

ZONAL RAILWAY TRAINING INSTITUTE

UDAIPUR (RAJASTHAN)

Commercial Notes – I

(Coaching)

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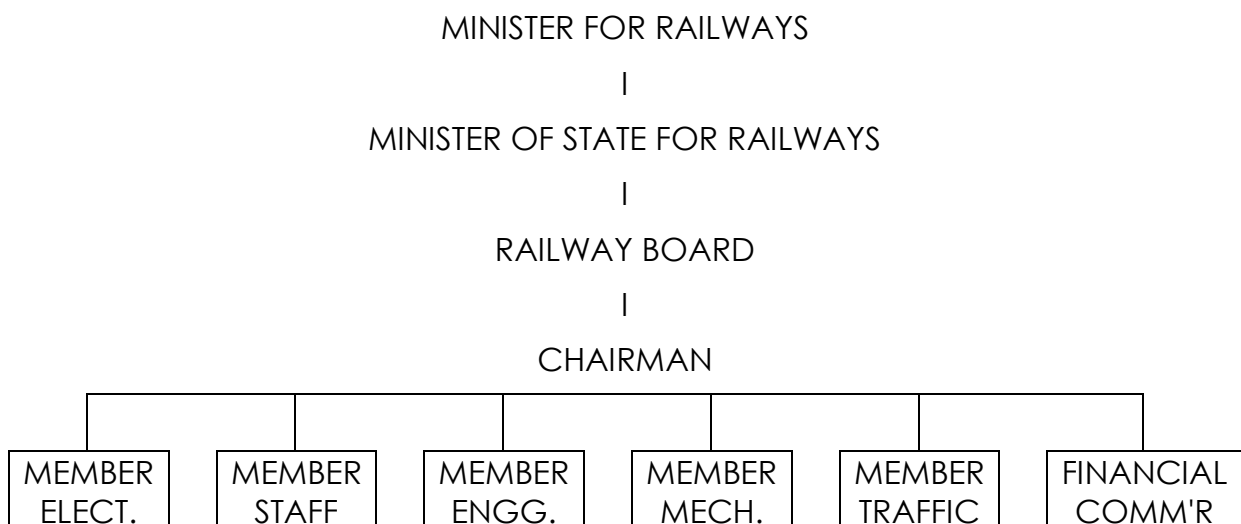
UNIT – I

INTRODUCTION

OBJECTIVES OF INDIAN RAILWAYS

- To provide rail transport for both Passenger and Goods adequately to meet demand in such areas for which Railway operation confers optimal benefit to the economy, having due regard to Government's policy of development of backward areas.
- To provide such Rail transport at the lowest cost consistent with.
 - The requirements of the Rail users and safety of operation
 - Adequate provision for replacement and some provision
 - For development of business and
 - The least amount of pollution of the environment
- To work in association with or utilize other modes of transportation, such as Pipelines and Road transport corporations and to ensure the ancillary activities necessary to serve the above two objectives.
- To establish a corporate image of the Railways as being an up-to-date business organization with the interest of the public & of the nation as it's prime objective and,
- To develop organizationally effective personnel with pride in their work & faith in management.

ORGANISATION OF INDIAN RAILWAYS



Assisted by Additional Members and Executive Directors/ Directors/Joint Directors.

The ministry of Railways functions under the guidance of the Minister of Railways. The Railway Board comprising the Chairman, Financial Commissioner and functional Members manages the day-to-day affairs and formulation of policy. Wide powers are vested in the Board to effectively supervise the running of the sixteen Zonal Railways, Metro Railway, Calcutta, the Productions Units, Construction Organisations and other Railway establishments. These are generally headed by General Managers. The Zones are further grouped into 59 operating Divisions for better management.

The Chairman functions as the head of the Board and ex-officio Principal Secretary to the Government of India. He is responsible for taking decisions in consultation with other Board members and advising the Government on Railway policy matters. The Members are separately in charge of matters relating to their departments. They function as ex-officio Secretaries to the Government in their respective spheres.

THE ZONAL / DIVISIONAL ORGANASTATION

Zonal Level :

General Manager - Assisted by PHODs like CCM, COM, CPO, CME, CEE.
Commercial Dept.- CCM, CCM(PM), CCM(FM), CCM(PS), CCO.

Divisional Level :

DRM - Assisted by ADRM, Sr.DCM, SR.DOM, Sr.DPO, Sr.DME, Sr.DEN, Sr.DEE & Sr.DFM.
Commercial Dept.- Sr. DCM, - Assisted by DCM/ACM, Comm. Inspectors

Station Level :

Station Manager, Dy. Station Manager, Dy. Station Manager(Comm.), CBS, CPS, CGS, CRS, CTI & CTTI assisted by Commercial Clerks, ECRCs and TC/TTEs.

ORGANISATION OF COMMERCIAL DEPARTMENT

In the Railway Board, the Commercial organization is headed by an Additional Member(Commercial) under Member (Traffic). It has two directorates viz., Traffic (Commercial) Directorate and Tourism & Catering Directorate which are headed by Additional Members. The Additional Members are assisted by Executive Directors, Directors/Joint Directors and Deputy Directors.

Various Directorates available at Board level are :

- Traffic Commercial (Rates), Passengers Marketing, Freight Marketing & Public Grievances that are headed by Exec. Directors.
- Traffic Commercial (General) and Catering & Claims, headed by Directors.

At the Zonal level, Chief Commercial Manager heads the Commercial department in the rank of Additional Secretary to the Government of India. He acts as the Principal Head of Department and is assisted by Officers in Senior Administrative grade/Junior Administrative grade/Senior Scale/ Assistant Scale.

The CCM(PHOD) is assisted by :

- Chief Commercial Manager (Passenger Service) to deal with coaching traffic, passengers amenities, customer complaints, etc.
- Chief Commercial Manager (Passenger Marketing) to deal with Computerised reservation, clearance of passenger traffic, etc.
- Chief Commercial Manager(Freight Marketing) to deal with marketing of freight services and refund of fare/freight.
- Chief Claims Officer to deal with claims matters, claims prevention
- Chief Commercial Manager or Deputy Chief Commercial Manager (Passenger Services) to deal with catering and vending services, commercial publicity advertisements, ticket checking, etc.

At the Divisional level Sr. Divisional Commercial Manager heads the commercial branch with the assistance of Divisional Commercial Manager and Assistant Commercial Manager. They are working under the administrative control of Divisional Railway Manager and responsible to the Chief Commercial Manager for efficient functioning of their respective disciplines (passenger, parcel and goods traffic) at the divisional level.

BOOKS OF REFERENCE

IRCA COACHING TARIFF – Part – I, Vol. – I :

This contains general rules for the conveyance of passengers and rules and conditions for the conveyance of luggage of passengers, etc., by passenger trains in local & through booking over Indian Government Railways and other Railways (Party to the IRCA).

IRCA COACHING TARIFF – Part – I Vol. – II :

This book contains various IRCA travel concessions given to various kinds of persons and general rules governing the same. This book also contains rules regarding running of special trains.

IRCA COACHING TARIFF – Part – I, Vol. – III :

This book contains general rules for the booking, carriage and delivery of Parcels, animals and birds, specie, treasure, vehicles and carriages, intoxicating drugs and contraband articles by coaching trains, rules regarding charging of wharfage and demurrage on coaching traffic, PCEV etc. are available.

IRCA COACHING TARIFF Part – II :

This book contains the calculated rounded off fares for different classes for distances up to 5000 km. It also gives the procedure for calculating the fare for various classes for distance beyond 5000 km. The "Station to Station" fares for Rajdhani, Shatabdi and August Kranti Express trains operated over various sections of the Indian Railways are also given.

IRCA COACHING TARIFF – Part – III :

This book contains various parcel rates viz., Scales R, P & S upto 5000 km. These rates are shown for 10 kg. and multiples of 10 kg.

IRCA COACHING TARIFF – Part – IV :

This book contains rates for certain descriptions of Coaching traffic such as rates for Motor Car, Motor Tractors, Aero planes, etc.

IRCA MILITARY TARIFF Vol. – I :

This is a common book published for both Coaching and Goods traffic offered by the Defence department. It contains special rules, contract rates and special conditions for the conveyance of military personnel and stores belonging to military department. It gives details of military warrants, concession orders, certificates and procedures for their acceptance at Stations.

IRCA MILITARY TARIFF Vol. – II :

This book contains special rules, rates and conditions for the conveyance of explosives and dangerous goods belonging to military department.

IRCA RED TARIFF :

This is a common publication for Coaching & Goods traffic containing detailed rules for acceptance, booking, carriage and delivery of all explosives and other dangerous goods.

COMMERCIAL MANUAL Vol. I :

This book is published by the Railway Board and contains rules connected with Coaching traffic, Booking and carriage of animals, birds, Railway's Monetary liability and prescription of Percentage Charge, etc. with procedures for performing day to day work at stations.

INDIAN RAILWAY CODE FOR TRAFFIC (COMMERCIAL) DEPARTMENT :

This book is published by the Railway Board and contains principles and policy directives of the Board. The provisions included in this Code are mandatory.

RAILWAY MAP OF INDIA :

This map contains the entire Railway system of the country with vertical and horizontal lines running across making many squares. With the indication of square number it is easy to locate a particular station in the map by which the shortest route etc. can be found.

- Identical colours used to indicate different zonal railways
- Different thickness of lines to indicate the Gauge viz., BG, MG, NG
- Name of zonal railway appears along the routes to identify the zone
- Name of Interchange Junction printed in red and other stations in black
- Identical colours used to indicated states over which the zonal Rly. passes.

IRCA ALPHABETICAL LIST OF RAILWAY STATIONS :

This book contains names of all Railway Stations, Out-agencies, City Booking Offices, City Booking Agencies and Sidings. These names are arranged in alphabetical order for easy reference. Against each station name, Alphabetical code of that station, Numerical code number, Zone, Gauge, Civil district, types of traffic that can be handled in that particular station, Authorised spelling of the station, Square particulars for easy location of any station in the map, are given.

LOCAL DISTANCE TABLES :

Each Railway publishes this book separately. This book is used to find out the distance between any two stations situated in the particular zone. This book facilitates calculation of distance over stations in local booking.

JUNCTION DISTANCE TABLES :

This book is used for calculating distances for through traffic. This book gives distances for all stations in a particular Railway from the interchanging points.

