway Doctors during the journey.

817. Suburban tickets to railway employees:

These are issued to railway employees, who are not provided with railway quarters, from the station serving the station and the place of work and valid for one month.

The duration of journey should not exceed two and half hours in each direction.

Six single journey fares or one fourth of MST fares, whichever is less, will be charged.

These are issued by in charge, who is empowered to issue free passes, for the class of travel according to eligibility of privilege passes.

No free allowance of luggage is allowed except a small hand bag or a rug.

Such tickets are not allowed by Mail or for travelling in higher class or by other than the booked route on payment of difference in fares. If detected travelling irregularly, the holder will be treated as travelling without ticket.

818. Power to issue/sign passes and PTOs:

Senior Subordinates in grade Rs.5000-8000(RSRP) and above and who are holding independent charge of office/ establishment may issue / sign passes and PTOs to the staff working under them.

819. Penalty for non-filling of date on pass:

Holders of II Class and I Class passes while travelling on Duty / Privilege passes are required to indicate date in ink before commencement of journey. In contravention of this rule if any staff member were to be detected, a fine of Rs.10/- for Second Class and Rs.25/- in case of I class pass will be imposed and the same is recovered in cash and an excess fare ticket is issued, duly endorsing the fact on the pass.

Railway employees travelling on duty card passes and required to indicate the journey details in the Annexure, failing which they will be treated travelling without valid authority.



Chapter-9

Concession Rules

901. General Rules:

1. Coaching tariff Part-I, volume-II, it contains the details of various concessions allowed to passengers by Railways.
2. All concessions are allowed on basic fare of Mail/Express trains.
3. No concession is allowed in respect of other charges like reservation charge, development charge, supplementary charge etc.
4. No person is allowed more than one concession at a time.
5. The charging of minimum fare is not applicable to the tickets issued on concessions.
6. Concessions are not allowed by Rajdhani/Shatabdi trains except for senior citizens and press correspondents (30% concession is allowed).



7. Concessions are exchanged only across the counter. Persons travelling without exchanging the concession order/form are treated as travelling without ticket and dealt accordingly.
8. In some concessions where escorts are allowed, the escorts are also given the same element of concession.
9. Concession is not allowed when the cost of journey is borne by the government. However, students attending tournaments conducted by recognized schools and universities are exempted.
10. The distance restriction applicable for a train will also apply to concessional tickets.
11. Extension of journey on concession tickets is granted on collection of full fare for the portion to be extended.
12. When return journey concession is granted, the outward and the return journey must be performed by the same route.
13. When return journey concession is granted, partial cancellation is not allowed.
14. Concessions are allowed normally by direct and shortest route.
15. All concessions will be exchanged at both end of journey. (Originating station or destination station).
16. The concession holder must travel by the booked route only. If he wants to travel by any other route, he must purchase a fresh ticket.
17. Break journey is not permitted when concessions are issued for a specific purpose.
18. At the time of exchanging concession the validity period of the certificate or order should be checked.
19. Original/copy of the certificate or order should be submitted at booking office, while travelling, copy/original certificate should be carried.
20. The concession order issued by authorized railway official and it is valid for 3 months.
21. In case of group concessions all must travel by the same train but not necessarily in the same coach.
22. Refund is not granted on partially used concessional tickets.

902. Concessions at a Glance:

	Type of concession	%	class	Concession certificate issued by	Validity	Original or Xerox	purpose	Remarks
1	Sr. Citizen (MALE) (FEMALE)	30 50	All All	- -	- -	- -	Anywher e to Anywher	60 yrs (M) & 58 (F) and above (2). Age proof to be shown on demand in the



							e	train
2	War Widows, Widows of IPKF, Widows of "Operation Vijay 1999" in Kargil	75	SL, II	Identity card issued by sainik Board	Life long	Xerox	Anywh e to Anywh e	Xerox copy of ID card to be produced at the time of booking
3	Widows of Policemen Killed in action against the terrorists and extremists.	75	SL, II	Identity card issued by CONCERNED Supdt. of Police or Dy. Commissioner	Life long	Xerox	Anywh e to Anywh e	Xerox copy of ID card to be produced at the time of booking
4	PM Shram Award	75	SL, II	Identity card issued by Ministry of Labour	Life long	Xerox	Anywh e to Anywh e	Xerox copy of ID card to be produced at the time of booking
5	Sports Persons	75 50	SL, II I CL	Secretary of sports federation	Once	Origina l	Specific	On concession order issued by DRM State/National Level Championship
6	Sports Persons	75	I,SL, II	Secretary of sports federation	Once	Origina l	Specific	On concession order issued by DRM International/National Championship
7	Professional entertainmen t group	75 50	SL, II I CL	Sangeet Natak Academy	Once	Origina l	Specific	On concession order issued by DRM State/Central Govt. approved programs for more than 300 kms.
8	Professional Circus Parties	75 50	SL, II I CL	Ministry of sports/ Human Resource Dept.	Once	Origina l	Specific	On concession order issued by DRM for minimum distance for charge 160 kms
9	Teachers, Recipient of National Award	50	SL, II	DEO	Life Long	Xerox	Anywh e to Anywh e	-
10	Parent accompanying Child honored with bravery Award	50	SL, II for either of the paren t	Indian council for Child Welfare	-	Xerox	Anywh e to Anywh e	Child is issued with complimentary pass by DRM. Age limit is 18 yrs.
11	Members of St.John Ambulance Brigade	25	SL, II	Secretary/ Asst, Commissioner	Once	Origina l	Specific	For relief work or Training beyond 300 kms.
12	Teachers	25	SL, II	HM / Principal / DEO	Once	Origina l	Specific	Educational Tour beyond 300 kms.
13	Kissans / Industrial Workers	25	SL, II	Dist. Magistrate	Once	Origina l	Specific	In groups of 20 or more on concession order by DRM.
14	Unemployed youth	50 100	SL II	Copy of CII Letter and Application	Once	Origina l	Specific	To appear for Interviews of State/Central /PSU
15	Allopathy Doctor	10	All	Registration certificate issued by	Life	Xerox	Anywh e to Anywh	Undertaking is given by Doctor to render Medical Assistance to the needy



				Indian Medical Council and undertaking			e	passengers during journey
16	Milk Vendors	50	II	Dist. Magistrate	3 Months	Original	Specific	To attend training at national level institute, in groups of 20 or more.
17	Girls of Rural Areas	75	II	Head Master	1 month	Original	Specific	To attend National Level Entrance Exams for Medical / Engineering etc.
18	Students of Rural Areas	75	II	Head Master	3 Months	Original	Specific	On Study Tours once a year, in group of 20 or more.

903. Children and students concessions-

	Type of concession	%	class	Concession certificate issued by	Original or Xerox	Remarks
1	Children of 5 yrs and above but less than 12 yrs. (children below 5 yrs are not charged any fare)	half of adult fare	all	None	-	
2	Bonafide students (General)	50	SL,II	Head of Institution	Original	(1). Specific (2). Vacation (3). To appear in examination (4). Free MST Boys- X class, girls- XII (5). 50% Of fare for normal students up to 25 yrs in season ticket (6). For SC/ST student (up to 27 yrs) – 50% of normal student fare in season tickets.
3	Educational tours (minimum - 10)	50	SL, II	Head of Institution	Original	1 Escort for every 4 girls of any age and 4 boys below 12 yrs, 1 escort for 10 boys of age 12 yrs and above, 1 escort for 5 PH students, SC/ST Students 50 % of normal student fare.
4	Cadets of Marine Engineering	50	SL,II	Captain/ course director	original	Between home and place of training
5	Foreign students up to 25 yrs (Research scholars - 35 yrs)	50	SL, II	Head of Institution	Original	On concession order from DRM for camps / seminars
6	Students (appearing for exam as private candidate)	50	SL, II	Head of Institution	Original	On concession order from DRM for University examination.
7	Articled clerks	50	SL, II	Chartered Accountant	original	On concession order from DRM, between place of study and exam/Training centre.
8	Research scholars – 35 yrs	50	SL, II	Director of institution	original	On concession order from DRM for Research work
9	Students /Non student Youth in groups of 5 or more	25	SL, II	Concerned organization	original	On concession order from DRM for Work camps / Voluntary service.
10	Students/Artists of National school of dancing	75 25	SL, II I CL	National School of Drama	original	On concession order from DRM for programs sponsored by State /Central govt.
11	Trainee Nurse / Midwife	25	SL, II	Head of Institution	original	On concession order from DRM, between place of study and home



						town on leave.
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904. Medical Grounds:

	Type of concession	%	class	Attendant	Concession certificate issued by	Validity	Original or Xerox	purpose	Remarks
1	Orthopedically Handicapped / Paraplegic	50 75	IAC,2A C Other classes	Compulsory	Govt. Doctor	Up to 25yrs - 5yrs 25 - 30 - 10yrs Above 35 - Life	Xerox	Anywhere to anywhere	50% concession in I & II class Season tickets
2	Mentally Retarded	50 75	IAC,2A C Other classes	Compulsory	Govt. Doctor	5 yrs	Xerox	Anywhere to anywhere	50% concession in I & II class Season tickets
3	Blind	50 75	IAC,2A C Other classes	Optional	Govt. Doctor	5 yrs	Xerox	Anywhere to anywhere	50% concession in I & II class Season tickets
4	Deaf & Dumb	50	I, SL, II	Optional	Govt. Doctor	5 yrs	Xerox	Anywhere to anywhere	50% concession in I & II class Season tickets
5	Heart patient	50 75	IAC,2A C Other class	Optional	Recognized Hospital	3 months	Original	Specific	For Admission / Discharge to/ from hospital (Heart Surgery).
6	Kidney Patient	50 75	IAC,2A C Other class	Optional	Recognized Hospital	3 months	Original	Specific	For Admission / Discharge to/ from hospital (Kidney Transplantation).
7	Cancer	50 75	IAC,2A C Other class	Optional	Recognized Hospital	1 year	Original	Specific	For Admission / Discharge to/ from hospital.
8	Thalassemia Major	50 75	IAC,2A C Other class	Optional	Recognized Hospital	3 months	Original	Specific	For Admission / Discharge to/ from hospital.
9	TB / Lupasval garis	75	I, SL, II	Optional	Govt. Doctor / TB Hospital	3 months	Original	Specific	For Admission / Discharge to/ from hospital.
10	Non-Infectious Leprosy	75	I, SL, II	Not Permitted	Recognized Hospital	3 months	Original	Specific	For Admission / Discharge to/ from hospital.
11	Hemophili	75	I, SL, II	Not	Recogn	3 months	Original	Specific	For Admission /



	a			Permitted	ized Hospita I		I		Discharge to/ from hospital.
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905. Student Concession:

1. Students of School / College of all kinds recognized by department of state and central government are eligible.
2. Concession is permitted on production of certificate from the head of the institution. It is a machine numbered book, supplied by DRM at a cost price.
3. Each concession certificate consists of three counter foils: Record (for school), concession order (retained at station) & student foil.
4. It is written in ink filling in entire particular like from and to station, name of the student, age, sex, vacation period, date of issue etc. and signed by Head master with designation stamp and office seal.
5. The concession can be exchanged two months in advance subject to the condition that the reservation is sought for the journey starting not more than one day before the commencement of vacation and not more than one day after the vacation period is over.
6. The ticket should be purchased within 14 days of the date of issue of the concession order for outward journey and two months for return journey.
7. Students below 12 yrs are eligible for 50% of II class /Sleeper class Mail/Exp child fare.
8. (a). SC /ST students are charged at 50% of the normal concessional fare admissible for general students. (b). An attested copy of SC/ST certificate issued by the state govt. is submitted. (c). It is allowed even if certified on the student concession certificate by head of the institution.
9. Concession is not admissible in reserved carriage, students attending an examination for the purpose of obtaining employment and students who are under full time employment.
10. Break journey is not permitted. Refunds are allowed on outward journey, No refunds on return journey.

906. Senior Citizen Concession:

1. This concession is issued to Male aged 60 years and Female persons aged 58 years and above.



2. The element of concession is-
 - I. 40% for male persons.
 - II. 50 % for female persons.
3. This concession is allowed in all classes and by all trains including Rajdhani / Shatabdi trains.
4. Proof of age is not required at the time of purchasing ticket. However while travelling they must carry proof of age such as identity card, PAN card etc.
5. If passenger is not carrying the age proof, TTE will collect difference of fare only without penalty.



Chapter-10

Military Warrants/ Certificates/ Concessions

1001. Military personal found travelling on exchanged warrants:-

Military personnel detected travelling on un-exchanged warrant forms IAF 1707 and IAF 1752 will be dealt with as under-

1. **When detected at destination:-** the fare due plus excess charge will be collected in cash, the warrant will also be collected, marked cancelled and sent to the Traffic Accounts office along with the relevant excess fare return (Com/R- 19.Rev).
2. **When detected enroute:-** the fare plus excess charge will be recovered in cash up to the point of detection and an excess fare ticket granted. A second excess fare ticket for remaining portion of the journey, will be issued free of charge and warrant collected; if warrant is available for the return journey, separate excess fare ticket will be issued free of charge for return journey, the date of availability as shown on the warrant being endorsed on the excess fare ticket; in the free excess fare tickets, particulars of the warrant and of the paid excess fare tickets issued should be entered on the warrant. The warrants should be scrutinized to see that they are complete.

1002. Military personnel travelling with un-exchanged warrant on guards certificate:-

When military personnel are unable to get their warrants un-exchanged for tickets at the starting station and advise the Guard or the conductor of train or any other staff authorized in this behalf before undertaking the journey, the latter should issue a certificate that the passengers have been permitted to travel on condition that they subsequently get the warrants exchanged for the excess fare tickets at the next stopping station when there is time or even earlier if they can contact the ticket checking staff. In such cases, the warrants will be collected and free excess fare tickets covering the journey from the starting stations to destination station shown in the warrants will be given to them. The particulars of the warrant should be entered in the excess fare ticket and similarly the particulars of the excess fare ticket issued should be shown on the warrant.

1003. Disposal of un-exchanged warrants collected by ticket checking staff:-

The un-exchanged warrants collected by the checking staff vide para mentioned above will be made over to the Booking Clerk along with the cash earning and acknowledgement which will be obtained on the back of the record foil of relevant excess fare tickets. Full particulars of the warrant together with the station name at which it was made over to the booking office will be entered in the remarks column of the excess fare return.



1004. Military personnel travelling with un-exchanged certificate on guard`s certificate: - Free excess fare receipt will be issued for the entire journey. In such cases the military certificates will be collected and excess fare receipt covering the journey from starting station to destination station shown in the certificate will be given to them. The particulars of certificate should be entered in excess fare receipt and similarly the particulars of the excess fare receipt issued should be shown on the certificate.

1005. Military personnel travelling with un-exchanged concession form IAF 1720 A, IAF 1728 or IAF 1736 with guard`s certificate:-

When military personnel are found travelling with un-exchanged IAF 1720 A, IAF 1728 or IAF 1736 but holding certificate from the Guard or other authorized railway servant, they should be charged the concessional fare due on concession form from starting station to destination station without any excess charge.

Note: Guard certificate is not issued on concession form no. IAF 1709 A, 1719 and 1732. If personnel is detected with un-exchanged certificate will be treated as travelling without ticket and dealt accordingly.

