

**SOUTH CENTRAL RAILWAY**  
**Office of the Principal Chief Commercial Manager**  
**First Floor, Rail Nilayam, Secunderabad-500025 (Telangana)**

No. C.518/R/COVID-19/SPL

Dated : 12-5-2020

**Sr.DCM/SC,HYB,BZA,GTL,GNT,NED**

Sub : Standard operating Protocol(SOP) for movement of passengers by trains

Ref : Railway Boards letter no. TC/III/2910/2020/Special train/Covid-19 dated 11.05.2020

<<<>>>

Please find enclosed a letter received from Additional Member Commercial (AMC)/Railway Board regarding Standard operating Protocol(SOP) for movement of passengers by trains

for information and necessary action please.

Encl : As stated.

Signature valid

Digitally signed by Shifali  
Kumar  
Date: ... : IST  
Reason: Approved

**(Shifali)**  
**Dy. CCM/IT**  
**For Chief Commercial Manager**



**GOVERNMENT OF INDIA (भारत सरकार)**  
**MINISTRY OF RAILWAYS (रेल मंत्रालय)**  
**(RAILWAY BOARD) (रेलवे बोर्ड)**

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

New Delhi, dt. 11.05.2020

The General Managers,  
All Zonal Railways

**Sub: Standard Operating Protocol (SOP) for Movement of Passengers by Train.**

Indian Railways have been operating Shramik Specials since 1.5.2020 for transporting stranded persons. Now Ministry of Railways (MoR) in consultation with Ministry of Health & Family Welfare (MoHFW) and Ministry of Home Affairs(MHA) has decided that in addition to running of the Shramik Specials, train services on Indian Railways shall be partially restored w.e.f. from 12<sup>th</sup> May 2020 in a graded manner. Fifteen pair of special trains (thirty trains) shall be operated to begin with. These special trains will have only Air conditioned classes i.e. First, Second & Third AC. These special trains will have limited stoppages enroute. The fare structure for the 'Special Trains' shall be as applicable for the regular time tabled Rajdhani trains(excluding catering charges). Other regular Passenger services including all Mail/Express, passenger and suburban services shall remain cancelled until further advice.

In this context the Ministry of Home Affairs has issued SOP for movement of persons by train, a copy of which is enclosed. Please ensure the same is strictly followed.

**2. The following protocol may kindly be followed:**

**2.1 Booking and cancellation of Tickets:**

- i. Only online E-Ticketing will be done through IRCTC website or through Mobile App.
- ii. No tickets will be booked across the reservation counter on any Railway Station.
- iii. Booking of tickets through 'agents' (both IRCTC Agents and Railway Agents) shall not be permitted.
- iv. Advance Reservation Period (ARP) will be of maximum 7 days.
- v. Only confirmed e-tickets shall be booked.
- vi. Booking of RAC/Waiting list ticket and on board booking by ticket checking staff shall not be permitted.
- vii. Current booking, tatkal and premium tatkal booking shall not be permitted.
- viii. No Unreserved tickets (UTS) shall be permitted.
- ix. Online cancellation shall be permitted up to 24hrs before scheduled departure of train. No cancellation permitted less than 24 hrs before departure of train. Cancellation charge shall be 50% of fare.



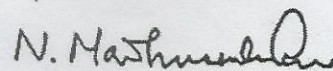
## 2.2 Catering and Linen on Train

- i. No catering charges shall be included in the fare. Provision for pre paid meal booking, e-catering shall be disabled. Information to this effect shall be made available to passengers during time of booking ticket.
- ii. IRCTC shall make provision for Dry, ready-to-eat food and packaged drinking water on payment basis.
- iii. No Linen, blankets and curtains shall be provided inside the train.
- iv. Zonal railways may advise passengers to carry their own linen for the travel. The temperature inside AC coaches shall be suitably regulated for this purpose.

## 2.3 Protocol regarding Entry and movement of passengers:

- i. As per MHA guidelines 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. Zonal Railways may tie up with the State Administration to facilitate free movement of passengers
- ii. Zonal Railways shall give wide publicity and advise all passengers that they need to reach the station at-least 90 minutes to two hours in advance.
- iii. Only passengers with confirmed tickets shall be allowed to enter the Railway station.
- iv. Zonal Railways to ensure that there are separate entry and exit gates at Railway stations to the extent feasible so that there is no face to face movement of passengers.
- v. In order to minimise inconvenience to passengers, they shall be advised through SMS as to which entry of the Station they should arrive for boarding the train.
- vi. Passengers shall be subject to thermal screening at the station. Only passengers who are found asymptomatic will be permitted to travel.
- vii. All passengers shall be provided with sanitisers at entry and exit.
- viii. No person other than passengers shall be allowed into the station and no platform tickets shall be issued. No stalls/ booths on the platforms shall be opened. No train side vending would be permitted. Passengers are advised to travel light.
- ix. It should be advised to all passengers that they shall be wearing face covers/masks at the entry and during travel.
- x. Passengers shall be advised to observe social distancing both at the station and on trains.
- xi. All passengers to be advised that on arrival at their destination, the travelling passengers will have to adhere to such health protocols as are prescribed by the destination state/UT
- xii. All passengers to be advised to download and use the Aarogya Setu application.
- xiii. Passenger manifest to be given to State Government.

2.4 Health advisories/guidelines will be circulated by Zonal railways through Information, Education and Communication (IEC) campaign for their staff and passengers.



(N. Madhusudan Rao)  
Additional Member (Commercial)  
Railway Board.

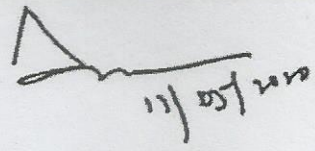


Annexure

## 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.

  
11/05/2020

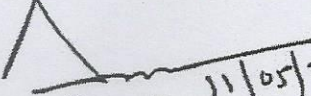


No.40-3/2020-DM-I (A)  
Government of India  
Ministry of Home Affairs

North Block, New Delhi-110001  
Dated 11<sup>th</sup> May, 2020

ORDER

In continuation of Ministry of Home Affairs's Orders of even number dated 1<sup>st</sup> May 2020 and 5<sup>th</sup> May 2020 and in exercise of the powers, conferred under Section 10(2)(I) of the Disaster Management Act, the undersigned, in his capacity as Chairperson, National Executive Committee, hereby issues Standard Operating Protocol (SOP), for movement of persons by train, as Annexed herewith, to Ministries /Departments of Government of India, State/Union Territory Governments and State /Union Territory Authorities, with the directions for their strict implementation.

  
11/05/2020  
Home Secretary

To: (As per list attached)

1. The Secretaries of Ministries /Departments of Government of India
2. The Chief Secretaries/Administrators of States/Union Territories

Copy to:

- i) All members of the National Executive Committee.
- ii) Member Secretary, National Disaster Management Authority.