RATE ADVICE :

All the draft notifications issued by the Zonal Railway over a month are consolidated and published in the form of booklet by the CCM. These booklets are supplied to the stations through their respective DCMs to ensure notification of all the circular instructions to the station staff. They are serially numbered like "Rate Advice No. 1 of 2001, Rate Advice No. 2 of 2001, etc." so that the station staff can call for the copies from the DCM in case of non-receipt of copies, if any.

JOINT PROCEDURAL ORDER :

This is issued by the CCM and FA & CAO jointly on matters connected with accounts and commercial departments.

CCM CIRCULARS AND DIVISIONAL CIRCULARS :

These circulars are issued by the Headquarters office & Divisional office. Matters related to the working of commercial branch, changes in rates or procedures are notified through serially numbered circulars. The stations should call for the copies of these circulars in case of non-receipt & preserve the same for future reference.

RAILWAY GAZETTE :

It is issued by the GM giving information on matters of Personnel, Transportation, or Commercial Depts. for the guidance of staff. Details of latest issued correction slips to various tariffs & manuals are also published for the information of the staff, so that they can call for the copies from the divisions.

RAILWAY TIMETABLE & TRAINS AT A GLANCE :

Time Tables are available for sale to the public at important Railway stations and authorized bookstalls. This is published by the Zonal Railways once a year, effective from 1st July. Guidelines for reservation, refunds, break-journey rules, various amenities provided at stations, timings of trains, fares for various classes, for Rajdhani / Shatabdi Express trains, Reservation quota allotted to way side stations, etc. are given. Another timetable containing timings for

important trains operated over all Indian Railways viz., "Trains at a glance" is also published once in a year.

Contents of Timetable :

- Headquarters and jurisdiction of divisions
- Station Index
- Train Index
- Diagrammatic representation of table numbers for each route
- Detailed timings of trains – Express and Ordinary separately
- Cross reference of tables
- Through/Sectional carriage services
- Timings and charges for buses for out-agencies
- Abstract timings of through trains at important trains
- Air conditioned coach services, etc.

FINDING OUT DISTANCE BETWEEN STATIONS :

Distance between two stations situated within one Zonal Railway :

In Southern Railway Local Distance Table, three chapters are available showing the distance between,

- Any two stations available in one section
- Any two junction stations with route details
- Each station with its adjacent junctions on either side

By referring the required chapters the distance between any two stations in one Zonal Railway can be found out. Use the index to find out the page numbers in which the required station names are printed.

Distance between two stations situated in different Zonal Railways :

Alphabetical list of Railway stations and the Railway map of India may be referred to find out the Zonal Railways and their Junctions of interchange. Distance from starting station to the Junction of interchange is taken from the Junction Distanced Table of the originating Zonal Railway. Distance between the Junctions of interchange through which the traffic crosses may be found out from the concerned Zonal Railways Junctions Distance Tables. Distance from the Junction of interchange to the destination station can also be found out by referring the destination Railway Junction Distance Table. The total of all the above will be the required distance.

ADJUSTED DISTANCE or INFLATED DISTANCE :

On certain sections where the cost of construction and maintenance is high, the Railway is forced to increase the fare & freight charges, to cope up with

the increased expenditure. The actual distance will be inflated and the fare/freight will be worked out.

e.g. Mettupalayam – UAM section & Many sections over KRCL.

VARIOUS TYPES OF RATES :

Telescopic Rate :

As the distance of travel increases the basis of fare/rate decreases.

Flat Rate :

Rates quoted proportionately to the distance of travel e.g. season tickets.

Contract Rate :

Rates are quoted irrespective of distance e.g. Military traffic & RMC.

FUNCTIONS OF COMMERCIAL DEPARTMENT (IRCM 101)

- Sale of Transportation provided by Railways
- Creating and developing traffic
- Securing and Maintaining friendly relations with customers.
- Generally to cultivate good public relations
- Fix rates, fares and other charges
- Correct collection, account and remittance of traffic receipts

DUTIES OF COMMERCIAL STAFF (IRCM 104, 105)

All Commercial Staff must –

- Be conversant with relevant rules and regulations laid down in Tariffs/Manuals
- Be alert, prompt, helpful, courteous and obliging
- Furnish correct information, or direct Enquirer to the official who can help.
- Attend to the comfort of all passengers, especially women and children unaccompanied by male members.
- Maintain a close watch on the movement of traffic and suggest ways and means to promote flow of traffic to the Railways.
- Pay special attention to general cleanliness of the platforms, refreshment rooms, waiting rooms, waiting halls, bath-rooms, lavatories etc.
- Give their names, designation without hesitation.
- Not accept or solicit gratuities;
- Not be in a state of intoxication on duty

- Not smoke on station platforms while on duty, or in uniform.
- Report for duty in time as prescribed. (107)
- Wear clean uniform, wherever prescribed, and put on distinguishing number badge, armband, headgear, where supplied and be smart in appearance. (109)

SOME DEFINITIONS :

FARE	:	The charge levied for carriage of passengers.
PASSENGERS	:	Person traveling with a valid pass or ticket.
LOCAL TRAFFIC	:	Traffic originating & terminating at stations within the zone, without passing over another railway.
FOREIGN TRAFFIC	:	Traffic carried over two or more railways.
STATION MASTER	:	Includes Station Supdt., or any other supervisor in charge of booking, parcels, goods, reservation offices.

DIFFERENT CLASSES OF ACCOMODATION

Class	Minimum chargeable Distance Km	Minimum Fare Rs.	Development charge Rs.		Super-fast Sur-charge Rs.	Resv. Fee Rs.	Enhance Resv. Fees Rs.
			upto 500 km	beyond 500 km			
ACFC (Leon Season)	100	347	50	100	50	35	50
ACFC (Peak Season)	100	374	50	100	50	35	50
AC 2T (Leon Season)	100	209	40	80	30	25	40
AC 2T (Peak Season)	100	218	40	80	30	25	40
FC Mail Exp.	100	183	20	40	30	25	40
FC Ord.	10	21	20	40	-	25	40
AC 3T	100	158	30	60	30	25	40
AC Chair Car	100	122	20	40	30	25	40
Sleeper Mail Exp.	200	91	10	20	20	20	30
Sleeper Ord.	200	50	10	20	-	20	30
II Class Superfast	15	14	2	2	8	15	25
II Class M/E Suburban	15	15	2	2	-	15	-
II Class M/E Non-Subur.	15	13	2	2	-	15	25
II Class Ord. Suburban	10	3	1	1	-	-	-
II Class Ord. Non-Subur.	10	1	1	1	-	15	25
II MST	10	60	10	-	150	-	-
II QST	10	165	30	-	450	-	-
I MST	10	240	20	-	450	-	-
I QST	10	650	60	-	1350	-	-

Lean Season - 1 Feb. to 31 March & 1 Aug. to 31 Aug.

Peak Season - 1 Apl. to 31 Jul & 1 Sep. to 31 Jan.

- Minimum fare will apply for child tickets.
- Minimum fare will not apply for concessions and P.T.O.
- Enhanced reservation charge will be applicable on tickets purchased for journey to commence from a station other than ticket issuing station and return journey tickets.

FARE FOR CHILD : (C.T. 211)

AGE OF CHILD	FARE COLLECTED
Below 5 years	Free
5 Years and above, but below 12 Years	Half the adult Fare
12 Years and above	Full Fare

Note : No separate seat/berth allotted for a child below 5 years of age. The name, gender & age of the child to be given in the reservation form and also to the TTE in the train.

ROUNDING OFF OF FARE : (For PTO/CONCESSION/CHILD)

Type of Train/Class	Fraction	Rounded Off to
Second Class	Below 50 Paise	Dropped
	50 Paise and Above	Next Higher Rupee
Other Classes	Any Fraction	Next Higher Rupee
Rajdhani /Shatabdi/ Jan Shatabdi & ST	Any Fraction	Next Higher Multiple of Rs. 5

SAFETY SURCHARGE ON PASSENGER FARES (W.E.F. 1.10.2001)

(C. 268/1/2001/SS Dtd. 28/09/2001 – Chg. No. 50 of 2001 for RA No. 9/2001)

A Special Railway Safety Fund has been set up to wipe out the arrears replacement of over-aged Railway Assets like Rolling Stock, Track, Bridges, etc. and mobilize funds for upgrading the technology, it has been decided to levy a safety surcharge on passenger fares as follows:

- (1) A flat amount is levied per passenger (Adult/child) depending on the distance and the class of travel as follow :

Class of Travel	Distance	
	Upto 500 Km. Rs.	Above 500 Km. Rs.
SINGLE JOURNEY TICKETS		
AC – I Class & Executive Class	50	100
AC – II Tier	40	80

First Class	20	40
AC – III Tier	30	60
AC Chair Car	20	40
Sleeper Class	10	20
II – Class (Mail / Exp.)	2	2
II – Class (Ord.)	1	1

SEASON TICKETS			
I – Class	Monthly	20	Not Applicable
	Quarterly	60	
II – Class	Monthly	10	Not Applicable
	Quarterly	30	