1006. Permission to commence journey after date of issue of ticket (IAF- 1720 B):-

In cases where personnel holding tickets issued in exchange of military certificate IAF 1720 A are permitted by military authorities to travel upto 14 days after purchase of tickets, a permit in form IAF 1720 B will be issued and carried by the passenger with him. On completion of the journey, the permit together with the ticket will be handed over to the ticket collector at destination for submission to the Traffic Account office along the other collected tickets. Any alteration in this form renders it null and void.

1007. Free allowance of luggage on military warrants:-

Soldiers travelling on military warrants will be given a free allowance (RFA) of 40 kgs. For each adult and 20 kgs. For each child for all classes. Any excess baggage will be paid in cash and no free allowance will be granted on baggage booked under a luggage ticket. The charging rule of partially booked and un-booked luggage is similar as normal luggage rules.

1008. Military personnel detected travelling on un-exchanged warrants or other forms, refusing or unable to pay fares and excess charge:-

In the event of the military personnel refusing or being unable to pay fares or excess charge due as mentioned above, action under section 137 or 138 of Indian Railway act, as appropriate to the circumstance, should be taken.

1009. Warrants at a glance:



Sr. No.	Form No.	Accountal	Issued to Whom	If Detected Un-exchanged	Remarks
1	IAFT 1752	1 st or 2 nd class S/J or R/J CST issued	Issued to officers, Jawans while travelling on duty or on leave	Fare +EC upto point of detection & for onward journey free EFR onwards	G.C. & difference of rate, allowed free allowance 40 kgs. per passenger
2	IAFT 1707	1 st or 2 nd class S/J or R/J Soldier Ticket issued	Families of Jawans/officer, Small parties and Invalids	Fare +EC upto point of detection & for onward journey free EFR onwards	G.C. & difference of rate, allowed free allowance 40 kgs. per passenger
3	IAFT 1707A	1 st or 2 nd class S/J or R/J Soldier Ticket issued	Military special Trains, Wagons or Vehicles	Does not arise	allowed free allowance 40 kgs. per passenger

Note: IAFT 1752 A; this is special form of requisition for advance reservation for military personnel holding form no. IAFT 1707 A and 1752.

1010. Certificates:

Sr. No.	Form No.	Accountal	Issued to Whom	If Detected Un-exchanged	Remarks
1	IAFY 1953	1 st or 2 nd class S/J Ticket issued. Valid by M/E trains when journey above 1250 kms.	Army / Air Force Reservists and TA staff when called for duty	Treated as travelling without ticket	GC and difference of fare allowed, Free allowance as per class of tickets
2	IAFY 1954	1 st or 2 nd class S/J Ticket issued.	Army / Air Force Reservists and NCO men of TA staff when called for Training	Treated as travelling without ticket	GC and difference of fare allowed, Free allowance as per class of tickets
3	INF 3	1 st or 2 nd class S/J Ticket issued.	Fleet reservists of Navy when called for duty	Treated as travelling without ticket	GC and difference of fare allowed, Free allowance as per class of tickets
4	INF 461	1 st or 2 nd class S/J Ticket issued.	Fleet reservists of Navy when called for Training	Treated as travelling without ticket	GC and difference of fare allowed, Free allowance as per class of tickets



1011. Concessions vouchers:

Sr. No.	Form No.	Accountal	Issued to Whom	If Detected Un-exchanged	Remarks
1	IAFT 1709 A	1 st & 1 st AC chair Car S/J tickets issued on collection of 60% fare	officer and their family members when on leave. Maximum – 6.	Treated as travelling without ticket	No GC, free allowance 40 kgs.
2	IAFT 1719	1 st class S/J tickets is issued on collection of 50% fare	Cadets of NDA, AFC and NTE	Treated as travelling without ticket	No GC, free allowance 40 kgs.
3	IAFT 1720A	1 st AC chair Car S/J tickets issued on collection of 50% fare	JCO / NCO with their families. Maximum – 6.	50 % fare for the entire journey allowed with excess charge upto point of detection	GC, free allowance as per class of ticket.
4	IAFT 1728	1 st , 2 nd class S/J or R/J is issued on S/J fare	Regimental reunion	Outward journey S/J fare & Excess charge upto point of detection, for R/J free EFR.	GC, free allowance as per class of ticket.
5	IAFT 1732	1 st AC chair Car S/J tickets issued on collection of 50% fare	Nurses and Matrons of Military Hospital	Fare +EC up to point of detection + Single fare onwards	No GC, free allowance 40 kgs.
6	IAFT 1736	1 st and 2 nd class S/J tickets is issued on collection of 50% fare	Sports persons with coach and spectators	50 % fare for the entire journey allowed with excess charge upto point of detection	GC, free allowance as per class of ticket.

Note:

1. Fares are debit able to defense department including reservation / development / superfast surcharge.
2. Free allowance as per class, Concessions, certificates and Warrants are sent to accounts office



as cash voucher. Permitted to travel by Rajdhani Express.

3. Holders of 1st class warrants when travel in 2nd sleeper, no refund is granted.
4. Warrants, certificates, Concession vouchers should be collected if detected un-exchanged.
5. The entitles class may be noted by affixing rubber stamp on the form (e.g. AC-1, AC sleeper or AC chair car).

Chapter-11

Irregular Travel

1101. Irregular travel-

1. No person shall enter or remain in any carriage on a Railway for the purpose of travelling therein as a passenger unless he has with him proper pass or ticket or authority or certificate of permission to travel.- Section 55(IRA)
2. Every passenger by railway shall present his pass or ticket on demand for examination and at or near the end of journey deliver up the pass or ticket to the railway servant. Section 54(IRA)
3. Irregular travel means either travelling without ticket or pass or travelling in contravention of the ticket held.
4. In all cases of passengers treated / detected travelling without ticket, they are charged as follows.
 - i. From the station of commencement of journey if ascertained. OR
 - ii. From the last ticket checking point. OR
 - iii. From the train starting station whichever is nearer.

1102. Ticket checking stations/points-

Zone	Division	Ticket checking station
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Central Railway	Mumbai	Igatpuri, Pune
	Bhusawal	Bhusawal
	Nagpur	Nagpur, Ballarshah
	Solapur	Daund, Solapur
West Central Railway	Bhopal	Itarsi, Bina
	Jabalpur	
	Kota	
South Central Railway		Balharshah, Hyderabad, Secunderabad, Wadi, Purna, Khandwa, Vijaywada, Guntakal, Renigunta, Hubli, Miraj, Vishakhapatnam, Chennai, Bangalore.
Western Railways	Mumbai (BCT)	BCT, ST, BDTS, CCG & NDB
	BARODA (BRC)	BRC
	AHMEDABAD (ADI)	ADI, GIM, BHUJ, PUN, HMT, MSH & VG
	BHAVNAGAR (BVC)	BVP, BVC, DHOLA, PBR, VRL
	RAJKOT (RJT)	RJT, JAM, SUNR, OKHA
	RTM	RTM, INDB, KTT, UJN

Note:- In case of branch line starting station of the train is treated as a ticket checking station.

1103. Excess Fare: is an amount realized from the passenger by way of difference in fares, extension etc., due to the Railways who may or may not be travelling irregularly.

1104. Excess Charge: is a sum equivalent to the amount otherwise payable, recovered from a passenger for his irregular travel or Rs. 250/- whichever is more. (W.e.f. 1st July, 2004).

1105. Guideline to deal with certain irregular travel

Sr. No.	Circumstances	Charges to be recovered	Action to be taken if the passengers fails to pay
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			On demand charges due
1	Passenger detected without proper pass or ticket	in addition to the ordinary single fare for the distance which he has travelled or, where there is any doubt as to the station from which he started, the ordinary, single fare from the station from which the train originally started, or, if the tickets of passengers travelling in the train have been examined since the original starting of the train, the ordinary single fare from the place where the tickets were so examined or in the case of their having been examined more than once, were last examined; excess fare and excess charge (minimum Rs.250/-) upto point of detection will be realized.	To be detrained with HOM and prosecution under section 138(1) (4) and 180 of IRA
2	Travelling on torn or mutilated ticket which is not readable	Same as above	To be detrained with HOM and prosecution under section 138(1) (4) and 180 of IRA
3	Adult travelling on child ticket	Difference of adult and child fares for entire distance with excess charge (minimum Rs.250/-)	prosecution under section 137 if justified, otherwise section 138
4	Detected travelling in higher class/train than that of the ticket	Difference of fare paid and payable upto the point of detection plus excess charge, In case passenger desires to travel in higher class; difference of fares for both class for onward journey	prosecution under section 138(2) (4) and 180 of IRA
5	Detected with M/E ticket travelling by superfast train without paying supplementary charges	Supplementary charges will be collected along with excess charge. If a trough ticket holder has boarded the train enroute, excess charge will not be collected	prosecution under section 138(1) (4) and 180 of IRA
6	Travelling on expired date ticket	To be treated as without ticket from that section/station where validity expires i.e. where the train is having last halt before odd hours as per time table	prosecution under section 137 or 138 as per merit of the case.
7	Travelling beyond authorized distance 1. Intentionally	Difference of fare paid and with excess charge, if difference is nil Rs.250 excess charge to be collected	prosecution under section 138(2) (4) and 180 of IRA



	2. Unintentionally	Allowed to return to original destination by first available train on purchasing any class of ticket. Passenger will not leave platform.	
8	Travelling by restricted train a. With short distance ticket can be booked against enroute station quota/enroute reservation b. Without ticket	Fares upto the station for which booking is open minus fares paid plus excess charge. Fares with excess charge upto the station for which booking is open	prosecution under section 138(1) (4) and 180 of IRA
9	Travelling by another route than booked route a. Fully paid ticket b. Concession ticket	Difference of fare without any excess charge Must travel by booked route. To be treated without ticket over the portion not covered in ticket.	prosecution under section 138(1) (4) and 180 of IRA
10	Travelling on undated ticket	Ticket to be collected and free EFR issued. Special report to DCM. Passengers name and address to be recorded.	
11	Travelling in RMS	Only staff holding RMS token/passes are permitted, other to be treated as without ticket in 1 st class, even though holding a ticket. Removal and reporting	prosecution under section 138(1) (4) and 180 of IRA. Section 156 if refusing to vacate.
12	Travelling in brake van	to be treated as without ticket in 1 st class	prosecution under section 138(1) (4) and 180 of IRA. Section 156 if refusing to vacate.
13	Travelling by a train or on date other than endorsed on ticket	Without ticket	prosecution under section 138(1) (4) and 180 of IRA.



14	Travelling on a ticket without obtaining break journey endorsement when break journey has been made	Without ticket	prosecution under section 138(1) (4) and 180 of IRA.
15	Travelling on un-exchanged rail travel coupons	Without ticket and recovery in cash	prosecution under section 138(1) (4) and 180 of IRA.
16	Travelling on un-exchanged Jail requisition/District police warrant	Fare plus excess charge upto point of detection, free EFR for onward journey. Form to be collected	prosecution under section 138(1) (4) and 180 of IRA.
17	Travelling on uncertified HOR	Free EFR for entire journey, HOW to be collected	
18	Travelling on unsigned/undated pass	a fine of Rs.10/- for Second Class and Rs.25/- in case of I class pass, Remark to be given on pass.	
19	Travelling on un-exchanged PTOs	Without ticket	prosecution under section 138(1) (4) and 180 of IRA.

1106. Charging of passenger travelling without tickets or holding waiting list tickets by Rajdhani/Shatabadi Express:

1. The persons who are holding wait listed ticket without confirmed reservations or without ticket are not authorized to board these trains.
2. In case of passenger boarding the train with wait listed tickets will be excess charged single fare upto the point he is possessing the ticket whether accommodation available is or not.
3. Passenger boarding the train without a ticket will be excess charged fare equal to the double of fare upto the destination of the train whether accommodation is available or not.
4. An endorsement should be made on the ticket that such passenger will be detrained at the first stoppage of the train in case no accommodation is available on the train.
5. If accommodation is available, wait listed passengers will be allotted accommodation as per priority on waiting list and there on first come first served basis.
6. No refund will be admissible for the un travelled portion. To guard against any malpractices, the ticket of the passenger who has either accommodation on the train for the entire/partial journey or detrained enroute must be invariably be endorsed to this effect.



7. Where on a group/party/family booked on a single ticket, some persons get confirmed reservation and the time of departure of the train while other remain wait listed, in such cases, cancellation charges will not levied and only clerkage charges will be retained for the confirmed passengers also provided that entire ticket is surrendered for the cancellation at the journey commencing station within 4 hours before scheduled departure of the train and upto 3 hours after the actual departure of the train.

1107. Granting of permission to waitlisted children to travel along with family/party in Rajdhani express:

As per extant rules only passengers having confirmed/RAC accommodation are permitted to travel in Rajdhani/Shatabdi express train. The passengers even if members of the same party are not allowed to undertake the journey.

Now it has been decided that when a family/party travelling by Rajdhani/Shatabdi express train having a partially confirmed ticket in which the waitlisted passengers is/are only the children below the age of 12 years and party/parents intend to take these wait-listed child/children in the train along with them by sharing the accommodation without asking any bedroll etc., these child/children may permitted to travel by Rajdhani Express train without payment of any penalty. This cause shall not be applicable in Shatabdi express trains. Catering would be provided to such wait-listed child/children who wish to share berth with their parents etc.

1108. Removals of beggars, mendicants and hawkers-

The majority of beggars and mendicants when detected travelling without ticket or with improper tickets usually take the plea that they have no money with them to pay Railway dues. Results of prosecution of these people in cases, are disproportionate to the time and expense involved. Ticket checking staff must therefore ensure the beggars and mendicant are not allowed entry into the railway premises.

In trains- When beggars and mendicants are detected in trains without ticket or with improper tickets the travelling ticket examiner must take all efforts to realize the charges due. On their refusal the charges due, the following action is to taken:

1. Those in possession of property (by sale of which the magistrate can realize sufficient amount to cover the railway charge) are to be prosecuted under section of IRA 137 and 138.
2. Others are to be removed from the trains earliest opportunity.

Entraining stations- Mendicants alighting at stations without ticket or with improper tickets are to deal with same manner as in (b) above, and those not to be prosecuted are to be removed from the platform.



Chapter-12

Railway Act 1989 – Important Sections (For Ticket Checking Staff)

1201. Railway Act 1989 (important Sections for Ticket Checking Staff)-

Section-49: Exhibition of certain timings and tables of fares at station -Railway administration shall paste in a conspicuous and accessible place at every station in Hindi and English and also in the regional language commonly in use in the area where the station is situated, A table of times of arrival and departure of trains which carry passengers and stop at that station, and List of fares from such station to such other stations as it may consider necessary.



Section -50: Supply of tickets on payment of fare.- Any person desirous of travelling on a railway shall, upon payment of the fare, be supplied with a ticket by a railway servant or an agent authorized in this behalf and such ticket shall contain the following particulars, namely:-- (i) the date of issue; (ii) the class of carriage; (iii) the place from and the place to which it is issued; and (iv) the amount of the fare.

Section – 52: Cancellation of ticket and refund.- If a ticket is returned for cancellation, the railway administration shall cancel the same and refund such amount as may be prescribed.

Section -53: Prohibition against transfer of certain tickets.- A ticket issued in the name of a person shall be used only by that person: Provided that nothing contained in this section shall prevent mutual transfer of a seat or berth by passengers travelling by the same train: Provided further that a railway servant authorized in this behalf may permit change of name of a passenger having reserved a seat or berth subject to such circumstances as may be prescribed.

