



Office of the Principal Chief Commercial Manager
South Central Railway, Ministry of Railways, Government of India
Rail Nilayam, Secunderabad-500025 (Telangana)

No.C.415/E/Misc/SPL Train/2020

Dt: 11.05.2020

Sr. DCMs/SC, BZA, GTL, GNT, HYB & NED

Sub: Running of Special Trains.

Ref: Director Passenger Marketing/Railway Board letter No. TC-
II/2910/2020/Special Train/ COVID-19

Please find enclosed herewith letter received from Director Passenger Marketing/Railway Board regarding the instructions issued for running of Special Trains for information and necessary action please.

Encl: As stated.

Signature (A. Sathyanarayana)

Digitally signed by Koppala Sathyanarayana
Date: 2020.05.12 11:26:13 IST

for Principal Chief Commercial Manager

(Bharat Sarkar) Government of India

(Rail Mantralaya)

Ministry of Railways

Railway Board

No. TC-II/2910/2020/ Special Train/Covid-19

New Delhi, 11.05.2020.

The Principal Chief Commercial Managers,
All Zonal Railways,

Sub: Running of Special Trains

Ref: Coaching Directorates letter date 11.05.2020 No. DTP/2020/05/025

Ministry of Railways have decided to run 'Special Trains' as per notification under reference. The fare structure for the 'Special Trains' shall be as applicable for the regular time tabled Rajdhani train/ or as per the regular time tabled train category notified by the coaching directorate.

2. Booking:

- 2.1 Tickets shall be booked only online on IRCTC website or through Mobile App. Booking of tickets through 'agents', (both IRCTC Agents and Railway Agents) shall not be permitted.
- 2.2 The ARP (advance reservation period) shall be maximum 7 days.
- 2.3 Only confirmed tickets shall be booked. Booking of RAC/Waiting list ticket and on board booking by ticket checking staff shall not be permitted.
- 2.4 Current booking, tatkal and premium tatkal booking shall not be permitted.
- 2.5 Accommodation allotted at en-route stations shall be as the regular timetabled train. In case regular stoppage has not been provisioned for, the quota for the stoppage shall be transferred to the previous scheduled stoppage.

3. Cancellation and Refund rule: Online cancellation shall be permitted upto 24hrs before scheduled departure of train. Cancellation charge shall be 50% of fare.

4. Catering: No catering charges shall be included in the fare. Provision for pre paid meal booking, e-catering shall be disabled. However, IRCTC shall make provision for limited eatables and packaged drinking water on payment basis. Information to this effect shall be made available to passengers during time of booking ticket.

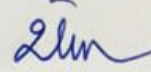
5. **Linen and Blanket**: No blanket and linen shall be provided in the train. Information to this effect shall be made available to passengers during time of booking ticket.

6. All other terms and conditions shall remain same as applicable for the category of train unless specified above.

7. The receipt of this letter may be acknowledged. Also please check Instructions on the Indian Railway website – www.indianrailways.gov.in under the head commercial circulars.

8. Each Zonal Railways shall ensure that necessary arrangements are made to make the details available to all the concerned staff well in advance.

This issues with the concurrence of finance directorate of Ministry of Railways.



Director Passenger Marketing

Railway Board

No. TC-II/2910/2020/new train Covid-19

New Delhi, 11.05.2020.

Copy to:

1. DAI (Railways), New Delhi.
2. PFA, All Zonal Railways
3. Principal Director of Audit, All Zonal Railways

Copy forwarded for information & necessary action to:


1. PED (A), PED/CHG, ED/C&IS, EDIP Railway Board.
2. MD, Centre for Railway Information System (CRIS), Chanakyapuri, New Delhi for necessary software changes.
3. MD, IRCTC, Stateman House, Barakhambha Raod, New Delhi-110001
4. Managing Director, Konkan Railway Corporation LTD, Belapur Bhavan, Plot no. 6, sector-11, CBD Belapur, Navi Mumbai-400014.

Annexure

Standard Operating Protocol (SOP), for movement of persons by train

In order to facilitate movement of persons by trains, the following SOP is hereby laid down:

- i. Movement of trains shall be permitted by Ministry of Railways (MoR), in a graded manner, in consultation with Ministry of Health & Family Welfare (MoHFW) and Ministry of Home Affairs (MHA).
 - ii. Train schedule; protocols for booking, entry and movement of passengers; and coach service specifications shall be widely publicized by MoR.
 - iii. Only those passengers with confirmed e-tickets shall be allowed to enter the station.
 - iv. The movement of the passenger(s) as well as the driver of the vehicle transporting the passenger(s) to and fro the railway station shall be allowed on the basis of the confirmed e-ticket.
 - v. MoR shall ensure the following at the train stations:
 - a. All passengers shall be compulsorily screened and only asymptomatic passengers are allowed to enter/ board the train.
 - b. All passengers shall be provided with hand sanitizer at entry and exit points at station and in coaches.
 - c. All passengers shall be wearing face covers/ masks at entry and during travel.
 - vi. During boarding and travel, all passengers will have to observe social distancing.
 - vii. Health advisories/ guidelines will be circulated by MoR through Information, Education and Communication (IEC) campaign for their staff and passengers.
 - viii. On arrival at their destination, the traveling passengers will have to adhere to such health protocols as are prescribed by the destination State/ UT.
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11/05/2020.

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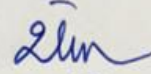
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