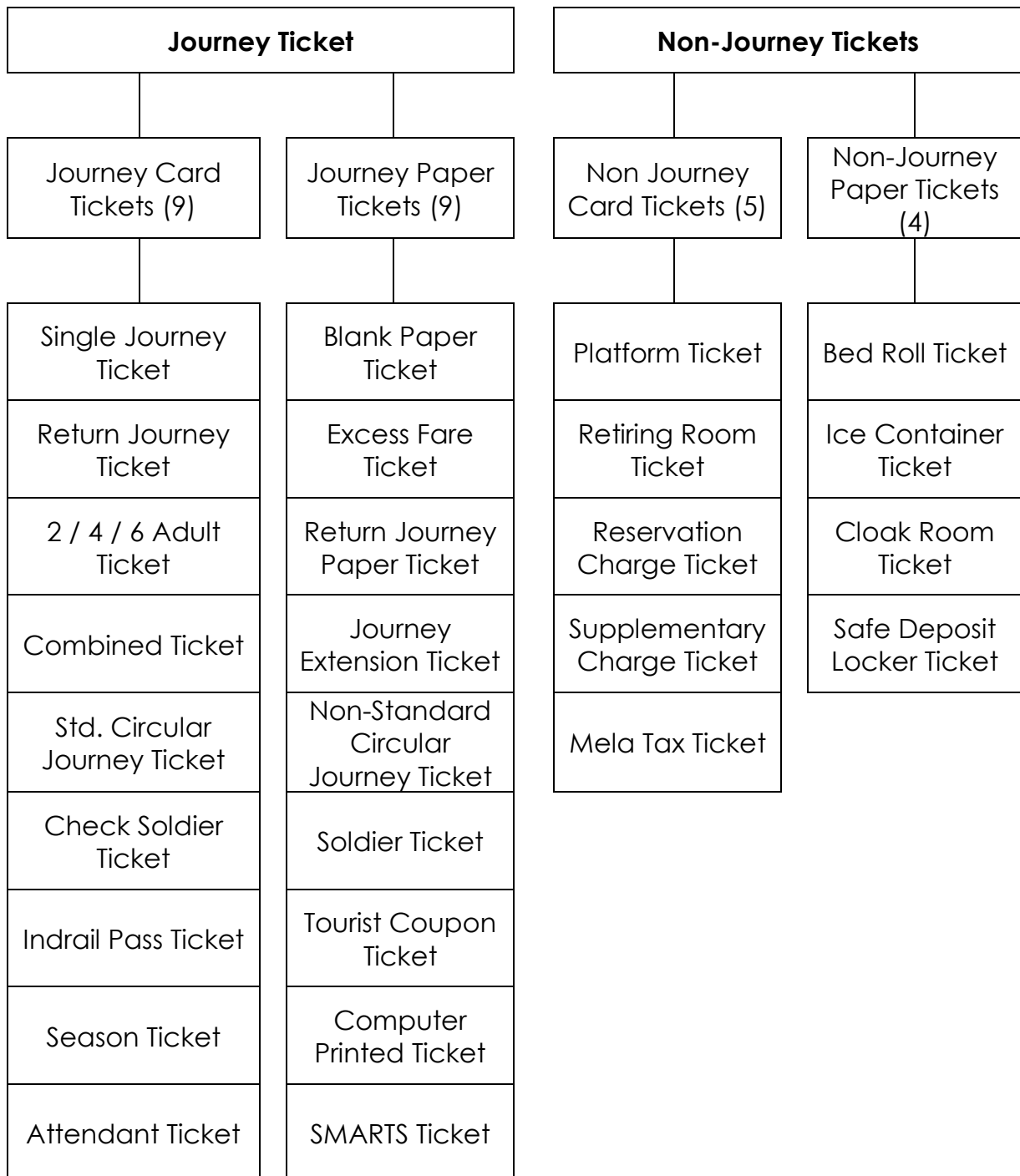
- (2) It is levied for journeys by all trains including Rajdhani and Shatabdi.
- (3) It is levied in full on concession tickets, warrants/vouchers, Market Vendor ST and on the LVMST (Rs. 15/-) issued to unorganized sector labourers.
- (4) But it will not be levied on the Free MST issued to the students.
- (5) On combined tickets, It is levied only once for the highest class of travel.
- (6) It is levied only once on tickets involving break journey.
- (7) It is levied as for two single journeys for Circular Journey Tickets.
- (8) It is levied and debited to the concerned departments in case of Defence/Police warrants where the full fare is accounted as voucher.
- (9) It is levied in full and collected in cash in case of Military Concession vouchers where part of the fare is realized in cash.
- (10) It can be collected through RTC issued to MLA or MLC & Journalists.
- (11) It is levied again in full in case of journey extension tickets.
- (12) The difference in safety surcharge should be collected in case of change of change of lower class ticket to higher class.
- (13) The difference in safety surcharge is to be collected or refunded in case of change of route (i.e. longer or shorter route) as the case may be.
- (14) For refund purpose, Safety Surcharge will be treated as part of total fare.
- (15) Difference of safety surcharge is refundable if the higher class ticket holder is made to travel in lower class for want of accommodation.
- (16) Safety Surcharge is not refundable in case of partially used tickets.

- (17) The safety surcharge need not be separately shown in the tickets.
- (18) Separate accountal of safety surcharge has to be maintained on a Daily, 10-day period, Monthly & Yearly basis, class wise, in DTC summary.
- (19) The amount collected, as Safety Surcharge should be shown separately in the Coaching Balance sheet and returns also to be submitted.

UNIT – II

TICKETS

I



- Ticket is an authority given to a person, on payment of due fare, to travel from one station to another.

JOURNEY CARD TICKET

1. SINGLE JOURNEY TICKET :

- ❖ Issued for performing a single journey.
- ❖ It contains the following details:
 - From and To stations
 - Distance in kilometers & Fare in Rs.
 - Mail/Express or Ordinary
 - Route/Class
 - Ticket Number & Month and Year of supply
 - A red waved band in case of Foreign ticket
 - Code initials of the issuing Railway in the back of the ticket
- ❖ In Second class ticket From and To is printed in three languages.
- ❖ For other classes, it is printed in Hindi and English.
- ❖ At the time of issue, the ticket must be dated on the face of ticket.

2. RETURN JOURNEY TICKET :

- ❖ It is issued for performing both outward and return journeys.
- ❖ Each ticket will have two portions for outward and return directions.
- ❖ Letter "R" is printed on the return journey portion.
- ❖ In the destination, the "R" portion is cut and returned to the passenger.
- ❖ At the time of issue, the ticket should be dated on the both ends on the reverse.
- ❖ Ordinary return tickets issued over Suburban section are valid upto the next day.
- ❖ If the next day is a Sunday or Public Holiday, the ticket will be valid for return journey till the working day immediately following such holiday.

3. 2 / 4 / 6 ADULT TICKET :

- ❖ This ticket is issued only in Reservation office.
- ❖ It is issued when reservation is given for a group of 2 or 4 or 6 passengers.
- ❖ The number of passengers permitted is printed on the ticket.
- ❖ This ticket helps to give quick reservation and saves time.

4. COMBINED TICKET :

A Combined class/ train ticket can be issued only when the Railways cannot provide the same class / type of service for the entire journey and fare collected as follows:

- ❖ Fare calculated individually for the portions of journey in respective classes.
- ❖ If more than one portion of journey is by the same type of class and train, such portions can be treated as one portion by adding the distances.
- ❖ If fare for the entire journey by the higher class / train is less than the combined fare, only the fare by the higher class / train should be collected.

Luggage free allowance and colour of ticket will be as for the higher class.

5. STANDARD CIRCULAR JOURNEY TICKET :

- ❖ This ticket is issued for "Standard tours" covering the Holy places/pilgrim centers/tourist spots.
- ❖ The ticket holder is permitted to break journey a maximum of eight times within the period of validity.
- ❖ They are not permitted to travel on a section more than once unless specified.
- ❖ Reservation charges are collected for every leg of journey.
- ❖ Supplementary charges once paid will be valid for the entire validity period.
- ❖ Two Safety surcharge to be collected treating it as two single journeys.

6. CHECK SOLDIER TICKET :

- ❖ This ticket is issued in exchange of Military warrant IAFT 1752.
- ❖ Types of CST:
 - Local CST Single
 - Local CST Return
 - Foreign CST Single
 - Foreign CST Return
- ❖ The name of the designation station is not printed in this ticket.
- ❖ It is issued for 2A, 1st, SL & II classes with stub portion of warrant.
- ❖ CST is valid only with the stub portion of the warrant.
- ❖ The warrant is treated as voucher for the actual fare and sent to cash office.
- ❖ Reservation charge, Safety surcharge and supplementary charges have to be levied and debited to the Ministry of Defence.

- ❖ Luggage Free allowance – 40 kg. per adult for all classes.

7. ATTENDANT TICKET (C.T. 239 – 241) (IRCM 249, 250) :

- ❖ Attendant is a person employed on salary for the personal service of the passenger.
- ❖ This is issued to attendants on collection of charges as follows:

Passenger	Class of Travel	Number of Attendants	Attendant to Travel in	Fare for Attendants
Adult	I-AC	Two	II/SL	II/SL
	I Class/2-A	One	II/SL	II/SL
Lady traveling alone/With Child	I Class	One Lady	II/SL**	II/SL

** A Lady attendant of a Lady Passenger permitted in FC on following conditions:

- No other lady passenger is available in the compartment.
- Attendant can travel in I-class only between 20.00 Hrs & 06.00 Hrs.
- No separate berth will be allotted.
- The attendant must return to II-class if another lady passenger joins en route.
- ❖ Attendant is permitted to enter in higher class to serve his master or mistress without causing any inconvenience to other passengers.
- ❖ Separate ticket is issued for Attendants, marked as "Attendant".

8. SEASON TICKET (C.T. 242) :

- ❖ It is issued in I and II classes separately for adult and child for monthly and quarterly periods and charged as follows:
 - Child Season ticket - Half of adult fare.
 - Quarterly Season ticket - 2.7 times Monthly Season ticket fare.
 - First Class Season Ticket - 4 times Second class season ticket fare.
- ❖ The minimum fare for II MST is Rs. 60/-.
- ❖ The ST contains the details of stations between which available, class, fare etc.
- ❖ The following details are written by the Booking Clerk at the time of issue:
 - Name of the passenger
 - Sex and age
 - Date of issue
 - Date of expiry

- Identity card Number
- ❖ A photo identity card is issued to the passenger, Seal and signature of the S.M. will be affixed across the photo, which will be partly on the photo and partly on the I/C card.
- ❖ The identity card and plastic cover cost Re. 1/- each.
- ❖ The passenger should carry the photo identity card with the ST while traveling.
- ❖ The identity card is valid for 5 years from the date of issue.
- ❖ Passenger should sign on the ticket before commencing the journey.
- ❖ Safety surcharge : Rs. 10/- for II MST and Rs. 20/- for I MST and 3 times for QST.

Passenger	Fare (Rs.)	Age (Yrs.)	Distance Limit (km)	Class
General Public	100%	--	150	I/II
Students – Boys upto X Girls upto XI	Free	--	150	II/O
Students – General	50% of Gen. public	upto 25	150	I/II
Students – SC/ST	50% of Student fare	upto 27	150	I/II
Railway Employees	25%	--	110	I/II
Market Vendor	150%	--	150	II
Unorganised sector labourers having income less than Rs. 400/- p.m.	Rs. 15/- \$\$\$	--	100	II/O

Note: Employees & Market Vendor Season Tickets are issued only in Notified stations.

\$\$\$: An income certificate in the prescribed Proforma from Local authorities like BDO/Tahsildar and a Recommendation letter from an MP/MLA to be obtained. Copies of both these certificates to be given to avail low value monthly ST. This Season Ticket is valid only by II ordinary. Original Certificate must be carried during travel for verification of Ticket Checking staff and it is valid for 3 months.

- ❖ Students should produce a concession order from the Head of the institution.
- ❖ The concession order is valid for 14 days from the date of issue.