Section -54: Exhibition and surrender of passes and tickets.- Every passenger shall, on demand by any railway servant authorized in this behalf, present his pass or ticket to such railway servant for examination during the journey or at the end of the journey and surrender such ticket-- (a) at the end of the journey, or (b) if such ticket is issued for a specified period, on the expiration of such period.

Section -55: Prohibition against travelling without pass or ticket.- (1) No person shall enter or remain in any carriage on a railway for the purpose of travelling therein as a passenger unless he has with him a proper pass or ticket or obtained permission of a railway servant authorized in this behalf for such travel.

Section -56: Power to refuse to carry persons suffering from infectious or contagious diseases.- (1) A person suffering from such infectious or contagious diseases, as may be prescribed, shall not enter or remain in any carriage on a railway or travel in a train without the permission of a railway servant authorized in this behalf.

Section -57: Maximum number of passengers for each compartment.- Subject to the approval of the Central Government, every railway administration shall fix the maximum number of passengers which may be carried in each compartment of every description of carriage, and shall exhibit the number so fixed in a conspicuous manner inside or outside each compartment in Hindi, English and also in one or more of the regional languages commonly in use in the areas served by the railway.

Section -58: Earmarking of compartment, etc., for ladies.- Every railway administration shall, in every train carrying passengers, earmark for the exclusive use of females, one compartment or such number of berths or seats, as the railway administration may think fit.

Section -59: Communications between passengers and railway servant in charge of train.- A railway administration shall provide and maintain in every train carrying passengers, such efficient means of communication between the passengers and the railway servant in charge of the train.

Section -67: Prohibition of carriage of dangerous or offensive goods.

Section -68: Carriage of animals suffering from infectious or contagious diseases. -A railway administration shall not be bound to carry any animal suffering from such infectious or contagious



disease as may be prescribed.

Section -100: Responsibility as carrier of luggage. –A railway administration shall not be responsible for the loss, destruction, damage, deterioration or non-delivery of any luggage unless a railway servant has booked the luggage and given receipt therefore and in the case of luggage which is carried by the passenger in his charge, unless it is also proved that the loss, destruction, damage or deterioration was due to the negligence or misconduct on its part or on the part of any of its servants.

Section -101: Responsibility as a carrier of animal. –A Railway administration shall not be responsible for any loss or destruction of, or injuries to, any animal carried by railway arising from fright or restiveness of the animal or from overloading of wagons by the consignor.

Exoneration from liability in certain cases.–Notwithstanding anything contained in the foregoing provisions of this Chapter, a railway administration shall not be responsible for the loss, destruction, damage, deterioration or non-delivery of any consignment,--

(a) when such loss, destruction, damage, deterioration or non-delivery is due to the fact that a materially false

description of the consignment is given in the statement delivered under sub-section (1) of section 66; or

(b) where a fraud has been practiced by the consignor or the consignee or the endorsee or by an agent of the consignor, consignee or the endorsee; or

(c) where it is proved by the railway administration to have been caused by, or to have arisen from--

(i) improper loading or unloading by the consignor or the consignee or the endorsee or by an agent of the consignor, consignee or the endorsee;

(ii) riot, civil commotion, strike, lock-out, stoppage or restraint of labour from whatever cause arising whether partial or general; or

(d) for any indirect or consequential loss or damage or for loss of particular market.

Section – 137: Fraudulently travelling or attempting to travel without proper pass or ticket.-

1. If any person, with intent to defraud a railway administration,--

(a) enters or remains in any carriage on a railway or travels in a train in contravention of section 55, or

(b) uses or attempts to use a single pass or a single ticket which has already been used on a previous journey, or in the case of a return ticket, a half thereof which has already been so used,

he shall be punishable with imprisonment for a term which may extend to six months, or with fine which may extend to one thousand rupees, or with both. In absence of adequate reasons such punishment shall not be less than a fine of Rs.500/-.

2. The person referred to in sub-section (1) shall also be liable to pay the excess charge mentioned in sub-section (3) in addition to the ordinary single fare for the distance which he has travelled, or where there is any doubt as to the station from which he started, the ordinary single fare from the station from which the train originally started, or if the tickets of passengers travelling in the train have been examined since the original starting of the train, the ordinary single fare from the place where the tickets were so examined or, in case of their



having been examined more than once, were last examined.

3. The excess charge referred to in sub-section (2) shall be a sum equal to the ordinary single fare referred to in that sub-section or two fifty rupees, whichever is more.
4. Notwithstanding anything contained in section 65 of the Indian Penal Code (45 of 1960), the court convicting an offender may direct that the person in default of payment of any fine inflicted by the court shall suffer imprisonment for a term which may extend up-to six months.

Section – 138: Levy of excess charge and fare for travelling without proper pass or ticket or beyond authorized distance (travelling without pass or ticket without an intention to defraud the Railways).

1. If any passenger,--

- (a) being in or having alighted from a train, fails or refuses to present for examination or to deliver up his pass or ticket immediately on a demand being made therefore under section 54, or
- (b) travels in a train in contravention of the provisions of section 55, he shall be liable to pay, on the demand of any railway servant authorized in this behalf, the excess charge mentioned in sub-section
- (c) in addition to the ordinary single fare for the distance which he has travelled or, where there is any doubt as to the station from which he started, the ordinary single fare from the station from which the train originally started, or, if the tickets of passengers travelling in the train have been examined since the original starting of the train, the ordinary single fare from the place where the tickets were so examined or in the case of their having been examined more than once, were last examined.

(2) If any passenger,--

- (a) Travels or attempts to travel in or on a carriage, or by a train, of a higher class than that for which he has obtained a pass or purchased a ticket; or
- (b) travels in or on a carriage beyond the place authorized by his pass or ticket, he shall be liable to pay, on the demand of any railway servant authorized in this behalf, any difference between the fare paid by him and the fare payable in respect of the journey he has made and the excess charge referred to in sub-section (3).

(3) The excess charge shall be a sum equal to the amount payable under sub-section (1) or sub-section (2), as the case may be, or two fifty rupees, whichever is more:

Provided that if the passenger has with him a certificate granted under sub-section (2) of section 55, no excess charge shall be payable.

(4) If any passenger liable to pay the excess charge and the fare mentioned in sub-section (1), or the excess charge and any difference of fare mentioned in sub-section (2), fails or refuses to pay the same on a demand being made therefore under one or other of these subsections, as the case may be, any railway servant authorized by the railway administration in this behalf may apply to any Metropolitan Magistrate or a Judicial Magistrate of the first or second class, as the case may be, for the recovery of the sum payable as if it were a fine, and the Magistrate if satisfied that the sum is payable shall order it to be so recovered, and may order that the person liable for the payment shall in default of payment suffer imprisonment of either description for a term which may extend to one month but not less than ten days.



(5) Any sum recovered under sub-section (4) shall, as and when it is recovered, be paid to the railway administration.

Section – 139: Power to remove persons.- Any person failing or refusing to pay the fare and the excess charge referred to in section 138 may be removed by any railway servant authorized in this behalf who may call to his aid any other person to effect such removal: Provided that nothing in this section shall be deemed to preclude a person removed from a carriage of a higher class from continuing his journey in a carriage of a class for which he holds a pass or ticket: Provided further that a woman or a child if unaccompanied (not accompanied) by a mature male passenger, shall not be so removed except either at the station from where she or he commences her or his journey or at a junction or terminal station or station at the headquarters of a civil district and such removal shall be made only during the day.

140. Security for good behavior in certain cases.-

- A. When a court convicting a person of an offence under section 137 or section 138 finds that he has been habitually committing or attempting to commit that offence and the court is of the opinion that it is necessary or desirable to require that person to execute a bond for good behavior, such court may, at the time of passing the sentence on the person, order him to execute a bond with or without sureties, for such amount and for such period not exceeding three years as it deems fit.
- B. An order under sub-section (1) may also be made by an appellate court or by the High Court when exercising its powers of revision.

Section – 141: Needlessly interfering with means of communication in a train.-

If any passenger or any other person, without reasonable and sufficient cause, makes use of, or interferes with, any means provided by a railway administration in a train for communication between passengers and the railway servant in charge of the train, he shall be punishable with imprisonment for a term which may extend to one year, or with fine which may extend to one thousand rupees, or with both: Provided that, in the absence of special and adequate reasons to the contrary to be mentioned in the judgment of the court, where a passenger, without reasonable and sufficient cause, makes use of the alarm chain provided by a railway administration, such punishment shall not be less than—

- a) A fine of five hundred rupees, in the case of conviction for the first offence;
- b) And imprisonment for three months in case of conviction for the second or subsequent offence.

Section – 142: Penalty for transfer of tickets.-

(1) If any person not being a railway servant or an agent authorized in this behalf—

(a) sells or attempts to sell any ticket or any half of a return ticket; or

(b) parts or attempts to part with the possession of a ticket against which reservation of a seat or berth has been made or any half of a return ticket or a season ticket, in order to enable any other person to travel therewith, he shall be punishable with imprisonment for a term which may extend to three months, or with fine which may extend to five hundred rupees, or with both, and shall also forfeit the ticket which he sells or attempts to sell or parts or attempts to part.

(2) If any person purchases any ticket referred to in clause



(a) of sub-section (1) or obtains the possession of any ticket referred to in clause

(b) of that sub-section from any person other than a railway servant or an agent authorized in this behalf, he shall be punishable with imprisonment for a term which may extend to three months and with fine which may extend to five hundred rupees and if the purchaser or holder of any ticket aforesaid travels or attempts to travel therewith, he shall forfeit the ticket which he so purchased or obtained and shall be deemed to be travelling without a proper ticket and shall be liable to be dealt with under section 138.

Provided that in the absence of special and adequate reasons to the contrary to be mentioned in the judgment of the court, the punishment under sub-section (1) or sub-section (2) shall not be less than a fine of two hundred and fifty rupees.

Section – 143: Un-authorized carrying business of procuring and supplying of railway tickets.-

(1) If any person, not being a railway servant or an agent authorized in this behalf,--

- a) Carries on the business of procuring and supplying tickets for travel on a railway or for reserved accommodation for journey in a train;
- b) Or purchases or sells or attempts to purchase or sell tickets with a view to carrying on any such business either by himself or by any other person, he shall be punishable with imprisonment for a term which may extend to three years or with fine which may extend to ten thousand rupees, or with both, and shall also forfeit the tickets which he so procures, supplies, purchases, sells or attempts to purchase or sell.

Provided that in the absence of special and adequate reasons to the contrary to be mentioned in the judgment of the court, such punishment shall not be less than imprisonment for a term of one month or a fine of five thousand rupees.

(2) Whoever abets any offence punishable under this section shall, whether or not such offence is committed, be punishable with the same punishment as is provided for the offence.

Section – 144: Prohibition on hawking, etc., and begging.-

(1) If any person canvasses for any custom or hawks or exposes for sale any article whatsoever in any railway carriage or upon any part of a railway, except under and in accordance with the terms and conditions of a license granted by the railway administration in this behalf, he shall be punishable with imprisonment for a term which may extend to one year, or with fine which may extend to two thousand rupees, or with both. And will be removed from the railway carriage or premises.

Provided that, in the absence of special and adequate reasons to the contrary to be mentioned in the judgment of the court, such punishment shall not be less than a fine of one thousand rupees.

(2) If any person begs in any railway carriage or upon a railway station, he shall be liable for punishment as provided under sub-section (1).

(3) Any person referred to in sub-section (1) or sub-section (2) may be removed from the railway carriage or any part of the railway or railway station, as the case may be, by any railway servant authorized in this behalf or by any other person whom such railway servant may call to his aid.



Section – 145: Drunkenness or nuisance.- If any person in any railway carriage or upon any part of a railway-

(a) is in a state of intoxication; or

(b) commits any nuisance or act of indecency or uses abusive or obscene language; or

(c) willfully or without excuse interferes with any amenity provided by the railway administration so as to affect the comfortable travel of any passenger, he may be removed from the railway by any railway servant and shall, in addition to the forfeiture of his pass or ticket, be punishable with imprisonment which may extend to six months and with fine which may extend to five hundred rupees.

Provided that in the absence of special and adequate reasons to the contrary to be mentioned in the judgment of the court, such punishment shall not be less than--

(a) a fine of one hundred rupees in the case of conviction for the first offence; and

(b) imprisonment of one month and a fine of two hundred and fifty rupees, in the case of conviction for second or subsequent offence.

Section – 146: Obstructing railway servant in his duties.- If any person willfully obstructs or prevents any railway servant in the discharge of his duties, he shall be punishable with imprisonment for a term which may extend to six months, or with fine which may extend to one thousand rupees, or with both.

Section – 147: Trespass and refusal to desist from trespass.-

(1) If any person enters upon or into any part of a railway without lawful authority, or having lawfully entered upon or into such part misuses such property or refuses to leave, he shall be punishable with imprisonment for a term which may extend to six months, or with fine which may extend to one thousand rupees, or with both:

Provided that in the absence of special and adequate reasons to the contrary to be mentioned in the judgment of the court, such punishment shall not be less than a fine of five hundred rupees.

(2) Any person referred to in sub-section (1) may be removed from the railway by any railway servant or by any other person whom such railway servant may call to his aid.

Section -155: Entering into a compartment reserved for others or resisting entry into.-

(1) If any passenger—

(a) Having entered a compartment wherein no berth or seat has been reserved by a railway administration for his use, or

(b) having unauthorized occupied a berth or seat reserved by a railway administration for the use of another passenger, refuses to leave it when required to do so by any railway servant authorized in this behalf, such railway servant may remove him or cause him to be removed, with the aid of any other person, from the compartment, berth or seat, as the case may be, and he shall also be punishable with fine which may extend to five hundred rupees.

(2) If any passenger resists the lawful entry of another passenger into a compartment not reserved for the use of the passenger resisting, he shall be punishable with fine which may extend to two hundred rupees.



Section – 156: Travelling on roof, step or engine of a train.- If any passenger or any other person, after being warned by a railway servant to desist, persists in travelling on the roof, step or footboard of any carriage or on an engine, or in any other part of a train not intended for the use of passengers, he shall be punishable with imprisonment for a term which may extend to three months, or with fine which may extend to five hundred rupees, or with both and may be removed from the railway by any railway servant.

Section – 157: Altering or defacing pass or ticket.- If any passenger willfully alters or defaces his pass or ticket so as to render the date, number or any material portion thereof illegible, he shall be punishable with imprisonment for a term which may extend to three months, or with fine which may extend to five hundred rupees, or with both.

Section – 162: Entering carriage or other place reserved for females.- If a male person knowing or having reason to believe that a carriage, compartment, berth or seat in a train or room or other place is reserved by a railway administration for the exclusive use of females, without lawful excuse,--

- a) Enters such carriage, compartment, room or other place, or having entered such carriage, compartment, room or place, remains therein;
- b) Occupies any such berth or seat having been required by any railway servant to vacate it

He (The said passenger) shall, in addition to being liable to forfeiture of his pass or ticket, be punishable with fine which may extend to five hundred rupees and may also be removed by any railway servant.

Section – 163: Giving false account of goods. - If any person required to furnish an account of goods under section 66, gives an account which is materially false, he and, if he is not the owner of the goods, the owner also shall, without prejudice to his liability to pay any freight or other charge under any provision of this Act, be punishable with fine which may extend to five hundred rupees for every quintal or part thereof of such goods.