- ❖ Luggage on Season ticket:

Season Ticket	Free Allowance (Kg.)	Marginal Allowance (Kg.)
I Class	15	5
II Class	10	5
Market Vendor	60 Outward	Nil
	25 Return (Empty)	Nil

- ❖ Season ticket can be renewed upto 10 days in advance of the date of expiry at either of the stations.
- ❖ Season ticket holders will be treated as traveling without ticket if:
 - They have more than one season ticket to overcome distance restriction.
 - They travel without the Identity card.
 - They travel in reserved coaches, except in notified sections.
- ❖ Season ticket holders are permitted to travel by Super fast trains on payment of Supplementary charges.
- ❖ Season ticket holders can break journey anywhere.
- ❖ No refund is to be allowed on season tickets under any circumstances.

9. **INDRAIL PASS TICKET :**

- ❖ This ticket is issued to the following persons:
 - Foreigners with valid passport.
 - Non-resident Indians.
 - Indian wives of foreigners.
 - Tourist guides with foreign tourists.
- ❖ It is issued for adult and child for a period of 1/2, 1, 2, 4, 7, 15, 21, 30, 60 and 90 days.
- ❖ Fare is printed in US dollars and fare collected in US \$, UK Pounds and Euro.
- ❖ Colour of ticket :
 - AC I Class - Blue
 - 2A/3A/CC/FC - Green
 - II/SL Class - Yellow
- ❖ At the time of issue the following details are to be filled by the Booking clerk:
 - Name of the Passenger
 - Country

- Passport Number
- First day of commencement of journey
- Last day of completion of journey
- Signature of the Booking clerk with Station stamp.
- ❖ Facilities given to an Indrail Pass holder:
 - Can travel from any station to any station
 - Can travel by all trains including Rajdhani/Shatabdi trains
 - Need not pay Reservation charges
 - Need not pay Supplementary charges
 - Need not pay Meals charge by Rajdhani/Shatabdi trains
 - Can Break journey anywhere.
 - Can make reservation 360 days in advance.
 - Separate Foreign tourist Quota available.
 - Given preference in Emergency Quota.
- ❖ For travel in Higher class, difference in fare for the portion of journey in Higher class is collected in Indian currency.
- ❖ Any Refund/Balance amount given in Indian currency only.
- ❖ Refund Rules for Indrail Pass:

Indrail Pass	Time of Surrender	Cancellation Charge
Unused Unreserved	Before Commencement of journey	Full Refund
	More than 2 days in advance excluding the day of journey	Full Refund
	Within 2 days and upto midnight of the day of journey	10%
	After midnight of day of journey	No Refund
Partially Used		No Refund
Lost/Misplaced/Torn		No Refund

JOURNEY PAPER TICKETS

1. BLANK PAPER TICKET (BPT) (IRCM 210, 211):

- ❖ This ticket is issued in exchange of concession orders, police warrants, etc.
- ❖ These tickets are printed on watermarked paper and are serially numbered.
- ❖ It is book form with each book having 50 tickets.
- ❖ Ticket has 3 foils - Accounts, Passenger, Record.
- ❖ On receipt, each book is to be counted & certified that all the foils are intact.

- ❖ At the time of issue (using double sided carbon) the following details are written:
 - Date of issue
 - From and to Station
 - Distance in Km.
 - Class/Fare
 - Concession details
 - Child/Adult
 - Signature of the Booking clerk and station stamp.
- ❖ A foreign BPT will have a red wavy band.

2. EXCESS FARE TICKET (EFT) (IRCM 212):

- ❖ It is in book form and serially numbered.
- ❖ Each book has 50 tickets and each ticket has 3 foils (Accounts, Passenger, Record).
- ❖ It is issued separately for Local and Foreign traffic.
- ❖ A foreign EFT will have a red wavy band.
- ❖ It is issued by Booking clerk for the following:
 - When printed card tickets are not available.
 - As duplicate ticket when reserved ticket is lost.
 - In exchange of Guard's certificate.
- ❖ It is issued by TC staff for the following:
 - Ticket less travel/Irregular travel
 - Journey extension
 - Change of class/route/train
 - Unbooked luggage
 - As duplicate ticket

3. SOLDIER'S TICKET:

- ❖ This ticket is issued in exchange of Military Warrants IAFT 1707 & IAFT 1707A.
- ❖ It is serially Machine numbered.
- ❖ Each ticket has 3 portions (Record, Guard and Passenger)
- ❖ If luggage is booked in BV, guard's portion is handed over to the guard; otherwise it is cancelled and sent to Accounts office.
- ❖ Journey particulars are shown on the face of the ticket and the luggage particulars are shown on the reverse of the ticket.
- ❖ The warrant is treated as voucher for the actual fare, reservation charges, Safety surcharge and supplementary charges if any, and the cash office.

4. TOURIST COUPON TICKET :

- ❖ It is issued by the authorized travel agents.
- ❖ It is issued to tourists traveling in groups.
- ❖ Conductors with tourist parties are allowed to travel free as under:

No. of Tourists	No. of Conductors
Less than 6	Nil
6 to 35	One
36 to 59	Two
60 and above	Three

- ❖ Normal fare as per class of accommodation is collected.
- ❖ It is also issued for tourist cars/saloons.
- ❖ Each ticket has 3 foils and written with double sided carbon.

5. NON-STANDARD CIRCULAR JOURNEY TICKET (C.T 253) (IRCM 269):

- ❖ The following journeys are treated as circular journey.
 - Journey by longer route, exceeding the shortest route by more than 15%.
 - Journey starting and ending at the same station.
- ❖ If the journey by a longer route is convenient due to availability of a direct train or slip coach, then it is not treated as circular journey.
- ❖ The tour program given by the passenger should be approved by CCM/DCM. SMR or CBS of notified stations are authorized to issue such tickets without the approval of CCM/DCM.
- ❖ Calculation of fare:
 - Total distance calculated on point-to-point basis.
 - The total distance divided by two and treated as two single journeys and charges collected for 2 single journeys.
- ❖ Calculation of validity period:
 - Journey time is calculated at the rate of 1 day for every 400 Km or part.
 - Break journey time is calculated at the rate of 1 day for every 200Km.
- ❖ Break journey rules:
 - Maximum number of Break journey permitted – Eight.
 - At the time of purchasing the ticket, the passenger should mention the stations where he requires break journey, and the same will be mentioned on the ticket.
 - No restriction on number of days of stay at a station or distance.
 - Reservation charges will be collected for each leg of journey.

- ❖ Supplementary charge should be collected for every super fast trains.
- ❖ The passenger cannot travel over a section more than once unless it is specifically mentioned on the ticket.
- ❖ Senior citizens are given 30% concession on circular journey tickets also if the total distance of travel is more than 1000Km.
- ❖ Two safety surcharges to be collected treating the ticket as two single journeys.

6. JOURNEY EXTENSION TICKET [JET] (IRCM 215):

- ❖ It is issued to Season ticket holders and return journey ticket holders when they want to extend their journey before the commencement of journey.
- ❖ It is in single foil in different denominations.
- ❖ The ticket no., date and time of issue should be filled by the BC/TC.
- ❖ The station upto which the journey is extended should be marked on the ticket.
- ❖ Fare for the extended portion without telescopic benefit should be collected.

7. RETURN JOURNEY PAPER TICKET:

- ❖ It is issued when printed card return journey ticket not available.
- ❖ It has 3 foils (accounts, passenger and record) and serially numbered.
- ❖ Each ticket has two portions for outward journey and return journey.
- ❖ The letter 'R' is printed on the return journey portion.

8. COMPUTER PRINTED TICKET (IRCM 278):

- ❖ This ticket is issued for reserved journeys through computer.
- ❖ It has a pre printed format with a eight digit ticket number.
- ❖ The computer as check digit prints the ticket number again.
- ❖ PNR NUMBER (PASSENGER NAME RECORD)
 - It has ten digits.
 - It is a unique number printed by the computer to identify the reservation.
 - It is essential for enquiry through IVRS also.
- ❖ At the time of issue, the following details are printed by the computer:
 - Train Number and Name
 - Date of journey
 - Class

- Station from and to
- Reservation upto
- Coach and berth/seat number
- Age and Sex of passenger
- Travel authority, if any
- Type of concession, if any
- Total fare
- Date, time and place of issue
- Distance and route
- Departure time of the train
- ❖ Maximum of 6 persons can be booked on a ticket.
- ❖ RANDOM NUMBER:
 - It is 3 digit number printed in the left hand bottom of the ticket.
 - This number will be same for all the tickets issued.
 - By a train
 - On a Date
 - To a destination.
 - This number is printed for ticket checking purpose.
- ❖ The CPT is printed on water on water marked paper.

9. **SMARTS TICKET (ADVANCED RAILWAY TICKETING SYSTEM):**

- ❖ This is an unreserved ticket issued by a microprocessor based SPTM.
- ❖ SMARTS ticket has a preprinted format.
- ❖ It has an 8digit ticket number.
- ❖ The computer as check digit again prints the last 4digit.
- ❖ At the time of issue, the following details are printed:
 - FROM and To stations
 - Distance
 - Class
 - No. of adults and child
 - Details of concessions, if any
 - Fare
 - Type of train
 - Date, time and place of issue
 - Random number (4 digits)
- ❖ The Random Number is same- On a Date & To a Destination.
- ❖ The random number is printed for ticket checking purpose.
- ❖ This ticket can be issued for maximum of 9 Adults and/or 9 Children.

- ❖ Accountal of tickets is done by a software viz. CARS {Centralised Accounting and Reporting System}
- ❖ Season tickets can also be issued on this system.

NON-JOURNEY CARD TICKETS

1. PLATFORM TICKET (C.T. 120) (IRCM 218, 248):

- ❖ It is issued only at notified stations.
- ❖ It is an authority to enter the platform.
- ❖ Platform ticket holder cannot remain in a carriage.
- ❖ The cost of a platform ticket is Rs. 3/-.
- ❖ It is valid for 2 hours from the time of issue.
- ❖ The date and time of issue will be marked on the ticket by the SM.
- ❖ The holder should surrender the ticket at the exit gate to the TC.
- ❖ No refund will be granted on Platform tickets.
- ❖ Platform Permits:

- Issued to persons having regular transaction in the platform.
- Rates for Platform permits:

Period	Large Stations (Rs.)	Other Stations (Rs.)
Monthly	15	12
Quarterly	45	36
Half yearly	90	72
Yearly	180	144

- Press Correspondents and News paper agents are charge 1/4th of the above rate, but Monthly Permits are not issued to them.