Section – 164: Unlawfully bringing dangerous goods on a railway.- If any person, in contravention of section 67, takes with him any dangerous goods or entrusts such goods for carriage to the railway administration, he shall be punishable with imprisonment for a term which may extend to three years, or with fine which may extend to one thousand rupees or with both and shall also be liable for any loss, injury or damage which may be caused by reason of bringing such goods on the railway. 303

Section – 165: Unlawfully bringing offensive goods on a railway.- If any person, in contravention of section 67, takes with him any offensive goods or entrusts such goods for carriage to the railway administration, he shall be punishable with fine which may extend to five hundred rupees and shall also be liable for any loss, injury or damage which may be caused by reason of bringing such goods on the railway.

Section – 166: Defacing public notices.- If any person without lawful authority—

- (a) pulls down or willfully damages any board or document set up or posted by the order of a railway administration on a railway or any rolling stock; or
- (b) obliterates or alters any letters or figures upon any such board or document or upon any rolling stock, he shall be punishable with imprisonment for a term which may extend to one month, or with fine which may extend to five hundred rupees, or with both.

Section – 167: Prohibition of Smoking- (1) No person in any compartment of a train shall, if objected to by any other passenger in that compartment, smoke therein.

(2) Notwithstanding anything contained in sub-section (1), a railway administration may prohibit



smoking in any train or part of a train.

(3) Whosoever contravenes the provisions of sub-section (1) or sub-section (2) shall be punishable with fine which may extend to one hundred rupees.

Section – 172: Penalty for intoxication.- If any railway servant is in a state of intoxication while on duty, he shall be punishable with fine which may extend to five hundred rupees and when the performance of any duty in such state is likely to endanger the safety of any person travelling on or being upon a railway, such railway servant shall be punishable with imprisonment for a term which may extend to one year, or with fine, or with both.

179. Arrest for offences under certain sections.-

(1) If a person commits any offence mentioned in sections 137, 141 to 147, 150 to 157, 160 to 162, 164, 166, 168 and 172 to 175, he may be arrested without warrant or other written authority by any railway servant or police officer not below the rank of a head constable.

(2) The railway servant or the police officer may call to his aid any other person to effect the arrest under sub-section (1).

(3) Any person so arrested under this section shall be produced before the nearest Magistrate within a period of twenty-four hours of such arrest excluding the time necessary for the journey from the place of arrest to the court of the Magistrate.

180. Arrest of persons likely to abscond, etc.

(1) If any person who commits any offence under this Act, other than an offence mentioned in 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 there is reason to believe that the name and address given by him are fictitious or that he will abscond, any railway servant authorized in this behalf or any police officer not below the rank of a head constable may arrest him without warrant or written authority.

(2) The railway servant or the police officer may call to his aid any other person to effect the arrest under sub-section (1).

(3) Any person arrested under this section shall be produced before the nearest Magistrate within a period of twenty-four hours of such arrest excluding the time necessary for the journey from the place of arrest to the court of the Magistrate unless he is released earlier on giving bail or if his true name and address are ascertained on executing a bond without sureties for his appearance before the Magistrate having jurisdiction to try him for the offence.

(4) The provisions of Chapter XXIII of the Code of Criminal Procedure, 1973 (2 of 1974), shall, so far as may be, apply to the giving of bail and the execution of bonds under this section.



Chapter-13

Charge sheet and Railway Magistrates

1301. Definition of Cognizable and Non cognizable offences:

1301.1 Cognizable- 'Cognizable' offence means an offence for, and 'Cognizable case' means a case in which a police officer/Authorized Rely. Servant may arrest without warrant.

1301.2 Non Cognizable- 'Non Cognizable' offence means an offence for, and 'Non Cognizable case' means a case in which a police officer/Authorized Rely. Servant may not arrest without warrant..

1302. Charge sheet- When a passengers are made over to the GRP/RPF by the Railway staff for prosecution before the Magistrate for trial either for ticketless travelling or for the non cognizable case, Charge sheet in proper form are to be submitted to the non GRP/RPF along with such passengers. These charge sheets are in two different forms i.e. for ticketless passengers and the other for other cases.

1303. Railway Magistrate:

Notwithstanding anything contained in the code of criminal procedure, 1973(2 of 1974), no court inferior to that of a metropolitan magistrate or a judicial magistrate of the first class shall try any case under the railway act.

- a. In order to deal expeditiously with ticketless passengers whole time Railway magistrate both stationary and mobile with specific jurisdiction have been appointed on most of Railways.
- b. Any person committing an offence under railway act or any rule made there under shall be triable for such offences in any place which he may be or which the state government may notify in this behalf, as well as in any other place in which he is liable to be tried under any law for the time being in force.

Every notification under sub-section (1) shall be published in the official Gazette and a copy thereof shall be exhibited for the information in the public places at railway stations as the state government may direct.

- c. The Magistrates have mostly been provided with court room situated either in the station



buildings or in the neighborhood.

- d. These Magistrate will also dispose of cases pertaining to other non cognizable offences, referred to this chapter.
- e. As station where there is no Railway magistrate are posted, Railway cases will be dealt with either by magistrate specially deputed for the purpose by state Government or at the local Civil court.

1304. Charge sheet for ticketless passengers-

- a. A specimen of this form is in Appendix 'I' and should be used for prosecution of ticketless passengers under section 137 & 138 of Indian Railway Act.
- b. Charge sheets are serially numbered and have 3 foils, Record, Police and Accounts which are written in one operation with a double sided carbon paper.
- c. The charge sheet against passengers should be correctly framed and the police copy of charge sheet should be handed over to the GRP/RPF along with passenger for further action.
- d. The Accounts foil of charge sheet is to be signed by GRP/RPF in token of having received the ticketless passengers and returned to the Railway staff. A list of all charge sheets issued during the month along with the individual accounts foil are to be sent to the chief Account officer alongwith the balance sheet of the month. The amount of charge sheet will not however be included as debit or credit of balance sheet.
- e. The police authorities must produce the arrested persons before the nearest Magistrate with least possible delay.

1305. Result Slips-

- a. At the foot of the charge sheet form there is a detachable portion headed 'Result Slip' bearing the serial number of the charge sheet.
- b. After the Magistrate finally disposes of the cases, he will enter the particulars of the amount if any realized and return the 'Result slip' to station concerned.
- c. Chief ticket inspector/Head ticket collector or Station manager/master issuing charge sheets are responsible for seeing that all result slips are received back from the Magistrate and particulars copied on the 'record' foil of charge sheet and the original result slip sent to the chief account officer (TA) with the monthly returns. In the event of CTI/HD. Ticket collector or SS/SM failing to get all result slip back from Magistrate within a reasonable time, he should report the matter to his SR.DCM for necessary action.
- d. At each station a register is to be maintained showing details of cases sent under section 137 and 138 and result of prosecution in the form shown in the **appendix 'P'**.



1306. Disposal of cash realized by Special Railway Magistrate- The Railway fares realized by the Railway Magistrate from ticketless passengers is deposited in Railway and judicial fine deposited in the State Treasury.

1307. Charge sheets for offences other than ticketless passengers (under section 137 & 138)- A specimen of the charge sheet which is to be issued in following case shown in appendix 'A'

1307.1. Non cognizable offences:-

Section of IRA	Subject
Section-57	being and suffering person to travel with infectious or contagious disease.
Section-142	transfer of tickets.
Section-144	Canvassing, Hawking or begging on a Railway premises.
Section-147	Trespass or refuse to desist from trespass.
Section-155	Entering compartment reserved or already full or resisting entry into a compartment not full.
Section-156	Travelling on roof, step or on engine of train.
Section-157	Altering or defacing a pass or ticket.
Section-164	Unlawfully bringing of dangerous goods on a railway.
Section-165	Unlawfully bringing of offensive goods on a railway.
Section-166	Defacing Public notices.
Section-167	Smoking

Note: These charge sheets are not serially numbered and are made out in duplicate only, one for Record and other for police.

1307.2. cognizable offences:-

Section of IRA	Subject
Section-137	Fraudulently travelling or attempting to travel without proper pass or ticket.
Section-141	Needlessly interfering with means of communication in a train(ACP).
Section-145	Drunkenness or nuisance on Railway.
Section-146	Obstructing a Railway servant in his duties.
Section-150	Maliciously wracking or attempting to hurt persons travelling in a



train.

Section-153	Endangering safety of persons travelling by railway by willful act or omission.
Section-162	Entering carriage or other place reserved for females.
Section-168	Sub section(i) Acts of children endangering safety of persons travelling by a railway.
Section-172	Drunkenness of railway servant on duty.
Section-175	Endangering the safety of persons by a railway servant.

NOTE:

1. No special form of charge sheet is required in these cases but a written report must be made to the police who will take further action. A detailed report must be submitted to Sr.DCM.
2. Under section 137 regular charge sheet can be issued
3. Only senior staff should issue charge sheets for other “non-cognizable offences” and report “cognizable offences” to the police.

1308. Prosecution of children for non-cognizable and cognizable offences-

1308.1. Section 82 (Indian penal code) - Nothing is an offence which is done by a child under seven years of age.

1308.2. Section 83 (Indian penal code) – Nothing is an offence which is done by a child above 7 years age and under 12 years who has not attained sufficient maturity of understanding to judge the nature and consequence of his conduct on that occasion.



Chapter-14

Various Kind of Checks

1401. Object of check and collection of tickets-

Passenger's tickets are checked and collected with the object of:

- i. Ensuring that every passenger is in possession of a proper ticket (or other authority) entitling him to travel by the particular class or train or to enter railway premises.
- ii. Examination whether ticket is issued in conformity with the prescribed rules and instructions; and
- iii. Seeing (ultimately) that the tickets have been correctly accounted for in railway books.

1402. Kinds of Checks:

In addition to the prevention of the ticketless and other irregular travel the following type of checks are conducted to ascertain the percentage of ticketless and other irregular travel obtainable on each section or spot.

1. Concentrated section check
2. Concentrated spot check
3. Replacement check
4. Cross country or surprise check by road
5. magisterial check
6. Fortress check



7. Ambush check raids
8. Massive operational check
9. Mid-section check

1402.1. Concentrated section check: This check is arranged on a standardized section of a Railway covering a period of 3 days or for a minimum 24 hours covering all trains running on the section. The staff is deputed on each bogie of each train running on this section to ensure that no passenger is travelling without or with irregular ticket therein.

Standard section is a section prescribed by the Railway Administration in order to bring uniformity in the Railway working of all departments. The following statistical data is furnished in the relevant statement after the completion of the check-

- a. Total no. of staff utilized
- b. Total no. of trains checked
- c. Carrying capacity of each train and its actual occupation.
- d. Total number of passengers charged either for travelling without or with irregular ticket or for carrying un-booked and partially booked luggage.
- e. Total earnings realized.
- f. Total T.T.E. Train Kilometer worked out during the check.
- g. Number of beggars turned out.
- h. Number of passengers suffered imprisonment and number of passengers let off by the court.
- i. Booking window earnings for the day of check, for the previous 3 days and for the corresponding day of the week.

1402.2. Concentrated Spot Check-

This check is arranged at a station or spot concentrating a large number of staff for checking, which includes TTEs, Hawkers and Beggars checkers, Rakshaks and GRP/RPF. As per Railway Board's order, this check should be arranged for one calendar date and for 24 hours. However due to paucity of staff, this check can be hold at a station covering a minimum of 3 trains passing such a spot. Census of trains subjected to check is to be recorded along with the occupation on the day of check. During such a check all passengers in the trains are thoroughly checked. The following particulars are to be furnished to the office after the check is over.

- a. Total no. of staff utilized
- b. Total no. of trains subjected to checked
- c. Carrying capacity of each train and its actual occupation.
- d. Total number of passengers charged with excess charge.



- e. Total number of passengers charged for carrying un-booked luggage and partially booked luggage.
- f. Amount in respect of item (d) and (e).
- g. Number of passengers prosecuted and amount of fine and fare recovered by the court.
- h. Number of passengers imprisoned or let off.
- i. Total Number of passengers charged and total amount recovered.
- j. Booking window earnings for the day of check, for the previous 3 days and for the corresponding day of the week.

if the percentage of ticketless and other irregular travel is more than 3% , it is considered as a BAD SPOT. 3 similar checks are necessary to declare a spot as a bad spot.

1402.3. Replacement check-

This check is introduced with a view to judge the efficiency of the station ticket checking staff. This check is arranged on a station where ticket collectors fails to achieve the requisite standard of earning laid down by the division authorities. Similarly this replacement check can also be conducted on certain sections where TTEs are posted in train TTE system or sectional TE/TTEs are posted.

While arranging such checks, the following factors should be specially taken into consideration:

- a. Equal no. of staff utilized.
- b. Duties should be performed according to the roster of staff on the station or section.
- c. The check should arrange on normal day or week day.

On completion of the check, the following data should be furnished to the office-

- a. Total earnings of the staff with break up for the last 12 months indicating the target fixed for the selection for the station or TTE and reasons for not achieving it.
- b. Comparative statement showing the particulars of excess fare earnings realized and booking window scales in respect of:
 - i. Day of check.
 - ii. 2 days previous to check.
 - iii. Corresponding of the previous month.

If the earnings of the replacement check are more than that of the permanent staff, a report will be submitted on the slack working of the permanent staff for necessary action.



1402.4. Cross country or Surprise Checks by road-

This is purely a surprise check conducted on a bad section, where it is known that the ticketless or irregular travel is on a high side or is connived at by the staff working on the trains. A large number of the ticket checking staff accompanied by RPF and GRP personnel travel by road either by Bus or any other conveyance to a particular spot and subjected to the intended train to a surprise check. The element of surprise and secrecy is maintained at all costs to make such surprise checks a success. During these checks the entire trains is subjected to a thoroughly check at the halt and subsequently on the run of the train. The results of such check are submitted in the same manner as in the case on concentrated spot checks. In addition, the amount of hire charges for conveyance incurred on account of these checks is also indicated therein.

1402.5. Magisterial Check-

This check is arranged with the help of Magistrate and GRP personnel with a view to check effectively the incidence of ticketless travel. Persons apprehended are summarily tried and disposed off by the Magistrate on the spot. A statement displaying of the prosecutions launched during such checks are submitted to the Divisional office by the In-charge for further disposal.

1402.6. Fortress Checks-

Fortress means a fortified place, and a Fortress check would normally mean the entire station platform be condemned off, so that not a single person could gain entry or exit from any other place than the authorized gates. To ensure these arrangements it is necessary to depute adequate ticket checking staff, GRP and RPF personnel assisted by volunteers for these checks. These junction stations strategically situated should be chosen for the site of these checks.

1402.7. Ambushed checks Raids-

In the year 1967 the incidence of alarm chain pulling reached alarming proportions and a new check known as 'ambush raids' came into existence to intensify the detection of those who pull the alarm chain for unjustified reasons, as also to round up the ticketless travelers who get away without tickets from the train by detaining it away from the stations.

For the purpose of these check, sufficient ticket checking staff assisted by GRP/RPF personnel are deployed on that day in wait well in time before the arrival of the train, at a place where alarm chain is usually/regularly pulled. Not only the offenders indulging in unauthorized alarm chain pulling but also those entraining at unauthorized halts, are dealt with.

1402.8. Massive operational checks-

These checks are to be conducted over a radius of 80 kms. against ticketless travel for a duration of 3 to 6 days.

The following checks are conducted over the area to be covered:

- i. Running train checks
- ii. Spot Checks



- iii. Road Checks
- iv. Ambush Raids.