2. RETIRING ROOM TICKET (IRCM 1232):

- ❖ This ticket is issued to passengers occupying retiring rooms at stations.
- ❖ Retiring rooms are in charge of Matron/SM, who will allot the rooms and maintain retiring rooms register.
- ❖ This ticket is valid for 24 hours from the time of occupation.
- ❖ Extension of stay:
 - Permitted when there is no other demand.
 - Fresh ticket issued for another 24 hours.
 - For extension beyond 72 hours, DCM permission should be obtained.
 - For every extension, 25% extra collected.

- ❖ When the passenger vacates the room, the ticket should be collected and entered in the TCR and sent to Accounts office along with the collected tickets.
- ❖ MPs are allowed to pay 50% of the normal charges for their stay for the first 24 hours. Normal charges will be levied afterwards.

3. RESERVATION TICKET:

- ❖ This ticket is issued when seat/berth is reserved.
- ❖ It is valid for the particular train and date only.
- ❖ In case of Break journey, fresh reservation charge is collected.
- ❖ Reservation charges:

Class	Rs.	Enhanced Reservation Charge**
AC – I Class	35	50
AC 2 Tier	25	40
AC 3 Tier	25	40
AC Chair Car	25	40
First Class	25	40
Sleeper Class	20	30
Second Class	15	25

- ❖ ** Enhanced reservation charge will be applicable on tickets purchased for journey to commence from a station other than ticket issuing station and return journey tickets.
- ❖ The following are exempted from payment of Reservation charges:
 - Pass
 - PTO
 - Indrail Pass
 - ICRP
- ❖ W.E.F. 01/04/2006, PRS tickets will only be issued for any station where there is stoppage of the train in which the reservation is sought for.

4. SUPPLEMENTARY CHARGE TICKET:

- ❖ It is issued when the passenger is traveling by a super fast train.
- ❖ It is valid for the entire journey irrespective of Break journey.
- ❖ Supplementary charges:

Class	Rs.
AC – I Class	50
AC 2 Tier	30
AC 3 Tier	30
AC Chair Car	30
First Class	30
Sleeper Class	20
Second Class	10

- ❖ The following are exempted from payment of Supplementary charges:
 - Pass
 - PTO
 - Indrail Pass
 - ICRP
- ❖ A person traveling by a Super fast train without paying supplementary charges will be treated as follows:

If the journey is commenced by a Super fast train:
Supplementary charges plus Excess charge.

If journey is started by a normal train & changed into a Super fast train en route:
Supplementary charges only should be collected. No Excess charges is collected.

5. MELA TAX TICKET:

- ❖ This ticket is issued at pilgrim centers during mela period.
- ❖ This is collected only on journeys commencing from the mela station.
- ❖ The Railways will notify the Period during which it should be collected.
- ❖ The charge is collected on tickets of value more than Rs. 15.
- ❖ Mela charges:

Class	Rs.
AC – I Class	15
AC 2 Tier	10
AC 3 Tier	10
AC Chair Car	7
First Class	7
Sleeper Class	5
Second Class	3

NON-JOURNEY PAPER TICKETS

1. BED ROLL TICKET (IRCM 1233, 1234):

- ❖ Bed Roll is supplied free of charge to AC I Class Passengers.
- ❖ For AC 2 Tier and 3A passengers, the Bed Roll – charge is included in the fare.
- ❖ For the First Class passengers, Bed roll is supplied on demand on collection of Rs. 20.

- ❖ A Bed Roll ticket is issued to the passenger.
- ❖ It has 3 foils (record, passenger and conductor).
- ❖ The coach conductor shall supply the Bed roll to the passenger and take acknowledgement in his foil.
- ❖ A Bed roll contains the following:
 - One pillow with cover
 - Two Bed spreads
 - One face towel
 - One woolen Blanket

2. ICE CONTAINER TICKET (IRCM 1235):

- ❖ In certain trains, Ice containers are supplied to First class passengers on request.
- ❖ Each ticket has 3 foils (Passenger, attendant, record).
- ❖ Ice containers are supplied on collection of prescribed hire charges.
- ❖ The attendants and SM will make arrangements to supply ice en route on request.
- ❖ On completion of journey, the containers will be collected from the passenger and returned to the supply station duly booked under free service way bill.

3. CLOAK ROOM TICKET (C.T. 519) (IRCM 832 – 835):

- ❖ This is issued to passengers who deposit their luggage in the cloakroom.
- ❖ The articles kept in the cloakroom are to be securely locked and neatly packed.
- ❖ This ticket has 3 foils Record, Passenger, Label and prepared under double-sided carbon process.
- ❖ The following details are entered at the time of issue:
 - Name of the passenger
 - Ticket number
 - No. of articles and description
 - Date and time of deposit
- ❖ The passenger foil is given to the passenger and the label foil is pasted on the luggage for identification.
- ❖ At the time of delivery, the passenger foil will be collected and the following are entered on it:
 - Date and time of delivery
 - Total charges
 - Signature of the passenger

- ❖ Cloak room charges : (With effect from 01/11/2001)

Time	Charges per package (Rs.)
First 24 Hours or part	10
Next 24 Hours or part	12
Every subsequent 24 hours or part	15

- ❖ The collected passenger foils are sent to Accounts office with Monthly returns.
- ❖ Articles can be kept in Cloakroom for a maximum of one month.
- ❖ Afterwards, they will be treated as unclaimed and will be disposed off as per rules.
- ❖ If the passenger foils is lost, then delivery can be given as follows:
- ❖ The passenger should execute a stamped Indemnity Note.
- ❖ A written receipt indicating the date and time of deposit and removal should be obtained from the passenger and sent to Accounts office.

4. SAFE DEPOSIT LOCKET TICKET (IRCM 836) (C.T. 522):

- ❖ Safe deposit lockers are provided in important stations.
- ❖ A security deposit of Rs. 3/- will be collected which will be refunded if the locker is vacated within 7 days.
- ❖ The passenger should execute a Deed of License at the time of occupation.
- ❖ Dangerous goods, Offensive goods, Perishables and Explosives should not be kept inside the locker.
- ❖ Hire charges : (With effect from 01/11/2001)

Time	Rs.
First 24 Hours or part	15
Next 24 Hours or part	20
Every subsequent 24 hours or part	25

- ❖ If Locker is not vacated within 1 month, the locker will be treated as unclaimed and the articles inside will be disposed off as per rules.
- ❖ If the passenger loses the key of the locker, the cost of replacement of such lock and key will be recovered from the passenger.

UNIT - III

MILITARY WARRANTS

The following are the various types of Military Warrants, concessions and Certificates issued to Military persons.

Warrants	Concession Vouchers	Certificates
IAFT 1752	IAFT 1709A	IAFY 1953
IAFT 1707	IAFT 1719	IAFY 1954
IAFT 1707A	IAFT 1720	INF 3
	IAFT 1728	IN 461
	IAFT 1732	
	IAFT 1736	

IAFT 1752 (IRCM 404, 412, 420, 424):

- ❖ It is issued to Individual Military Personnel when traveling on duty/leave.
- ❖ The warrant should be exchanged for a CST before starting journey.
- ❖ The warrant can be exchanged only at the station to which it is addressed.
- ❖ Details to be checked on the warrant before exchange:
 - Station to which addressed
 - Class of eligibility
 - Authorised baggage
 - Seal of the Issuing office
 - Date of Issue and Period of Validity
 - Signature and Designation of the issuing authority
- ❖ Single or Return journey CST is issued according to the warrant.
- ❖ The warrant number, To station, Period of validity are marked on the CST.
- ❖ Any alterations on the warrant will make it invalid.
- ❖ The CST number should be marked on both the portions of the warrant.
- ❖ The warrant will have two portions (Top portion and Stub portion).
- ❖ The Stub portion is detached and given to the passenger along with CST.
- ❖ The passenger should carry both while traveling.
- ❖ The Top portion is treated as Voucher for the fare, Reservation charge, safety surcharge & supplementary charge, if any, and sent to cash office.
- ❖ A luggage free allowance of 40 kg is allowed for all classes.

- ❖ Persons traveling with unexchanged IAFT 1752 will be charged as under:
- ❖ **If Detected at Destination:**
 - Fare plus Excess charge will be collected in cash.
 - Warrant should be collected, cancelled and sent to Accounts office with EFT returns.
- ❖ **If Detected en route:**
 - Fare plus Excess charge will be collected in cash upto the point of detection.
 - For the remaining portion of the journey, a free EFT is issued.
 - If the warrant is valid for return journey, a separate free EFT is issued.
 - Warrant will be handed over to booking office along with the day's earnings.
 - The Booking Clerk collecting the warrant shall send it to cash office along with the day's cash as Voucher.

IAFT 1707 (FORM 'B') (IRCM 403, 404, 405, 409, 420):

- ❖ It is issued to Small parties of Military personnel, their families, invalids etc.
- ❖ A Soldier ticket will be issued on exchange of this warrant.
- ❖ Single or Return journey ticket issued as per the warrant.
- ❖ The holder should sign the warrant.
- ❖ Luggage Free allowance - 40 kg. For all classes per adult.
- ❖ The warrant will be treated as voucher for actual public fare & Reservation fee for military personnel alone, if any and sent to cash office.
- ❖ If a passenger is detected traveling with unexchanged warrant, he will be treated as traveling without ticket and charges will be collected as for unexchanged IAFT 1752.
- ❖ Actual fare, safety surcharge, reservation fee & supplementary charge if any, should be treated as voucher.

IAFT 1707A (FORM 'C') (IRCM 401, 403, 407, 420):

- ❖ Issued for Military Special trains, vehicles, wagons and compartments.
- ❖ A Soldier ticket is issued in exchange of this warrant.
- ❖ The warrant is treated as voucher for the actual public fare and sent to cash office.
- ❖ The details of vehicles provided with their carrying capacity should be entered.
- ❖ Details of Number of passengers, Type and quantum of accommodation given, etc. should be correctly filled in the warrant.
- ❖ The holder should sign the warrant.

MILITARY CONCESSION VOUCHERS

IAFT 1709A (FORM 'D') (IRCM 416-419):

- ❖ It is issued to Military Commissioned officers traveling on leave at their own expenses and for their families.
- ❖ Tickets are issued on collection of 60% of public fare.
- ❖ The order is treated as voucher for the balance 40% of fare.
- ❖ Class of eligibility - As mentioned in the warrant.
- ❖ Tickets can be issued by Air-conditioned classes and by Rajdhani/shatabdi trains if endorsement available on the order.
- ❖ Reservation charges and Supplementary charges should be paid in cash.
- ❖ A person traveling with Unexchanged IAFT 1709A will be treated as traveling without ticket and charges will be collected accordingly.
- ❖ Luggage free allowance - 40 kg. for all classes.
- ❖ Safety surcharge should be collected in cash.

IAFT 1719 (IRCM 416):

- ❖ It is issued to cadets of National Defense Academy/Air Force College/naval Training Establishment or Ships.
- ❖ It is given for travel between the Training Centres and Hometown at the beginning and end of each term.
- ❖ I Class tickets are issued on collection of 50% of fare.
- ❖ The Concession order is treated as Voucher for the balance 50% of the fare and sent to cash office as Voucher.
- ❖ Luggage Free Allowance - 40 kg.
- ❖ For travel in 2 AC, they will be treated as fully paid ticket holder in I Class and the difference of fare between 2 AC and I Class collected.
- ❖ A person traveling with unexchanged 1719 will be treated as traveling without ticket and charges will be collected accordingly.
- ❖ Safety surcharge should be collected in cash.

IAFT 1720 (IRCM 416, 421):

- ❖ It is issued to Military non-commissioned officers upto the rank of JCO, Warrant officers, Chief Petty officers of the Navy, etc., traveling on leave at their own expense and for families.
- ❖ Maximum Number of persons allowed - Self + Six.
- ❖ Ticket is issued on collection of 50% of fare.
- ❖ The certificate is treated as voucher for the balance 50% of fare and sent to cash office as voucher.

- ❖ Military Personnel found traveling with unexchanged 1720A is charged as follows:
 - 50% of fare from Starting station to Destination, plus.
 - Excess charge upto the point of detection.
- ❖ Safety surcharge should be collected in cash.

IAFT 1728 (IRCM 416, 421):

- ❖ It is a certificate issued to Military Pensioners proceeding to attend Regimental Re-unions.
- ❖ A Return Journey ticket will be issued on collection of single fare.
- ❖ The certificate will be treated as voucher for the balance fare and sent to cash office.
- ❖ The ticket is valid for a maximum of One month from the date of issue for Return journey.
- ❖ The class of eligibility will be mentioned on the certificate.
- ❖ A passenger found traveling with unexchanged 1728 would be treated as follows:
 - ❖ **If detected on the outward journey**
 - Fare from Starting station to destination, plus
 - Excess charge upto point of detection; and
 - A free EFT for return journey.
 - ❖ **If detected on the Return journey**
 - Fare from Starting station to destination, plus
 - Excess charge for outward journey.
- ❖ Safety surcharge should be collected in cash.

IAFT 1732 (IRCM 416) (FORM 'G'):

- ❖ It is a Leave Concession Voucher for members of the Military Nursing Services including Matrons of Military Family Hospitals.
- ❖ They are eligible to travel in I Class on payment of 50% of public fare.
- ❖ The Concession order is treated as voucher for the balance 50% fare and sent to cash office.
- ❖ Family members are not eligible.
- ❖ Luggage Free allowance - 40 kg.
- ❖ Person traveling with unexchanged 1732 is treated as traveling without ticket.
- ❖ Safety surcharge should be collected in cash.

IAFT 1736 (IRCM 416, 421):

- ❖ It is issued to competitors and spectators of the Army, the Air Force, the Navy and the Territorial Force attending sports tournaments organized by defense.
- ❖ Return journey tickets are issued on collection of single fare.
- ❖ The class of eligibility will be mentioned on the order.
- ❖ The concession order is treated as voucher for balance fare and sent to cash office.
- ❖ The period of availability for the return journey will be indicated on the warrant subject to a maximum of two months.
- ❖ Persons detected traveling with unexchanged 1736 will be charged as in the case of IAFY 1728.
- ❖ Safety surcharge should be collected in cash.

MILITARY CERTIFICATES (IRCM 414, 415)

IAFY 1953:

- ❖ It is issued to Army Reservists/Territorial Army Personnel called up for service.
- ❖ It can be exchanged on production of a Recall letter or when recall of reservists is announced over All India Radio.
- ❖ If the "From" and "To" columns are left blank, the SM can fill them and exchange.
- ❖ Class of eligibility will be mentioned in the certificate.
- ❖ The certificate is treated as voucher for the actual public fare and sent to cash office.
- ❖ Persons traveling with unexchanged 1953 will be treated as traveling without ticket.

IAFY 1954:

- ❖ It is issued to Army Reservists and Non Commissioned Officers and men of the Territorial Force when called for training or service.
- ❖ During National Emergency, this can be exchanged without call notice.
- ❖ If the name of the From and To stations are left blank, the SM can fill them and can exchange.
- ❖ This is valid for 1 year from the date of issue.
- ❖ Tickets issued in the class mentioned in the certificate and the certificate is treated as voucher for the actual public fare and sent to cash office.
- ❖ Persons traveling with unexchanged 1954 will be treated as traveling without ticket.

INF – 3:

- ❖ It is issued to Fleet Reservists of Navy when called up at the time of General Mobilization.
- ❖ Tickets are issued in II/SL class and the certificate is treated as voucher for the actual public fare.
- ❖ Persons traveling with unexchanged certificate will be treated as traveling without ticket.

IN – 461:

- ❖ It is issued to Fleet Reservists of Navy on being called up for training.
- ❖ Tickets are issued in II/SL class and the certificate will be treated as voucher for the actual public fare.

POLICE WARRANT (IRCM 429)

- ❖ It is issued to Police Personnel upto the rank of Inspector of Police.
- ❖ It has two foils. (Station foil and Police Superintendent foil).
- ❖ The following particulars should be checked.
 - Station addressed to
 - From and To
 - name and rank of Police officials
 - Class of journey
 - Type of train
 - Nature of duty
 - No. of persons authorized
 - Date of issue
 - Signature of the issuing officer
 - Seal of issuing office
 - Signature of the person traveling
- ❖ The person traveling should sign in the presence of the booking clerk at the time of exchange. It can be exchanged both at the Starting station and Destination.
- ❖ It is issued to police personnel above the rank of Inspector of Police in the following:

CBI, irrespective of rank	- When traveling on duty
BSF, CRPF and CISF, irrespective of rank	- When traveling on duty or leave
Assam rifles Battalions and SSB Directorate, upto the rank of Inspector	- When traveling on duty or leave

- ❖ Ordinary tickets of the class required issued. The ticket and the Superintendent of Police foil handed over to the passenger.
- ❖ The ticket should be endorsed as "Police Warrant".
- ❖ No. of passengers, ticket No., date, fare entered by BC with signature and seal.
- ❖ The Railway foil treated as voucher for base fare, reservation charges, supplementary charges and safety surcharge and sent to cash office.

JAIL WARRANTE (IRCM 429)

- ❖ It is issued to Jail staff upto the rank of chief wader and also to released convicts.
- ❖ A ticket according to the class mentioned in the warrant will be issued with an endorsement "Jail Warrant".
- ❖ The warrant has two foils (Superintendent of jail foil and Station foil).
- ❖ The Superintendent of Jail foil will be handed over to the passenger along with the ticket.
- ❖ The station foil will be treated as voucher for the actual fare and sent to cash office.
- ❖ A released convict traveling on Jail warrant cannot break journey.
- ❖ If any person is detected, traveling with un-exchanged Police/Jail warrant will be treated as follows:
 - Fare plus Excess fare upto the point of detection.
 - For onward journey, the warrant will be collected and EFT issued.
 - TTE will hand over the warrant at the termination point along with cash.

IDENTITY CARD CUM RAILWAY PASS (ICRP) (IRCM 276)

- ❖ It is issued to Members of Parliament by Parliament Secretariat.
- ❖ The charges for their journeys are paid by Accountant General (Central Revenues).
- ❖ Privileges on ICRP:
 - They can travel all over Indian Railways.
 - They can travel by all trains including Rajdhani/Shatabdi trains.
 - They can take a companion along with them.
 - They can make reservation over phone. However, it should be confirmed in writing within 24 hours of before scheduled departure whichever is earlier.
 - Class of travel:
 - Self and Spouse - AC I Class
 - Companion - AC 2 Tier

- They need not pay Reservation charge and Supplementary charge.
- They can break journey anywhere.
- Spouse pass:
 - It is issued to the Spouse of M.P.
 - The spouse can travel from hometown to New Delhi and back during Parliament session.
 - The spouse can travel alone in all classes including I AC.
- ❖ JOURNEY FORM:
 - The M.P., on completion of journey, should fill up a journey form and hand it over to the TTE or SM at the destination.
 - The details of journey like, From and To stations, Class of travel, ICRP Number, No. of persons traveling etc., should be filled up in the journey form and signed by the M.P.
 - The Journey form should be submitted to Accounts office along with monthly returns.

TRAVEL FACILITIES FOR EX. M.P.

- ❖ Former Members of Parliament are issued with Photo ID card by the Parliament Secretariat.
- ❖ Ex. M.P. can travel all over Indian Railways by all trains including Rajdhani/Shatabdi trains in all classes (self only).
- ❖ They can travel in all classes except AC I Class with a companion.
- ❖ They can Travel alone in AC I Class (Without Companion).

RAIL TRAVEL COUPONS / MONEY VALUE COUPONS

- ❖ RTC books are issued to the following persons:
 - Touring Govt. officials and representatives of mercantile firms.
 - MLAs, MLCs of State Legislature
 - Accredited press correspondents and news cameramen.
- ❖ RTC are printed in different denominations in book form.
- ❖ The whole coupon book should be presented at the booking office.
- ❖ The booking clerk should personally detach the coupons required to cover the fare and other charges due from higher denominations to lower denominations.
- ❖ No loose coupons should be accepted.
- ❖ If the Booking clerk detaches coupons in excess, he should endorse the coupons as "Detached in excess" and put his signature and station stamp. Only then they will be accepted at other stations.
- ❖ The ticket issued should be endorsed in red ink as "RTC".

- ❖ If sufficient coupons are not available cash can be accepted to cover the difference.
- ❖ No refund will be granted on tickets purchased on RTC.
- ❖ Money value coupons are normally issued to MLAs and MLCs of State legislatures.
- ❖ Journalists are eligible for 50% concession by all trains except Rajdhani/Shatabdi Express on Base fare.
- ❖ By Rajdhani Express Journalists get 30% concession on all inclusive fare.
- ❖ Concession for Journalist is given at the time of accepting the coupons w.e.f. 1/4/2003.
- ❖ Journalist can pay the reservation charge, safety surcharge, and supplementary charge on super fast trains through coupons.