Two to three magistrates should be utilized at strategically spot for trying the cases prevented under the Indian Railway Act.

Comparative figures of booking window earning should be recorded to show the impact of the check over the area of check.

1402.9. Mid-section check-

This is a surprise check to be a conducted by the Headquarters ticket checking squad somewhere in a Mid-section. The ticket checking staff working the train VIZ Conductor/Sleeper coach TTE/Attendants etc. should be replaced by the Headquarters ticket checking staff. The working staff recheck the train/Carriage taken over. The check should be conducted at frequent intervals on different intervals on different sections in each division and severe action is be taken against the Railway staff if ticketless travel is detected on the train on which checks were already exercised.

1403. Surprise checks to combat ticketless traveling-

Surprise checks should be carried out both at stations and in running trains, by special squads consisting of travelling ticket examiners assisted by GRP/RPF under the supervision of selected subordinates. All cases of fraud or travelling without ticket detected during the course of these surprise checks should be carefully examined to see whether they have been facilitated by defects in the system or checks in force. The result of surprise checks should be judge the efficiency of the work of station staff and sectional travelling ticket examiners and remedial measures, whenever called for, should be taken to eliminate ticketless traveling.

1404. Special steps to combat ticket less travel on part of students-

Prevention of ticketless travel by students as to a large extent a matter of social education on for which the active cooperation of the educational authorities is essential. It is therefore, desirable for Sr.DCM maintain a close liaison with the heads of the educational institutions in their respective jurisdictions. Chief inspector of tickets should maintain this contact at a personal level.

They should also periodically arrange to address the students and explain to them the undesirability of travelling by rail without holding proper tickets. The heads of the educational institutions should be requested to take severe disciplinary action against the students who are reported by the Railway authorities to have travelling without ticket. In addition they should be requested to take action on the following lines:

1. Obtain declaration from every student in regard to place of residence.
2. In case the student resides at the place where from he required to avail of rail transport to attend his school/college, he should be provided with the students concession form to obtain a



season ticket at concessional rate applicable to students.

3. A register should be maintained indicating the name of such students as also the particulars of concession form supplied to them.
4. Class and number of individual tickets obtained in lieu of concession form should be recorded in the register against the name of every student.
5. Responsible representative of students may be nominated by the educational authorities to see that their friends do not resort to such practices.
6. The heads of educational institutions may either personally attend some of the checks against ticketless travelers or nominate some of their senior staff to attend such checks to produce necessary moral effects on the students.

All station should submit to their Sr.DCM a monthly statement giving the full particulars of the students monthly season purchased by students of various educational institutions served by the station. This should also enable divisional officer to compare these figures with the records maintained by the educational institutions and take suitable action in case of discrepancy.

Particulars of all students detected travelling irregularly during check should be recorded by ticket checking names , giving their name, age, father's name, place of residence, institutions where studying and class in which studying etc.

A detailed report should then be furnished to the Sr.DCM to enable the later to report the heads of educational institutions concerned for taking disciplinary action against the student concerned.



Chapter-15

Rules regarding Examination, Collection and Disposal of tickets

1501. Checking of Reserved and Unreserved Computerized Tickets-

The reserved and unreserved journey tickets are issued manually as well as by computerized system. Although both the system have been devised with various type of safe guards to prevent its misuse by unscrupulous person/staff. However the following significant points should be kept in mind while examining/checking computerized tickets.

a. Reserved computerized tickets- These ticket are issued with PRS with following description:

PNR no., Train no., Date of journey, From and To, Class, Fare, RT/SC authority of issue, Age, Sex, Status, Coach No. and Seat no., Random no., Date of issue, time of issue, station of issue, terminal no. and departure time of train number.

Ticket checking staff while checking such tickets should minutely check the above entries to ascertain that the passenger is holding the correct ticket. They should also check the authority mentioned in such tickets and passenger found travelling with authority mentioned therein should be treated as travelling without ticket. They should also check that the zero amount tickets issued from computer terminal are accompanied by valid pass, BPT, EFT, any other travel authority if any.

It has been observed that certain unscrupulous persons/staff indulge in procuring the reservation on fake BPTs, EFTs, Soldiers tickets, Student concession, Orthopedic handicapped certificate concession, TB concession etc. Ticket checking staff should minutely check these tickets and may interrogate the passengers to examine the genuineness of the authority of zero amount quoted in PNR tickets.

Sometimes unscrupulous persons procure reservation from such terminals on expired date or used tickets, TTEs, TCs should tactfully detect such malpractice by verification from the passengers. Advance reservation on PRS is not permitted enroute on pre bought ticket unless covered by securing memo or telegram, passenger detected travelling on such reservation should be thoroughly checked. No free EFT should be issued in such case when it is established that the ticket held by the passenger is fake or expired dated and such passengers should be dealt with under relevant section of IRA/IPC as the case may be.

Ticket checking staff should also ensure that passenger is carrying original PNR ticket, as journey on photocopy of ticket is not permitted. They should also check the random no. mentioned in such tickets as the random no. of particular date and class is always the same by that train irrespective of the date of issue and plan of issue. Staff shall also check digits viz "Last three digits printed by computer against actual serial no. of ticket roll" are identical and correct.

Special attention should be given by ticket checking staff to check that MP procuring



reservation on authority of identity card no. having PNR tickets are actually travelling. The identity card of such reservation should invariably be checked to ensure that some imposters are not travelling on such reservations.

b. Unreserved computerized tickets- These tickets are issued on a prescribed standard size and type of paper with following descriptions:

Serial no. of the ticket, From and To, Class,, Super charge, No of passengers, Fare, nature of concession, Date, Time of issue and Random no. and counter no. The passenger may purchase any class or destination of ticket from any computer counter but the random no. of every destination though changes every day, shall be same for particular day and date of one station. The ticket checking staff while checking unreserved computerized tickets should invariably check the random number, date and time of issue to prevent misuse or reuse of any fake and expired date tickets. The TTE and TC should nip these tickets either by checking nipper or by ink endorsement. Since serial number of such tickets for a particular date and stations are not consecutive as such genuineness of tickets can only be ascertained from the check of date of issue, time of issue and random nos. water mark and hessian on ticket format.

1502. Checking of Ladies compartment-

1. The check of carriage reserved for ladies will ordinarily be made at stations where there is a lady ticket collector but in other cases the work of check and collection of tickets from lady passengers will be done at destination station after they alight. Travelling ticket examiners are forbidden from entering carriages set apart for ladies.
2. male ticket collectors/Travelling ticket examiners may check the tickets of passengers in a female compartment from platform, if required.

1503. Checking of RMS (Rail Mail Service) Compartments-

1. This should be invariably checked like other passenger compartments and irregularities noticed must be reported. The staff is however, strictly, prohibited from travelling in such compartments.
2. RMS compartment should however be checked from inside as in case of other compartments.
3. Every member of RMS staff, while on duty shall hold metal token or identity card, indicating the division of RMS and a serial number, as an authority for travelling in RMS compartment. They also have instructions to show their tokens or identity card on demand to the Railway staff responsible for checking of tickets.
4. Unauthorized persons travelling in RMS compartment are to be charged as 1st class fare with excess charge in accordance with rules and evicted from the van and matter reported.
5. After checking the compartment, the ticket checking staff should sign the daily report of RMS. Head sorter and ticket checking staff specially mention there in any irregularity that might have been noticed by him during the course of his check in addition to making a special report to the DCM.



1504. Checking of Pantry Cars-

1. Pantry cars are running on certain Mail/Express trains or passengers trains as specified in time table, should also be checked by TTEs.
2. Staff of pantry cars is supplied with necessary passes and travelling tickets examiners are to check that no unauthorized persons travel with them.

1505. Checking of tickets in reserved coaches-

1. Tickets of passengers in travelling in reserved coach should usually be checked during the day but when it is found necessary, checks should also be made between 21.00 hrs and 6.00 hrs., utmost care being taken by the ticket checking staff to ensure that the passengers are not unduly disturbed there by.
2. Second class passenger tickets are to be examined in trains during the day as well as night.
3. Checking of tickets at the commencement of the journey, the coach attendant where ever authorized to do so will check tickets of all passengers who entrain in AC coach and he is responsible for seeing that all passengers travelling in the coach hold proper tickets.
4. Conductors/TTE working on the trains with AC coaches will also check the tickets to passengers travelling by AC coaches.
5. In the event of special checks being carried out, the coach attendants assistance should be taken wherever necessary.
6. Railway employees, pantry car staff and coach attendants must produce their passes at any time on demand.

1506. Checking of unauthorized travel by parcel trains-

Unauthorized passengers detected travelling in passengers coaches, parcel-vans or brake-vans of Parcel express trains on sections where these trains are not scheduled to carry passengers must be removed from the train and, if without tickets, charges are to be recovered from them as follow as:

1. In passenger coaches fares according to the class in which found travelling plus higher excess charge.
2. in parcel-vans and other coaching vehicle second class fare plus HEC.
3. In brake vans 1st class fare plus HEC.

1507. Checking of attendants of cattle travelling without ticket in cattle wagons-

Such attendants found travelling without tickets or authority to travel shall be charged second class fare plus HEC.

1508. Checking of Workmen's trains-

1. Unauthorized persons detected travelling by workmen train provided exclusively for the journey of workmen to and from workshop, are to be charged 1st class fare plus HEC.



2. Workmen holding workshop Metal token detected travelling to and from shop by ordinary passengers trains are to be treated as passengers travelling without tickets and charged fare and HEC as per rules. Such workmen however been permitted to travel on certain passenger trains which are specified in the working time table of each division.

1509. Checking of High officials travelling in saloons and in reserved carriages or compartments-

1. Rules regarding High Gov. officials travelling in saloons and in reserved carriages or compartments are detailed in IRCA Coaching tariff. For reserved compartments for Military officers see para 1912 of Military tariff.
2. High Govt. official requisitions are presented in two portions, one for the Railways which is treated as cash and the other for the High officials which is his authority to travel.
3. Only a senior official of the station in uniform should check tickets and this must be done in such a manner as not cause any inconvenience to the occupants.

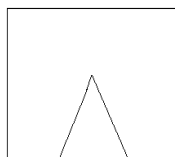
Note- Dispute in charging children without tickets references to SM on duty- Ticket collectors, while admitting children through gates, should exercise proper vigilance so that children of over 5 years of age do not entrain without proper tickets. Similar check will be exercised at the time of passing children who have alighted from the train. In the event, however of any dispute as to the age, reference should be made to the station master on duty, who should, after personally seeing the child decide whether excess fare should be collected or not.

1510. Ticket Nippers-

a. The following kinds of nippers will be used for the purpose of checking and cancelling the tickets.

- i. Gate nippers, which cutout a 'V' portion from the ticket;

Example

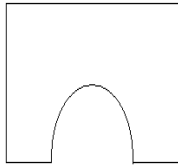


- ii. Checking nippers, which emboss on the ticket;

1. A letter to indicate railway; and
2. A letter of letters to indicate Division/ Area of the railway to which the ticket checking staff attached, followed by a number to identify the checking staff.;
3. Cutout a semi-circle mark from the ticket.

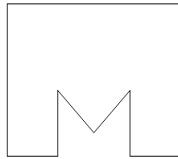


Example



iii. Cancelling nippers, which cut out an 'M' portion from the ticket.

Example



b. When nippers are not available or in the case of paper tickets, etc. Where nippers cannot be used, the Ticket Collector/Travelling Ticket Examiner should show the date and train number under his initials in indelible pencil on the reverse of the ticket.

1511. Checking and nipping of tickets at stations of commencement of journey-

- a) No person should be allowed to enter the platform of a station without a proper pass or a ticket. At stations, where Ticket Collectors are posted in all, all the card tickets of passengers admitted to platforms should be nipped with gate nippers. At the other stations the ticket should be so nipped by the Booking Clerk before handing over the tickets to passenger. The ticket should be nipped at the center of the bottom portion.
- b) The nipping should be done carefully so that the matter on the ticket is not cut out.

1512. Collection and disposal of collected tickets-

Passengers, while terminating their journey should surrender their journey tickets at the gate before leaving the station premises. The staff on duty at the exit gate, while collecting the tickets should satisfy themselves regarding the following-

The ticket must be proper and issued according to Railway rules. Further, ticket must be intact without any damage. The ticket should correspond to the journey performed. The staff should satisfy him that the journey has been completed within the currency period of the ticket, taking into consideration of the issue and endorsement regarding any break of journey. If there is no break of journey endorsement the passenger should be as travelling with a time expired ticket. Special check must be made on non-transferable tickets like season tickets, concession tickets, reserved tickets, passes and PRO tickets. In such cases the signature of the person concerned can be obtained in a



piece of paper for comparison with original signature. It should be ensured that the children above 5 years and below 12 years of age are travelling with proper tickets and adults are not travelling with child tickets. All the checks and verifications must be done as quickly as possible before passenger leaves the gate and any charges due to the Railway is collected and accounted properly.

Note:- As per Railway Board circular no. 42 of 2006 "ticket collectors at exit gates may hand over the tickets back to the passengers after proper nipping if demanded for the purpose of LTC/reimbursement of travelling expenses from their employers."

After collecting the tickets, the collected card ticket should be cancelled immediately with "M" type nipper. The paper tickets should be cancelled by writing the word "CANCELLED" in ink with date and train of collection across the tickets. All the collected tickets after cancellation will be sorted station wise, class wise and number wise. The highest progressive number collected from each station will be entered in a register called "TICKET COLLECTED REGISTER". This is maintained at all stations for entering the tickets collected by all the trains.

1513. Ticket collected Register:

1. From station
2. Class
3. Commencing number
4. Highest number collected by each train
5. total number of ticket collected
6. printed number of missing tickets
7. Total missing tickets

The station names in the register will be written in advance by the station staff, The highest progressive number collected from each station will be recorded against the end of each day, a total will be prepared for the ticket collected and missing for each station. From this a grand total will be prepared at arrive of the total numbers of tickets collected and total number of missing tickets for each day.

Tickets collected due to other stations will be entered separately under the column "Irregular tickets". All paper tickets, check soldier tickets, with EFTs will be entered separately. The commencing number for each station for next date will be arrived by adding one to the last progressive number collected.

1514. T.C. Return for Collected Tickets-

With regard to daily collected tickets, a return should be prepared be every station for submission to account office daily along with collected tickets. At the end of each day an extract of the TC register will be prepared, showing the total number of tickets collected and missing from each station with grand total, irregular tickets and paper tickets will be entered separately. the commencing number of the day and closing number (Highest progressive number collected) will also be shown for each



station. When the TC register is maintained under carbon process, a copy for the same should be sent as TC returns.

The highest progressive number numbers collected from each station will be bundled separately.

All other collected tickets will be bundled separately such as card tickets, paper tickets and irregular tickets. All bundles along with the TC returns will be put in the ticket canvas wrapper and deposited in Audit canvass bag specially supplied for this purpose. The bag will be sealed and dispatched to account office daily by notified trains on the day following the day of collection.

1515. Submission of journey forms collected from Member of Parliament-

- a) For the purpose of maintaining account of the journey performed by Member of Parliament (Lok Sabha or Rajya Sabha), the members are required to fill up a form shown in appendix 'k' and hand it over duly signed to the ticket checking staff on the termination of their journey at the detraining station. Ticket collector should politely insist of this form being handed over.
- b) To avoid any inconvenience to the Members of Parliament, who may not have these forms readily available with them the station will indent and stock alternative journey forms. These forms will be in 3 counterfoils, machine numbered and bound in books. The station staff should fill in the particulars in the form and obtain the Member of Parliament`s signatures. The Member`s file should be handed over to MPs, the account foil should be sent to traffic account office and the record foil retained at the station. Where printed forms are not readily available the staff should prepare the form in manuscript and obtain the MPs signature.

The particulars of the journey forms collected should be entered in a separate manuscript register which should be posted in duplicate by carbon process. These journey forms should be sent daily to the traffic accounts office duly listed in a covering memo. At the end of the month one copy of the manuscript register should be handed to the traffic accounts office and other copy retained as station record.



Chapter-16

Earnings of TTE/TC and Joint Accounts and Commercial Procedure for Prompt Accountal of EFTs and Remittance of Cash (T.C. Returns)

1601. Earnings of Ticket Checking Staff -

1. The cash collected by ticket checking staff will be deposited by them in the booking office after the departure of each train. Where, however due to frequent train service, the deposit of cash immediately after the departure of each train may not be feasible, the DCM may prescribe any other interval at which the ticket collector staff will deposit their earnings in the booking office.
2. The travelling ticket examiner will deposit their earnings at the end of the day with the station master or the booking clerk on any station of their respective beats for remittance to the cash office. In case however at the close of the day TTE if travelling by a train, scheduled to arrive at his destination in the early hours of the following day, he may deposit the previous day's collections immediately after the arrival at the destination station.
3. The station staff receiving cash from the ticket checking staff should give a money receipt. The money receipt's account foil or money receipt (UTS) should be sent to the traffic account office along with the connected EFTs in form Com R- 19 Rev.
4. In addition to the issue of the money receipt, the station staff while taking over cash from the TTE/TC should endorse on the record foils of last EFT issued an acknowledgement of the amount received, quoting the number and date of the money receipt and affixing the station stamp thereon.

1602. Action by Ticket Checking Staff -

1. He will draw blank EFT books only from the nominated CTI.
2. He will at the time of drawing an EFT book, check the numbering of the book and certify the correctness thereof on the cover of book.
3. He will not keep more than one foreign and one local EFT book at a time. He may, however draw a third book only if 5 or less blank foils are left in the previous book.
4. He will prepare EFTs legible using double sided carbon and will not over write or erase figures entered.
5. He will remit the cash only at his nominated HQs exception According to Railway board circular no. 53 of 2012 "TTE shall deposit the amount realized from EFT during their outward journey from HQ at a UTS counter at station where he ends/break outward journey."
6. He will obtain money receipt from the booking office and will also obtain an endorsement on



back of the record foil of last EFT issued, showing the amount deposited, Money receipt number on last record foil to which remittance pertains.

7. he should prepare a statement in Form Com/T.28.Rev. summarizing the total no. of cases dealt with during the month under various groups detailed in the form. The station master/manger or CTI in charge should personally check the analysis to ensure that it have been correctly prepared. After check, the statement will be submitted to the DCM.
8. He will submit his monthly returns in triplicate, latest by 5th of the following month to the CTI comprising of the following statements:
 - i. Accounts foils of the EFTs.
 - ii. Money receipt.
 - iii. Summary of EFTs i.e. Returns.
 - iv. Summary of money receipts.

He will in case of loss of an EFT book, lodge a report with the nearest GRP simultaneously reporting it to CTI quoting GRP case no.

1603. Action by booking clerk-

1. He will maintain a list of ticket checking staff who deposited cash at his station.
2. He will endorse on the back of the record foil of the last EFT issued pertaining to the remittance showing the amount collected, Money receipt showing the amount collected, Money Receipt number and put clear and legible station stamp with his signature in full with date.

1604. Record to be kept by CTI-

1. He will keep proper accountal of blank EFT books received and keep them in safe custody.
2. He will maintain TTE/TC wise register showing serial no. of EFT books issued and received back with dates thereof.
3. He will keep EFT books returned by the TTE/TC for 3 years serially arranged under safe custody.
4. If any debit is outstanding against TTE/TC concerning any EFT book, the particular EFT book shall be kept under safe custody beyond 3 years till the debit is cleared.

1605. Checks to be exercised by CTI-

1. He will issue maximum of one foreign and one local book at a time to a ticket checking staff and will not issue a third book unless the previous one is returned. However, a third book may be issued only if 5 or less blank foils are left in the previous book.
2. He will check the TTE/TC returns contain all four items listed at (i) to (iv) in para 8 above have been submitted by the TTE/TC failing to which he not issue a fresh EFT book and will not certify TTE/TCs TA bill for the month.



3. He will compare the total amount shown in the summary of the money receipt with the total shown in summary of the EFTs and in case of discrepancy will get it reconciled before forwarding returns to DRM office.
4. He will after exercising the checks as per item 2 and 3 above, forward two copies of TTE/TCs returns to DRM office and retain the 3rd copy as record.
5. He will enquire into any case of loss of EFT book, reported by TTE/TC and submit his report to DRM office.

1606. Statement to be submitted by CTI-

1. He will prepare a monthly statement, in the triplicate showing the name of TTE/TC, EFT book nos. issued to and returned by each and also details of EFT books received from SPS retaining one copy as record and forwarding two copies to DRM office.
2. He will prepare a monthly statement, in duplicate showing the names of TTE/TCs who have failed to submit the returns by target date retaining one copy as record and forwarding the other to DRM office.

1607. Action by DRM office-

1. It will maintain CTI wise register showing the dates of receipt of TTEs monthly returns with the names of TTEs whose returns have not been received.
2. It will forward the TTEs monthly returns, as also the TTE wise statement received from CTI as per para 1, to the traffic accounts branch who will obtain acknowledgement and seal of the traffic accounts office showing the date of delivery.
3. It will initiate DAR/recovery proceedings on receipt of CTIs report on loss of any EFT book by a TTE and arrange to publish the same in the Gazette. kindly also read **Railway board circular no 8 of 2007 for more information.**

1608. Checks to be exercise by TIAs-

1. He will check whether the TTEs, CTIs and booking clerks have taken actions, main maintained record and records and submitted returns and statements prescribed.
2. He will check that the amount shown is the records foils of EFTs with the amount shown in the record copy of summary of EFTs (EFTR) submitted with monthly returns.
3. He will check that the amount shown is the records foils of EFTs with the amount shown in the Money receipts pasted in EFT books.
4. He will check from CTIs register that the completed EFT books have been received by CTI and kept under safe custody.

1609. Action by traffic accounts office-

1. It will check the continuity of the serial number of EFTs from the Accounts foils of the EFTs received with TTEs monthly returns.



2. It will check if the returns have been submitted in time.
3. It will check the serial number of the EFT books shown in the TTEs monthly returns with the dispatch advice of the blank EFT book received by SPS. The check should also include accountal of complete supply from SPS by the CTI and accountal by TTEs of books shown as issued by the CTI in the statement furnished by CTI.
4. IT will check the totals of the amount collected against each EFT book with totals of accounts remitted under the Monet Receipts.
5. It will check TTE wise remittance in a month shown in the TTEs monthly returns with the amount shown in the station balance sheet.
6. It will check the EFTs for selected days for the correctness in the route, number of passengers and fare shown therein.
7. It will raise debit against the uncounted EFTs at 2nd class fare rate for the farthest station on the railway in case of local EFTs and farthest junction of any Railway in case of foreign EFTs.
8. It will exercise checks as provided in paragraph 2150 to 2158 of traffic accounts code paragraph 2.



Chapter-17

Miscellaneous

1701. TTEs rough journal-

1. Each Conductor/Travelling ticket examiner will maintain a rough journal book (Diary) showing the number of coaches checked, irregularities detected etc. and sleeper coaches TTEs will also maintain position of their coaches.
2. An incoming TTE must not leave the train unless he has disposed of cases detected by him or made over the cases to station staff or to outgoing TTE for recovery of charges due. In cases where no outgoing TTE has been booked to work the train, by which incoming TTE had arrived, he will advise the particulars of these cases to the train superintendent or the Guard as the case may be, who will be responsible for ensuring that the charges due are recovered at stations ahead.
3. Cases which cannot be dealt with, should be brought to the notice of outgoing TTE in writing and signature to the effect taken on the combined movement diary and detailed statement of earnings. The matter also should be reported in writing to the Chief ticket inspector/ HD TC/ Station Master/Manger/Sr.TC at his HQ station who will ascertain how the case have been disposed off. This work to be done by squad in charge or in his absence by the Sr. TTE where more than one TTEs are working the train.

1702. TTEs Equipment-

1. Each TTE will be supplied with the following articles which should be carried with him when working in trains, CTI/HDTC/Station Superintendent should check TTEs/ Conductors/ Coach attendant are in sufficient supply of equipment at least over a month and report all shortage with explanation of staff concerned;
 - a. Excess fare ticket books (Local & Foreign)
 - b. Handing over memo (journal COM/P.20 Rev) book
 - c. Table of distance and fares.
 - d. Time table and guide
 - e. Rough journal guide.
 - f. ticket punch nipper
 - g. Manual for ticket checking staff
 - h. Spring balance whenever made available



- i. Identification number, badges, scroll
- j. Duty card pass
- k. Daily trip report forms
- l. pen, pencil (Red & Blue) double sided carbon papers
- m. Wire book (Message book)
- n. Chart paper
- o. Checking authority card
- p. Coupons
- q. Log book
- r. FIR forms
- s. complaint book
- t. Guard Certificate book

1703. Coach attendant's Equipment -

- a. jerry can (during summer season)
- b. Duster
- c. Message book

1704. Guard Certificate (G.C.)-

Certificate of permission to travel (com 164 B) is issued as per section 55/2 of I.R.A. The certificate can be issued by:

1. Guards of all passenger trains except BB Sub section and certain branch lines.
2. Upper class conductors.
3. Batch in charge HDTs of certain nominated station.
4. The certificate is serially numbered. Each certificate has 3 foils. 1) Passenger 2) Accounts 3) Record. Certificate can be issued/permission to travel can be granted in the following cases, provided that passenger has sought permission before incurring the charges.
 - i) If a passenger unable to purchase the journey ticket but has purchased a platform ticket and informs the conductor/Guard of the train before travelling. In case passenger intends to travel from a station where platform tickets are not issued then in such cases permission before travelling obtained from Conductor/Guard of the train.
 - ii) Lower class ticket holder desires to travel in higher class.



- iii) Ordinary ticket holder desires to travel by M/E train.
- iv) Passenger desires to travel beyond the station for which he is originated/booked.
- v) Upper class ticket holder is compelled to travel in lower class for want of room in the class for which he holds the ticket.
- vi) Un-exchanged military warrants.
- vii) Un-exchanged military certificates.
- viii) Un-exchanged military concessions, IAF 1720,1728,1736.

Guard certificate will be prepared with the help of carbon, passenger foil along with the passenger will be handed over to the TC staff at a station where there is time to do so. Passenger foil should not be handed over to the passenger exception item no. (5) mentioned above, in all other items staff preparing the EFR will retain the passenger foil of GC, which will be sent along with EFR returns.

It will be personal responsibility of the conductor/Guard to ensure that the Excess fare has been collected and he must note down, EFT number on all the 3 foils of GC.

2nd foil of GC will be sent to the account office along with the monthly statement of Guard certificate.

Note- certificate can also be issued for booking of luggage from halt stations.

1705.1 Issuing GC/EFR in case less passengers travelling on combined ticket-

The COR/TTE manning the coach should issue the GC/Free EFR to the passenger travelling about the persons not travelling except in case of E-ticket in which EDR should be fed for not travelling passenger. The COR/TTE will issue GC/Free EFR immediately after the checking the tickets and make necessary endorsement in the chart.

Original ticket should be collected and sent to CCM, party will be advised to apply and Claim refund from CCM of the ticket issuing railway enclosing GC/Free EF.

1706. Extension of journey ticket-

Extension of journey ticket is granted beyond the station for which passenger notifies his intention of extending his ticket, benefit of telescopic fares will not be granted i.e. Fare for the extended portion of journey will be collected.

Note-

1. Extension is granted only once.
2. No extension should be granted on tickets booked against enroute station quota or enroute reservation unless accommodation is available for extended journey in the coach.
3. Extension should not be granted from a enroute station i.e. if a passenger hold a ticket from Howrah to CSTM, extension can't be granted enroute for Chalisgaon to Dhule.



4. While extending the ticket ensure that ticket is not converted into a circular journey ticket, while granting extension/ difference of route ensure that the passenger starting station revised destination/revised route is within the normal and reasonable direct route. For definition of normal and reasonable direct route refer circular journey ticket. For example- a passenger holding ticket for ALD to BSL (916 km) desires to get his ticket from BSL to NGP (393 km). In this case it is clear; the passenger desires to travel ex ALD to NGP via BSL, if passenger demands a ticket at ALD booking office from ALD to NGP via BSL such will not be issued because ALD to NGP via BSL is it is not a normal and reasonably direct route. As such AKD-BSL ticket holder can't be granted extension from BSL to NGP.

1707. Handing over memo-

Passenger detected traveling without ticket or any other irregular travel by travelling ticket checking staff that decline to pay the charges due, should be handed over to the station staff for recovery of the amount due with a HOM. These forms are machine numbered printed and consist of 4 foils 1) record 2) Accounts 3) Station staff 4) DCM.

While handling over the passenger signature of the station staff should be obtained on the record

portion.

At station where no TCs are posted passenger should be handed over to them and at other station to the SM. If neither of them is at hand, passenger should be handed over to the booking clerk.

In case passenger is prepared to pay charges due, amount should be collected under EFR otherwise necessary action under the relevant section of IRA should be taken.

1708. Acceptance of Rail money value coupons from MLAs/ and MLCs-

The COR/TTE in running train will accept cash and/or coupons towards the charges due in respect of reservation fee, supplementary charges, difference to the higher class and when tickets are extended enroute.

Above charges can be collected through coupons when MLA/MLC, their spouses/children and attendants are travelling on tickets issued in exchanged of coupons. COR/TTE should pass remark on EFT "issued in exchange of rail travel money value coupon". Such EFT should be accounted for in the EFT returns without showing the money value recovered through coupons in the amount column, giving full particulars of the coupons, together with their face value in the remarks column. The coupons collected should be sent to Traffic account office along with the returns.

MLAs/MLCs, their spouses/children and attendants are travelling on un-exchanged coupons will be charged without ticket, fare with excess charge recovered in cash upto the point of detection and single journey fare in cash for onward journey.

1709. Attendant in sole charge of children below 12 years-

Attendants in sole charge of children below 12 years are allowed to travel in the same



compartment as that of the children, on payment of 1st class fare when travelling in AC1st class and 60% of the 1st class fare while traveling in 1st class. Only one attendant is allowed to travel in the same compartment with each party at the reduced fare. The attendant must not occupy a berth to the exclusion for a passenger who has paid fare. An attendants in sole charge of children of 5 years of age and under will not be allowed the concession.

Note- This rule only applies when child travels in AC1st or 1ST class.

1710. Break Journey Rules-

Holders of single journey tickets for distance of more than 500 kms. (Actual distance) are allowed to break journey once for two days at any station en-route. This facility can be availed only after traveling 500 Kms. from the starting station. If ticket is for more than 1000Kms, passenger will be allow to break journey twice. The day of departure and arrival must be excluded while calculating the number of eligible days for first break of journey and ticket should be endorsed by the station manager/ticket collector at the station where the break journey is intended.