HIGH OFFICIALS' REQUISITION (IRCM 428, C.T. 404)

- ❖ A list of High officials of Central and State Governments who are eligible for HOR facilities is given in annexure 'F' of Coaching Tariff No. 25 Part I, Vol. I.
- ❖ When High officials travel by train they have to present a requisition called High Officials Requisition.
- ❖ The official should sign the HOR and hand it over to the SM.
- ❖ The HOR can be exchanged by the TC also.
- ❖ Actual fare, reservation charges and the journey details are recorded and the right hand portion is handed over to the official along with the ticket.
- ❖ The left hand portion is treated as voucher and sent to cash office.
- ❖ The exact accommodation provided should be clearly mentioned on the HOR.
- ❖ In case any person is permitted to travel in excess of the number mentioned in HOR, then the ticket number of such persons should be written in the HOR.

GUARD CERTIFICATE (IRCM 326 – 331)

- ❖ It is a provisional authority for passenger to travel.
- ❖ It is issued by the guard before incurring any charge.
- ❖ It is issued for the following:
 - Journey extension
 - Change of class
 - Change of train (Ordinary to Express etc.)
 - Change of route

- Un-exchanged –IAFT 1707/ 1707A, IAFT 1752, IAFT 1720, IAFT 1728 & IAFT 1736.
- Passenger unable to purchase journey ticket for want of time (Only on production of valid platform ticket).
- ❖ It is in book form, serially machine numbered and each certificate has 3 foils (Passenger, Accounts and record).
- ❖ The certificate should be prepared under carbon process.
- ❖ Also it may be prepared during run, and issued at the next stopping station.
- ❖ The passenger along with the 'Passenger' foil should be handed over to the T.T.E/S.M. at the next station.
- ❖ The certificate will be exchanged for a ticket on collection of charges due. No excess charges will be collected.
- ❖ The E.F.T. NO. should be noted down in the 'accounts' and 'record' foils of the certificate. The certificate No. should be mentioned in the E.F.T.
- ❖ The guard has to ensure that the dues are recovered from the passenger.
- ❖ But the guard should not collect money from the passenger.
- ❖ 'Accounts foils' must be submitted to accounts office at the end of the month.

BREAK OF JOURNEY (C.T. 219)

When a through passenger, temporarily discontinues his journey on his own accord, it is called a "Break – of – journey".

- ❖ **Break-journey** is allowed as follows:

Ticket Distance	No. of Break Journeys
Upto 500 km.	Nil
501 to 1000 km.	One
More than 1000 km.	Two

- ❖ First break journey is allowed only after crossing 500 km. from the starting station.
- ❖ Duration of One break Journey:
Maximum of two days excluding the 'day of arrival' and 'day of departure'.
- ❖ If a through passenger is awaiting a connecting train, the stay will not be treated as break journey, if the waiting period does not exceed 24 hours.
- ❖ Endorsement:
 - Break of journey endorsement should be made on the ticket by the SM/TC with the following:

- Train Number
- Date of arrival
- Initial of the SM/TC
- Station code
- The ticket is not valid for further journey, if the endorsement is not obtained.
- Passenger detected traveling without such endorsement will be treated as traveling without ticket.
- ❖ Break of journey is not permitted, short of the station upto which reservation is done.
- ❖ The following can Break journey anywhere:
 - Indrail Pass holders
 - ICRP holders
 - Season ticket holders
- ❖ The following cannot Break journey en route:
 - IRCA concession ticket holders, when the concession is given for a journey with a specific purpose. (e.g. Student / Unemployed youth / Cancer patient)
 - Rajdhani / Shatabdi passengers.
 - Released prisoners traveling with a Jail warrant.
- ❖ Circular journey ticket holders can break journey anywhere, subject to a maximum of 8 places.
- ❖ Fresh reservation charge should be paid for the reservation made after every break of journey.
- ❖ Supplementary charge once paid is valid for the entire journey.

UNIT – V

PASSES

[THE RAILWAY SERVANTS (PASS) RULES, 1986]

Definitions:

Pass - An authority given by Railways to a person, to travel by train 'Free' [S 2(f)].

Attendant - A person employed on salary in the personal service of Railway Servant.

Family:

- ❖ Spouse
- ❖ Sons, below 21 and wholly dependent on the R/S.
- ❖ Sons, 21 and above:
 - bona fide student of a recognized educational institution
 - Engaged in research work without scholarship/stipend.
 - Articled clerk under a Chartered Accountant.
 - Invalid
- ❖ Daughters:
 - Unmarried of any age
 - Widowed, if dependent on the R/S
 - Divorced, if dependent on the R/S

Dependent:

- ❖ Widowed/divorced mother
- ❖ Unmarried/widowed sister
- ❖ Brother/step brother under 21 years-residing with and wholly dependent on the R/S
- ❖ Invalid Brother
- ❖ Brother 21 and above, studying in a recognized educational institution.

TYPES OF PASSES:

Metal Pass	Card Pass	Cheque Pass
Gold	Duty Card Pass	Duty Cheque Pass
Silver	Residential Card Pass	Privilege Cheque Pass
Bronze	Scholar Card Pass	Complimentary Cheque Pass
	Provision Card Pass	

METAL PASSES:

- ❖ Issued to Gazetted Officers of Railways.
- ❖ They can travel on Duty with the Metal Pass.
- ❖ They can travel with Family.
- ❖ Maximum 4 Berth/Seat eligible.
- ❖ Metal Pass holder can travel in Engine or Break van also.
- ❖ They can stay in Retiring Rooms free while traveling on duty with Metal pass.
- ❖ They can take one Attendant in II/SL class.

GOLD METAL PASS:

- ❖ Gold Metal pass is issued to the following officers:
 - MR, Dy.MR, MOSR
 - Chairman, Railway Board
 - Members, Railway Board
 - Financial Commissioner, Indian Railways
 - Chief Commissioner for Railway Safety (CCRS)
 - General Managers of Railways, Production Units
 - Additional members in Railway Board in Scale Rs. 22400-24500.
- ❖ They can travel all over Indian Railways.
- ❖ Class of eligibility:
 - First AC - Two Berths
 - Other Classes - Four Berths/Seats
- ❖ Dog can be carried free as ICP.

SILVER METAL PASS:

- ❖ Silver Pass is issued to Senior Administrative Grade officers. (SA Grade)
- ❖ They can travel all over Indian Railways.
- ❖ Class of eligibility:
 - First AC - Self only
 - Other Classes - Four Berths/Seats.
- ❖ Family can be taken in First AC on payment of 1/3rd of the difference of fare between I AC and 2 AC (Maximum 4 only).

BRONZE METAL PASS:

- ❖ Bronze metal pass is given to all Gazetted officers who are not eligible for Gold/Silver Pass.

- ❖ They can travel in the zone in which they are working.
- ❖ Bronze pass holders working in Railway Board can travel all over Indian Railways.
- ❖ Class of eligibility - All classes except I AC.
- ❖ Bronze pass holders drawing a Basic pay of Rs. 14300/- or more can travel all over Indian Railways in IAC also as follows:
 - Self alone - Free
 - For Family - On payment of 1/3rd of the difference between I AC and 2 AC.

The 'authority card' to be carried by the officer while traveling.

Pass	Issued To	Travel Over	Class of Eligibility	Remarks
Gold	Chairman & Member of Railway Bd., Fin. Commr., CCRS, GMs, AGMs & Addl. Members in 22400-24500 Grade	Indian Railways	I AC – Two Other – Four	
Silver	S.A. Grade Officer	Indian Railways	I AC – Self only Others – Four	For Family in I AC, 1/3rd of (I AC – 2 AC)
Bronze	All other Officers	Working Zone	I AC – Nil Others – Four	Rly. Bd. officers – All over IR. If Basic Pay Rs. 14300 or more – As for Silver Pass.

CARD PASSES

DUTY CARD PASS:

- ❖ It is issued to Railway Employees whose nature of duty involves frequent travel.
- ❖ It is issued by the controlling officer/divisional officer.
- ❖ It is valid for one year from the date of issue.
- ❖ Class of pass will be according to the eligibility of the staff.
- ❖ The DCP holder has to maintain a record of journey made.

RESIDENTIAL CARD PASS:

- ❖ It is issued in notified sections only as approved by GM.
- ❖ It is issued to the employees living away from their place of work.
- ❖ It can be used for going for duty or coming back home after duty.
- ❖ It is valid for one year from the date of issue.

- ❖ Class of pass will be according to the eligibility.

SCHOLAR CARD PASS:

- ❖ It is issued to the children of Railway Employees studying in nearby school/college.
- ❖ It is issued between the place of residence and the serving station of the school/college.
- ❖ It is issued on academic year basis, on the authority of a certificate from school/college.
- ❖ Class of pass will be according to the eligibility of the staff.

PROVISION PASS (BAZAAR PASS):

- ❖ It is issued to the wayside station staff as approved by GM.
- ❖ It is issued between the station where market facilities are not available and a nearby station to purchase provisions.
- ❖ It is issued in II class only and can be used by any employee of the station.
- ❖ Luggage free allowance - 45 kg.

CHEQUE PASSES

DUTY CHEQUE PASS:

- ❖ It is issued to Railway Employees when traveling on duty.
- ❖ Issued either for a single journey or return journey.
- ❖ Issued in the class of eligibility of the employee.

PRIVILEGE CHEQUE PASS:

- ❖ It is issued to Railway Employees & their families to travel on their account.
- ❖ Number of passes per year:
 - Gazetted Officers - 6 sets per year
 - Other Employees - 1 set upto 5 years
3 sets After 5 years
- ❖ Validity:
 - Single journey pass - 3 Months
 - Return journey pass - 4 Months
- ❖ Pass is issued from any station to any station in IR by the shortest route.
- ❖ It can be issued by a longer route, if the distance does not exceed the distance by the shortest route, by more than 15%.

❖ Types of cheque passes:

Pass	Issued to	Colour of Pass	L.FA kg.	Remarks
I-A	All Gazetted Officers	White	140	Permitted in 1A on payment of (1A-2A)/3
I	Class III staff as per Basic pay	Green	70	Can travel in 2A also
II – A	Class III staff as per basic pay	Yellow	50	Can travel in 3A, CC, SL & 2S Classes
II	Other Class III & Class IV staff	Pink	50	Can travel in SL class also

- ❖ Any number of family members can be included in the pass.
- ❖ A maximum of 2 dependants can be included. If a dependant is included, total number of persons in the pass including self should not exceed 5.