Note:

1. This facility is not available to passengers traveling by Rajdhani/Shatabdi/Jan Shatabdi express trains.
2. This facility is not permitted short of the station up to which reservation has been done.
3. Intention to break journey is to be advised at the time of original booking and not after obtaining reservation.

Example:

1	A passenger with single journey ticket for 800 kms. wants to break his journey at 423 kms.	not permissible
2	A passenger with single journey ticket for 600 kms. wants to break his journey at 501 kms.	Permitted once for 2 days maximum
3	A passenger with single journey ticket for 1050 kms. wants to break his journey at 400 kms. and 801 kms.	Only one break journey at 801 kms. is permitted for 2 days maximum
4	A passenger with single journey ticket for 2000 kms. wants to break journey at 800 kms., 905 kms. and 1505 kms.	Two break journeys permitted as per choice of passenger at the rate of two days maximum at each point of break of journey

Note:

1. Whenever a through passenger detrains at a station en-route for catching a connecting train, it should not be treated as break journey provided such halt is for less than 24 hours. For example, the holder of a direct ticket from Pune to Jammu Tawi via Dadar travels from Pune to Bombay by any day train a day earlier in order to catch Bombay-Jammu Tawi Express next morning leaving Bombay at 6.25 hours shall not be treated as break journey.
2. Break of journey is not permissible on the tickets of certain trains like Rajdhani Express, Shatabdi Express, etc., which have separate all inclusive fare structure on point-to-point basis, and therefore, refund on such partially used tickets is also not admissible.



3. Passengers are required to have their tickets endorsed. The endorsement shall consist of the Station Code, Station Master's initials and the date.
4. Passengers breaking journey and not obtaining the endorsement as prescribed will be treated as persons traveling without a proper ticket and dealt with accordingly.
5. Passengers breaking the journey en-route except as provided in paragraph (1) above must surrender their tickets at the station where journey is broken. Refund for the un traveled portion on such tickets will be allowed in special circumstances only subject to the condition laid down in Rule 213,4 and provided also that the procedure given in that rule is followed.
6. Break journey shall not be permitted short of the station up to which reservation has been done. If a passenger seeking reservation on through tickets asks for break journey en route it should be clearly indicated on the Requisition form the names of the station where the break journey is requested. Reservation in this case will be done up to break journey station only.

1711. Rebooking of passengers at intermediate station by SM-

1. **Passenger wishing to travel by other than booked route-** Except as provided in Rule 101 (5) of IRCA coaching tariff part-1(volume 2), passengers desirous of adopting an alternate route from any junction may travel by that route by paying the difference, if any, between the booked route and diverted route for themselves, attendants and luggage. If the fare by the selected route is not in excess of that by the booked route, the junction station master will collect the original ticket or the respective half of the ticket, as the case may be and issue an excess fare ticket, making the following endorsement thereon:

"permission granted to the holder to travel via". In such cases, no excess fare will be charged.

2. **Circumstance under which SMs are authorized to revalidate journey tickets by another train-**
 - i. Passenger detained at station under the instruction of police (police certificate to be produced).
 - ii. Detection of passengers attacked with infectious diseases (Medical officers certificate to be produced).
 - iii. Passenger missing connecting train at any junction station due to late running of train by which he had travelled.
 - iv. Return journey reserved ticket holder not provided with returning journey reservation.
 - v. Train running more than 3 Hrs. late and reserved ticket holder desiring to travel by earlier train.
 - vi. In case of road blockade due to landslides or cancellation of air flight (on production of civil/transport authorities/ airlines).

1712. Passengers detained under instruction of police-

1. When a passenger has to remain behind at a roadside station under instruction of Railway



police to attend an inquiry or to give evidence in any case connected with the railway or for the same reason, is unable to commence his journey by train for which ticket is issued, the station master is authorized to make the ticket available by another train (provided no delay has occurred in bringing the matter to notice and the station master is satisfied with the explanation given by the police. In such cases the station master must write on the back of ticket **"Available by Train No. of"**. then the name of the station and sign with his name in full.

2. Whenever above action is taken, the station master concerned must furnish to the traffic account office full details along with original certificate in the following form from the police office not below the rank of Sub-Inspector on which the request is made that a passenger should be detained.

Certificate to be obtained by the passenger detained at station under instructions of the police	
Railway Form No. _____	
No. _____	
To,	
The Station Master _____	certified that
_____ holder of single/return _____	class ticket No. _____
dated _____	from _____
to _____ (station) was detained from _____ 20.. to _____ 20...	
for the police enquiry to give evidence in court and is now allowed to proceed.	
_____ Station	
Date _____	Sub-Inspector of police _____ Government Railway Police

1713. Diversion of passenger traffic in case of interruption of through communication-

1. When owing to interruption of through communication due to breaches etc. traffic is restricted by any route, passengers holding tickets (single or return journey) purchased before the introduction of the restriction may be allowed to travel by the shorter or the quickest open route, whichever they prefer without any extra charge.
2. If, however return tickets are issued to the notification of restriction the charges will be



collected by the diverted route both for the outward and return journeys. If the return ticket is performed by the normal route, refund will be granted for difference in fares between the diverted route and normal route.

3. a. When passengers are unable to continue their journey due to interruption of through communications as a result of flood, breaches etc. the passengers desiring to return to their originating stations may be permitted to do so free of charge provided that the journey is made by the shorter or quickest route, no break journey is allowed. The authority for return journey will be a free excess fare ticket issued by the station master in exchanged for the original ticket. In such cases no refund will be allowed under rule 213.14 of IRCA Coaching Tariff part-1 (volume-1). The original ticket after collection should be cancelled and sent to accounts office as in the case of non issue ticket as authority for free accountal of the connected excess fare ticket in the Excess fare return.
4. Subject to the provision of Rule 223(1) and (2) of IRCA Coaching Tariff part-1 (volume-1) when passenger holding return journey tickets are unable to continue their journey due to interruption of through communications as a result of flood, breaches or any unforeseen occurrence, Passenger desiring to return to their original station with an intention not to perform both the outward and return journey may be permitted to do so provided free of charge provided that the journey is made by the quickest or shortest route, no break journey being allowed. The authority for return journey will be free excess fare ticket issued by station master of dispersal station in exchange for the original ticket, showing the number of return tickets, class, station, from and to and the fare collected with an endorsement "Passenger not willing to continue their outward journey and desiring to return to Originating station, permitted to do so. Fares of Rs..... for return journey ex..... to only to be refund." Excess fare receipt (passenger foil) will be retained by the passenger to claim refund. In such cases, no refund will be allowed under rule 213.14 for the outward journey only. Original tickets after collection should be cancelled and sent to account office as in case of non-issued tickets as authority for the accountal of connected excess fare tickets in the Excess Fare Return. However where outward journey is covered is 5% or less than the total distance and further outward journey is not possible due to interruption of through travel as a result of unforeseen occurrence. The claim for the refund can be considered and while granting the refund the fare (outward) upto the point of travel and the fare for return to the originating point should be deducted.

1714. Ticket stamped indistinctly-

When a ticket has been indistinctly stamped, the word illegible should be written beneath the date and the ticket cancelled and treated as non-issued ticket. Under no circumstance should a date once stamped on the ticket be tampered with nor should a ticket. Tickets bearing double impression of dates should be viewed with suspicion by the ticket checking staff. In necessary, the ticket should be collected and a free ticket fare ticket issued in lieu thereof and detailed report along with the ticket submitted to the Divisional Commercial Manager endorsing a copy thereof to the Traffic Accounts office.

1715. Right to correct charges/ Re-weighing-



Railway reserve the right of re-measurement, re-weighing, reclassification and recalculation at destination and of recovering any undercharges arising there from.

The weight of articles as given in the Railway Receipt or luggage ticket is merely inserted for the purpose of estimating the railway charges and railway reserve the right of reweight and re-measurement at destination. No admission is conveyed by a Railway Receipt that the weight as shown therein has been received.

1716. Passengers crossing Railway lines-

At station where there is no over bridge or subways are provided passengers must use ends of the platform for moving from one platform to another. In no circumstances should passengers be permitted to cross railway lines without adequate precautions being taken for their safety.

1717. Issuing Certificate to Attendant on 1st class pass-

As per rule 2(b) of the Railway Servant Pass Rule 1986 the term “attendant” means a person exclusively employed in the personal service of a Railway servant. As per Rly. Board’s Letter No. E(W) 97 PS of % -D/4 dated-14/1/91 in order to obviate the hardship faced by attendants during the travel, the 1st class pass holder who is carrying the attendant in the 2nd class may issue an authority to the attendant indicating the name of the attendant, 1st class pass no. on which the attendant is travelling, coach and seat no. and destination of the pass holder, so that can be shown to the TTEs on demand who may take note of these particulars for his intention and check as necessary.

Attendants of holders of 1st class pass (Duty, Privilege, and Complimentary) and 1st class ticket exchanged for PTO are allowed to travel in sleeper class coaches.

1718. Responsibility for ensuring that tariffs, etc. are correctly posted and assimilated-

The station master and the supervisor incharge of the booking luggage, parcels and goods offices are personally responsible to see that the copies of the tariffs in use are kept up-to-date by the staff and that the copies of the tariff in use are up-to-date by the staff and that all orders and instructions notified from time to time are understood and correctly carried out by the staff under them. A certificate to this effect should be recorded in a separate register to be kept especially for this purpose in which the name and designation of the person whose tariffs, books and manuals have been examined should also be entered. These certificates should be checked by officers and inspectors of traffic/ commercial and accounts during their inspection and a suitable note recorded in the inspection book and in the inspection report.

1719. Amenities to Passengers-

1. General:

- i. Waiting halls
- ii. Waiting rooms for upper class passengers
- iii. Retiring rooms
- iv. Lavatories and Urinals.



- v. Bathing cubicles
- vi. Drinking water/Water cooler(Seasonal supply during summer)
- vii. Facilities for queuing before counter
- viii. Provision of sheet time table near counters
- ix. Exhibition of fares to important stations near counters.
- x. Fans in waiting hall
- xi. Auxiliary stalls for selling fruits, soft drinks
- xii. Catering facilities, vegetarian and non-vegetarian
- xiii. Platform vending of fruits, eatables and beverages
- xiv. Free trolley service
- xv. Invalid chairs and stretchers
- xvi. Over bridges and subways
- xvii. Book stalls
- xviii. Medical stalls
- xix. Covered accommodation in platforms
- xx. Provision of seating arrangements and shady trees
- xxi. Bed roll/ Travel bags
- xxii. Clock room
- xxiii. Safe deposit locker
- xxiv. Public address system
- xxv. Provision of clocks on platform
- xxvi. Computerized reservation system
- xxvii. Sleeper facilities with cushion for 2nd class passengers
- xxviii. Indrail pass tickets for Foreigners
- xxix. Appointment of travel agent
- xxx. CBO/CBA
- xxxi. Out agency
- xxxii. Superfast/ Intercity trains



- xxxiii. Fully Air conditioned trains
- xxxiv. Separate compartments for Ladies, Disabled and Market Vendors
- xxxv. Vestibule coaches
- xxxvi. Ladies special trains

2. Facilities to ladies:

- i. As per section 58 of IRA compartment or certain berths or certain seats will be earmarked in every passenger carrying train for exclusive use of females.
- ii. A woman or child if unaccompanied by male is refusing to pay the fare and excess charge due under section 138 of IRA, then they can be detained only at the station from where they commenced their journey or at a junction or at a terminal station or at a station at civil district HQ and such removal should be made only during the day between 6 AM & 6 PM.
- iii. Checking of ladies compartments will be ordinarily done by female TC/TTE, Male TC/TTE must not enter ladies compartment but may check the tickets from platform only.
- iv. When a female passenger is found travelling without a ticket, unaccompanied by any friends or relatives or has no means to pay the due charges, she should be dealt with para (2) above.

Further at a station, if she cannot provide any reliable address, the SM must see the every possible protection is provided to her on Railway premises. She should be treated considerably, pending instructions from DCM or Police, At station where there is an Ayah or lady waiting room attendant she should be placed under their protection.

- v. At stations where lady TCs are posted it is their duty of special interest themselves in accommodating the lady passengers. At station where lady TCs are not posted, the staff is warned that lady passengers are not to be interfered with more than is consistent with their duty.

Male TTEs are strictly forbidden to enter carriages or compartments reserved for ladies on any pretext whatsoever.

- vi. If a lady travelling alone or with children below 12 years of age in 1st class compartment reserved for ladies then she can take one female attendant holding 2nd class ticket in the same compartment between 8 PM and 6 AM. The attendant must leave the compartment when more than 2 lady passenger travelling in the same compartment.



1720. Enquiry System-

Enquiry office have been provided at many stations, dealing with large number of passengers where enquiries regarding running of trains, arrival, departure timing, train connection and other matters relating to rail travel can be made. At small stations enquiries are answered by the ASM/BC/TC. Running of trains updated in every half of hour and enquiry clerk is able to furnish correct and accurate information on running of trains. With the provision of centralized telephone enquiry face to face enquiry office at certain stations have been relieved of the work of attending to telephone enquiries.

1721. Public address system-

Important stations are provided with public address system. Each platform shall be provided with enough number of loudspeakers. Announcement are made regarding the late running of trains, Non attachment of coaches, alternate arrangement for reserved passengers, position of coaches, guidance regarding the availability of coolie, free luggage trolleys (wherever available), warning passenger against trespassing, foot board travelling, roof travelling,, standing near the edge of platform, entrusting luggage to unauthorized collies/persons, transfer of reserved tickets, carrying un-booked luggage, and possession of explosives etc.

1722. Platform porters (coolies) at important stations-

Licensed porter at important stations attends all mail and passenger trains for carrying parcel and luggage. These men are not railway employees, but licensed by railway for the convenience of passengers and must paid the local authorized charges. These charges are posted up in a conspicuous place at the station to which they are applicable. Any complaint against licensed porters should be immediately made to the station master on duty, the number of badge worn by each men being noted for identification.

1723. Waiting rooms-

Waiting rooms at station are intended for the convenience of passengers only. They must not be used as 'Dark Bungalows'. Station master have instruction to open them 2 hours before a train carrying passengers is due and to close them 2 hours after a train carrying passengers has left, except for persons duly authorized to occupy them for longer period. Passengers arriving by night trains may remain in the waiting room until morning and passengers leaving by night trains may remain in them until their train leaves. Dogs are not permitted in waiting rooms.

Waiting rooms or separate toilet facilities are not provided at metro Railway stations for passengers waiting for train or for passengers arriving by the trains.

1724. Safety and comforts of passengers-

1. Closing of doors before train starts: Before a train starts the carriage doors on platform side must be closed and outside latches where provided, fastened.

Locking of carriage doors-

- i. The doors the carriage on the off side shall be as a general rule to be locked on double



line.

- ii. The doors of both sides of carriage on a train carrying passengers shall never remain locked at the same time, except in case of compartment reserved for ladies which may be locked at the request of the occupants.

2. Carriage not to be opened before a train comes to a stand- The station staff shall, as far as, prevent the doors of carriages being opened before train has stopped at the platform.

3. Exercise of care in opening carriage doors-

When it found necessary to use force to open a carriage door because it has got jammed for some reason, it is the duty of the Railway staff first to make sure that every passengers inside the carriage is cleared of the door as otherwise such passengers are likely to be injured by the sudden opening.

Station master will be responsible for ensuring these instructions are understood and observed by luggage porters, licensed porters and any other staff whose services may be used for opening carriage doors in the circumstance stated above.

4. Securing of carriage doors, from inside during the night for protection against thieves-

- a. With a view to prevent thieves from entering the carriages during night, passengers, may before retiring for the nights-
 - i. Secure each window by placing the wire gauge frame and/or the wooden venetian an position and locking each with the side catches provided, and
 - ii. After closing the doors secure each may be means of throw over catch or bolt provided on the inside of each door.
- b. When the doors secure from the inside, the occupants of the compartments desiring to must, when required to do so by other passenger desiring to entrain, unlock the catch to allow the door to be opened.
- c. Station staff, Travelling ticket examiners and Guards should ensure that these instructions are complied with.

Note- Ticket checking staff should draw the attention of passengers, particularly ladies to the means of protection afforded.

5. Overcrowding on trains-

Station masters at principal station should inspect trains with a view to ascertain if they are crowded and in case they are, the fact should be immediately reported to the chief controller on duty.

The chief controller on duty on receipt of information that a train is running overcrowd, will make necessary arrangement either to augment the load of train or for the running of special and duplicate train as necessary.



The necessary information furnished by the station and action taken thereon by the chief controller will be recorded by the latter in statement which should be submitted to the Sr.DOM, for his information.

6. Overcrowding of compartment-

When a compartment is overcrowded (that is occupied greatly in excess of the marked seating capacity) and an occupant of such overcrowded compartment pulls the alarm chain to stop the train in order to protest against such crowding, every endeavor should be made to remove the inconvenience complained of.

1725. Medical assistance to the passenger-

- a. Invalid chairs or stretchers for the use of sick and injured passengers are available at large stations listed in the time table of each railway.
- b. The staff are not authorized to call in outside medical aid except in cases of injury from a railway accident. The police and medical officer shall, however be advised at once so as to be in readiness to attend the train carrying the passenger.
- c. All sick passengers and passengers who have sustained injuries for which the railway is not responsible, and are unable to proceed their journey shall be made over to the police for conveyance to the nearest public hospital or dispensary.
- d. At station where there are no public hospitals or dispensaries but Railway medical aid is available, the same shall be arranged.
- e. In cases where no railway medical staff nor Government Railway police staff is available, the station staff shall make over passenger to the nearest hospital or dispensary, but at the same time shall inform thereof that the Railway shall not be liable for any expenses incurred by the passenger.
- f. In cases of serious illness, When the patient is unfit to travel, Station master at stations where there is no hospital shall see that the patient is suitably accommodated until he is well enough to be sent to the hospital by the Police or Medical officer.
- g. Except in case of injuries received due to accident for which the railway may be responsible, the cost of medical assistance rendered to the sick passenger will have to be borne by the passenger himself.

1726. Carriage of passengers Suffering from Infectious and Contagious disorder/diseases-

1. Railway administration shall not carry, except in accordance with conditions laid down in these rules persons suffering from the following diseases:
 - a. Cerebro-Spinal meningitis.



- b. Chicken-Pox
 - c. Cholera
 - d. Diphtheria
 - e. Leprosy
 - f. Measles
 - g. AIDS
 - h. Scarlet fever
 - i. Typhus fever
 - j. Typhoid fever
 - k. Whooping cough
2. Nothing in sub-rule (1) shall apply in case of closed (non-infective) leprosy patients carrying a certificate from a Registered Medical Practitioner certifying them to be non-infective and such a certificate shall be produced on demand inside railway premises by any railway servant.
3. A person suffering from any of such diseases, as mentioned in para (1) of this rule, shall not enter or remain in any carriage on a railway or travel in a train without permission of the Station Master or the railway employee incharge of the place where such persons enters upon the railways. Any persons who enters or remain in any carriage on a railway or travel in a train without proper permission, such a person and person accompanying him shall be liable to forfeiture of their passes or ticket and removal from railway by any railway servant.
4. A railway servant giving such permission may, on the person suffering from disease, agreeing to pay the usual amount of fare for reserving a compartment, arrange for his separation from other persons being or travelling upon the railway.
5. Detention of passenger attacked with any infectious or contagious disease- when a passenger is detained at a railway station by a medical officer, as a measure for prevention of the spread of infectious or contagious diseases referred to in sub-rule(1) and when such a passenger is unable to continue their journey by the train for which ticket is issued and the period of its availability in terms laid down for the break of journey enroute is exceeded, the station master on the authority of the medical officer, shall make on the back of the ticket as under:
- “Available by Train No. Date..... From.....(station)”
- and sign his name in full.
6. Passengers suffering from infectious or contagious diseases detected travelling in train-
- a. All passengers suffering from infectious or contagious diseases should be prevented travelling by the train, but where the disease detected during the journey, passenger with his relative or friends, if any, shall be isolated in the compartment of the carriage in



which he is travelling and if they are willing to attend on him, will be allowed to travel in the same compartment to the nearest station where there is a Medical officer. If there is room in the train, all other passenger who were in same compartment as of the patient, shall be removed to another compartment, which shall be emptied for the purpose and the passenger who originally occupied it, accommodated elsewhere in the train. It will be duty of the Guard of the train to send the advance intimation to the medical officer of the nearest station so that the passenger may receive the medical aid immediately on the arrival of the train. A report should be sent to the police authorities and the DCM concerned.

- b. If a passenger or an intending passenger is found to be suffering from cholera, in addition to the usual treatment, the station master will be responsible for advising the District Medical officer, the nearest Railway police official and District Magistrate by an urgent telegram.

1727. Procedure to be adopted in case of sick and deceased passenger-

When a passenger alights from a train due to sickness, or he is taken out of the train dead, or in a dying state, the following rule to be observed in disposing of his luggage and personal effects:

1. IF the passenger is competent to manage his own affairs he shall be asked whether his valuable, or money, to be taken care of, and if so, an inventory shall be prepared in his presence, a receipt in detail shall be given to him, The valuables locked up in railway's cash safe with a list thereof, and a duplicate copy of the inventory shall be sent to the DCM.
2. In case the passenger is too ill to decide, all valuables or articles not required by him for immediate use, shall taken care of and an inventory shall be made out in duplicate, one copy retained at the station and the other sent to the DCM.
3. In case of death, all articles belonging to the deceased shall be taken charge of, and inventories prepared in duplicate one being retained at the station and the other sent at one to the Sr.DCM.
4. If no Police officer is present to take the charge of the property referred to the proceeding paragraphs, the station master shall carry out these orders minutely and carefully, and arrange for inventories to be verified, by atleast one person.
5. If a police officer is present, the station master shall not be responsible for taking any action whatsoever, unless police officer request him to do so.
6. Should the police officer be present be of a lower grade than a sub inspector, the station master shall in all cases offer to make the inventory in conjunction with him.
7. In case under clause (1), above, if for any reason the owner of the property is unable to take charge of the property the same should be handed over to the police on demand. Under clause (2),(3) and (4) the property shall be handed over to the police, station master shall not take the charge of the property unless at the written request of the police.

1728. Procedure to be adopted in cases of murder or serious assaults in railway carriages-



If a crime of serious nature such as a murder or serious assault be committed in a railway carriage on a running train, the following action shall be taken by the staff with a view to help the police officials in their investigation-

- a. The Guard of the train shall have the compartment emptied and locked up after all shutters have been raised from outside immediately the commission of such an offence is known so that blood stains, marks of struggle foot prints, finger impression may remain undisturbed.
- b. If the crime takes place in a second class compartment the carriage shall be detached at the station where the crime is detected and kept under watch till the police arrive to take over the case.
- c. If the crime takes place in upper class compartments the compartment shall be immediately lock up and the carriage allowed to proceed to the nearest station where it can be replaced, if no Government Railway Police staff are posted at this station, a member of Railway staff will watch this, until a police officer comes upon the scene.
- d. No one, either a Railway employees or an outsider, shall be allowed to enter the compartment until the police arrive, except is necessary to attend to injured persons unable to leave the compartment without assistance.
- e. The Railway police station concerned shall be advised of the station where the carriage has been or will be detached. After the carriage is taken over by of the police, it shall not be moved or otherwise utilized without the written authority place on the part of the police in releasing the carriage, the matter shall be reported the DCM concerned.

1729. Carrying Capacity of Coaches-

Sr. No.	Abbreviation	Accommodation		Tare Weight (in tones)
		Seating	Sleeping	
1	WGFAC (1 ST AC)	18	18	53.56
2	WFC (1 ST CLASS)	33/36/39	22/24/26	39.3/41.3
3	WFCZ (1 ST CHAIR CAR)	60	-	41.4
4	ACCW (AC SLEEPER)	46/48	46/48	53.5
5	WGACCN (AC 3 TIER)	64	64	53.5
6	WSCZAC (AC CHAIR CAR)	70	-	50.9
7	WGSYCN (3 TIER/SLEEPER)	72	72	42.25
8	WGSCZ (DAY COACH)	90	-	37.10
9	GD/GDY (ORDINARY)	80/90	-	37.9



10	WGSD (DOUBLE DECKER)	144/148	-	44.0
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1730. One or more passengers desiring to break journey/Extend combined ticket issued to a group-

In case of the combined ticket issued to a group of passengers, when one or more member of the party desire to break their journey at some station and others want to continue their journey, free EFR may be issued to both the sub groups after collecting the original ticket and making endorsement indicating the details of the original ticket including the name of the ticket issuing station. Similar cross reference should be also be given on the original collected ticket and also about the free EFR issued.

When the party wants extension along with splitting of ticket at time of making a request for split ticket(s) the original ticket should be collected and two or more EFRs should be issued to the group which want extension journey ticket, the fares for the portion (new destination) should be collected in accordance with rule 220 of IRCA Coaching tariff no.25 part 1 volume- 1. The particulars of the original ticket showing the full details should be entered on the EFRs.

Note-

1. No telescopic benefit will be allowed.
2. One an EFR has been issued either for free or for the extended journey in terms of Rule 220 of IRCA

Coaching Tariff no further extension will be allowed in such cases.

1731. Gratuities or Fees to Railway Servant-

Gratuities or fees should not be offered to Railway servants. Railway servants are strictly forbidden from asking for, or accepting from the public, any such irregular gratification.



Chapter-18

Books of Reference

The following publications containing rules, conditions, rates, fares and distance for charge for the carriage of coaching, military and other traffic for which the station is open should be maintained by the station staff duly corrected up-to-date:

1. Indian Railway Conference Association Coaching Tariff No.25 Part-1 (Vol-1) containing general rules.
2. Indian Railway Conference Association Coaching Tariff No.25 Part-1 (Vol-2) containing concessions.
3. Supplementary Coaching Tariff containing supplementary rules.
4. Local Distance Table.
5. Junction Distance Table.
6. Indian Railway Conference Association Military Tariff No.6 vol-1.
7. Indian Railway Commercial Manual Vol-1.
8. Other books issued from time to time.



Chapter-19

Important Phone Numbers

1901. Telephone numbers of Commercial Control of Indian Railway as on 01.01.2010-

Sr. No.	Zone	Division	Rly. STD	Rly. No.	STD Code	P&T No.
1	CR	HQ	010	54527	022	22697092
		BB	010	55630, 55646	022	22659563
		BSL	011	55132, 55133	02582	223004
		NGP	012	55133, 55134	0712	2544386
		PA	013	55121, 55399	020	26124636
		SOLAPUR	014	55132, 55133	0217	2312752
2	ER	HQ	020	27267, 27289	033	22106510
		MLDT	020	72210, 72227	03512	268138
		HWH	020	22271, 22232	033	26606142
		SDAH	020	32211, 32936	033	23509736
		ASN	020	82210, 82211	0341	2304170
		HQ	080	44225, 44122	0341	2304170
3	SER	KGP	080	62081, 62094	033	24396191
		CKP	080	72712, 72716	03222	255970
		ADA	080	82703	06584	238070
		RNC	080	88334, 88332	03251	245045
		HQ	030	32323, 32924	011	23381174
4	NR	DLI	030	22427, 23491	011	23740024
		FZR	031	22108, 22348	01632	243413
		LKO	032	23246, 23611	0522	2234533
		MORADBAD	033	22406, 23947	0591	2412034
		UMB	034	22440, 22441	0171	2610596
		HQ	040	62352, 62378	0551	2202964
5	NER	IZN	041	22311, 22313	0581	2411402
		LKO	042	31341, 31342	0522	2233042
		BSB	043	50999, 51999	0542	2224742
		HQ	050	22328, 23844	0361	2676092
6	NFR	KIR	050	44216, 44209	06452	230692
		LMG	050	54240	03674	264077
		TSK	050	64220, 64221	0374	2351549
		RNY	050	38206	03621	244279
		APDJ	050	34216, 34206	03564	259935
		HQ	050	34216, 34206	03564	259935



7	NWR	HQ	095	45230, 45231	0141	2725811
		JP	095	44299	0141	2220915
		ALL	096	4421	0145	2622163
		BKN	097	44215, 44216	0151	2544764
		JU	098	44214	0291	2431646
8	SWR	HQ	065	25390, 25392	0836	2289988
		SBC	065	52390, 52360	080	22876288
		MYSORE	065	65330	0821	2422401
		HUBLI	065	45444, 45390	0836	2366702
9	SR	HQ	060	22673	044	25350308
		MAS	060	22641/23248	044	25355793
		MDU	060	72250/72223	0452	2308050
		PGT	060	62250/62260	0491	2556198
		TVC	060	83250/83251	0471	2320012
		TPI	060	77250/77218	0431	2418992
10	SCR	HQ	070	86834	040	27834044
		HYB	070	86656	040	27834004
		GTL	070	27185	08552	220305
		SC	070	86678	040	27833099
		BZA	070	67720/67719	0866	25776143
		GUNTUR	070	32999	0863	2254161
		NED	070	52224	02462	223545
11	ECR	HQ	025	24248	06224	273293
		DHN	026	42213	0326	2205284
		SEE	029	62240/62224	06158	222468
		SPJ	028	32250/32251	06274	221741
		DNR	025	82231/82225	06115	232398
		MGS	027	72244/72245	05412	253255
12	WR	HQ	090	22531/22555	022	22082809
		RTM	092	44217/44218	07412	280710
		RJT	094	44220	0281	2473409
		BVP	099	44220	0278	2445538
		BRC	091	44219	0265	26438377
		ADI	093	44219/44213	079	22200190
		BCT	090	44216/44215	022	23017370
13	NCR	HQ	035	23853/23854	0532	2230155
		ALD	035	22067/22068	0532	2600977
		JHS	037	5133/5141	0510	2473469
		AGC	036	2111/2112	0562	2421026
14	WCR	HQ	015	54540	0761	2677072
		JBP	015	55133/55122	0761	2627480
		BPL	016	5116/5122	0755	2454602
		KOTA	017	44216/44243	0744	2467021
15	ECOR	HQ	085	51333	0674	2303110
		KUR	085	72334	0674	2490670
		SBP	085	62332	0663	2400093
		WAT	085	82415/82345	0891	2842415
16	SECR	HQ	075	64557/63051	07752	417814
		NGP	075	52636/52552	0712	2540243
		R	075	73430	0771	2252236
		BSP	075	62257/63051	07752	417814
17	RLY BD		030	43897	011	23782382
18	KRCL	PNCL	019	870394	022	27572015



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Various Performa