ELIGIBILITY FOR FIRST CLASS PASS

Railway Board No. E(W)97/P S5-1/62 dtd. 1/2/99 (RBE No. 17/99)

Appointment Date	Basic Pay
Prior to 1.8.69	Rs. 4900/- or above in Scale, the maximum of which is Rs. 6000/- or above.
1.8.69 to 10.11.87	Rs. 5375/- or above in Scale, the maximum of which is Rs. 7000/- or above.
11.11.87 to 1.2.99	Basic pay Rs. 7250/- or above, OR in a scale the minimum of which is Rs. 6500/-
After 1.2.99 II Class 'A' pass	Rs. 7250/- or above, but less than Rs. 7600/- in scale Rs. 5000-8000 / Rs. 5500-9000.
I Class pass	Basic pay of Rs. 7600/- or above, OR in a scale the minimum of which is Rs. 6500/-

COMPLIMENTARY CHEQUE PASS:

These are issued to other than Railway servants like retired Railway Employees, Rail Users consultative committee members, SC/ST candidates appearing for RRB examination/interview etc.

ENTITLEMENT TO TRAVEL ON DUTY BY RAJDHANI / SHATABDI TRAINS:

Status	Rajdhani	Shatabdi
Gold Pass	I AC - 1 Coupe II AC - 4 Berths	4 Seats in ACCC (or) 4 Seats in Executive Class
Silver Pass	I AC - 1 Berth (or) II AC - 2 Berths (or) III AC - 4 Berths	Executive Class – 2 Seats (or) ACCC - 4 Seats

Bronze & First 'A' Pass		
Basic Pay Rs. 14300/- or more	I AC - 1 Berth (or) II AC - 2 Berths (or) III AC - 4 Berths	Executive Class - 2 Seats (or) ACCC - 4 Seats
Basic Pay less than Rs. 14300/-	I AC - Nil II AC - 1 Berth (or) III AC - 2 Berths	Executive Class - Nil ACCC - 2 Seats
First Class Pass	III AC - 1 Berth	ACCC - 1 Seat

**ENTITLEMENT TO TRAVEL ON PRIVILEGE AND POST RETIREMENT
COMPLIMENTARY PASS BY RAJDHANI / SHATABDI TRAINS**

Status	Rajdhani	Shatabdi
Retired and serving Board Members`	I A & 2A - 2 Berths 3A - 4 Berths	Executive class & CC - 2 Seats
Serving officers with pay of Rs. 22400 & above and retired officers of equal status	3A - 4 Berth 2A - 2 Berths (or) 1A - 1 Berths on payment of 1/3rd of difference of fare between 1A and 2A of Rajdhani	CC - 2 Seats Executive Class - 1 Seat on payment of difference of fare between Executive class and 2A fare of Rajdhani.
Serving officers with pay of Rs. 14300 & above and retired officer of equal status	2A - 2 berths 3A - 4 berths	CC - 2 Seats
Serving officers with pay below Rs. 14300 and retired officers of equal status.	2A - 1 berth 3A - 2 berths	CC - 2 seats
Other serving retired First Class pass holders	2A - 1 berth 3A - 2 berths	CC - 2 Seats

Note :

- ❖ By Jan-Shatabdi Express trains all (serving & retired) I class pass holders will get 2 seats in ACCC, and in non-AC Chair car all (serving & retired) I & II class pass holders will get as many seats as per the number of persons allowed in the pass.
- ❖ The privilege/Post retirement complimentary pass holders will be permitted to travel within the quota earmarked for pass holders.

COMPLIMENTARY PASS & P.T.O. FOR COOLIE PORTERS

- ❖ Licensed coolie porters are eligible for one set of pass & P.T.O. every year.
- ❖ They can travel in SL/II class.

- ❖ Validity:
 - Pass - 2 months
 - P.T.O. – 2 months
- ❖ Issued for : Both Pass & P.T.O. - Self and Spouse.
- ❖ They are issued for journey from the 'working station' to anywhere and back.
- ❖ They are valid only with the Photo Identity card of the porter.
- ❖ The porter traveling on pass or P.T.O. without the Identity card will be treated as traveling without ticket.

COMPLIMENTARY PASS FOR ARJUNA AWARDEES / GALLANTRY AWARDEES

- ❖ Complimentary pass are issued by Railway Board to the following:
 - Arjuna award winners
 - Olympic medallists
 - Gold medallists in the Asian Games and Commonwealth Games
 - Gallantry awards winners including widows of posthumous awardees
 - Police medal recipients.
- ❖ Procedure to get the pass:
 - A certificate should be obtained from the Department of Sports and Youth affairs (Ministry of Human Resources Development) that the person is a medallists or awardees.
 - Apply to Railway Board enclosing the certificate and two copies of photograph.
- ❖ The pass is in sky blue color.
- ❖ The pass is valid for one year and can be renewed every year.
- ❖ They can travel in 2A/FC from any station to any station.
- ❖ With specific endorsement they can travel by Rajdhani/Shatabdi trains.
- ❖ No companion is permitted on the pass.
- ❖ They need not pay Reservation charges, supplementary charges.

COMPLIEMENTARY PASS FOR FREEDOM FIGHTERS

- ❖ It is issued to freedom fighters and widows of deceased freedom fighters who are drawing freedom fighter's pension.
- ❖ This pass will be issued by Divisional / Headquarters office.
- ❖ It is valid for one year and can be renewed every year.
- ❖ The pass holder can travel from any station to any station.
- ❖ They can travel in all classes except AC I Class.
- ❖ They can travel by Rajdhani / Shatabdi trains if the pass bears an endorsement to that effect.

- ❖ However, freedom fighters belonging to Andaman and Nicobar Islands can travel in Rajdhani / Shatabdi trains even without this endorsement.
- ❖ Freedom fighters can take one companion with them in the same class.
- ❖ While doing advance reservation, the name of the companion should be furnished.
- ❖ They need not pay reservation charges and supplementary charges.

PRIVILEGE TICKET ORDER

- ❖ It is a concession given to Railway employees in service.
- ❖ Journey tickets are issued at 1/3rd of public tariff rate.
- ❖ Each PTO has 3 foils (Record, Booking Clerk and employee) and is serially numbered.
- ❖ It is prepared in ink without any alterations.
- ❖ It is issued for self and family.
- ❖ It should be exchanged for a ticket at the station, shown as 'From' station in case of an unreserved ticket.
- ❖ If it is addressed to "SM/IR", it can be exchanged at any PRS center for reservation.
- ❖ It is valid for 3 months from the date of issue.
- ❖ The following details should be checked by the booking clerk at the time of exchange:
 - PTO addressed to that station
 - Signature and seal of the issuing officer
 - Seal of the issuing office
 - Date of issue
 - No alterations or erasures
 - Period of availability
 - Signature of the employee and witness
- ❖ Number of PTOs eligible for an employee - 4 sets per year.
- ❖ Class of travel will be according their eligibility.
- ❖ PTO holders need not pay safety surcharge, reservation & supplementary charges.
- ❖ The employee foil will be given to him along with the ticket.
- ❖ The employee should carry both while traveling.
- ❖ PTO can be exchanged for a lower class or for less number of persons if an endorsement is made by the employee in this regard.
- ❖ I Class PTO can be exchanged for 2A, collecting 1/3rd of 2A fare.

UNIT - VI

RAIL TRAVEL CONCESSIONS

General rules of concessions:

- ❖ The concession shall be allowed only on the basic fare.
- ❖ Mail/Express fare is charged even for travel by ordinary trains.
- ❖ Concessions are given subject to a minimum distance of 300 km. with some exceptions like Medical categories, students, sports persons etc.
- ❖ Concessions are allowed by Mail and Express trains when the journey is more than 500 km with some exceptions like Medical categories, students etc.
- ❖ Concession is generally granted only for II/SL class with some exceptions like Medical categories, Sports persons, Senior citizens etc.
- ❖ A Concession ticket holder will not be permitted to change the ticket to a higher class even by paying the difference between the actual fares.
- ❖ However, persons eligible for concession in I class can travel in AC 2 Tier by paying the I Class concession fare Plus actual difference between 2A and FC fare.
- ❖ Concession will not be given for extension of journey on concession ticket or for change of class of a concession ticket etc.
- ❖ No concession will be given when the cost of the journey is reimbursed.
- ❖ No person is allowed to avail more than one concession at a time.
- ❖ Concession is given only via normal and reasonably direct route.
- ❖ When return journey concession is given, outward and return journey should be performed by the same route.
- ❖ If the concession holder wants to change the route, he has to pay full fare for the portion of the journey not covered in the ticket.
- ❖ Concession will be granted only on production of a valid concession order.]The concession order should have a period of validity.
- ❖ The concession order should have a period of validity.
- ❖ The concession order can be exchanged either at originating station or destination, when it is addressed to either of them.
- ❖ Persons traveling with un-exchanged concession orders will be treated as traveling without ticket.
- ❖ Minimum fare is not applicable for concessions.
- ❖ On Concession given for journey for specific purpose, no Break journey is permitted. (e.g. Students, TB/Cancer patients.)
- ❖ No concession is allowed by Rajdhani/Shatabdi trains except to Senior citizens, President Police Medalists, Press Correspondents and Allopathic doctors.
- ❖ Normal Luggage rules are applicable for concession ticket holders too.

RAIL TRAVEL CONCESSIONS TO DIFFERENT CATEGORY OF PERSONS

S. No.	Description	%	Class	Competent Authority to Issue Certificate
1	Trained Nurses/Midwives on the staff of recognized Hospitals/Nursing Institutions /Private practice traveling on duty or leave	25	SL/II	Secretary, Trained Nurses Assn. of India
2	Student Nurses/Student Midwives/Male Nurses undergoing training in Hospitals when traveling on duty/leave.	25	SL/II	Civil Surgeon/ Principal State Hospital/ Institution.
3	Students and Non-student youth traveling in groups of five to participate in work camps.	25	SI/II	Recognised Cultural / Educational Orgn.
4	Principals/H.M./ Teachers of recognized Primary/Secondary/ Hr. Sec. Schools on educational tours.	25	SL/II	Principals/H.M./D EO
5	Any Member of St. John/s Ambulance Brigade	25	SL/II	Secy./Asstt. Commissioner, St. John's Ambulance.
6	Volunteers of Service Civil International	25	SL/II	Secy. Service Civil International
7	All India Bodies of Educational, Cultural and Social Importance-persons attending annual sessions.	25	SL/II	Secretary, Organizing Body
8	Kisans visiting country's river valley/ other national projects/Industrial and Agricultural Exhibitions (Not less than 20)	25	SL/II	BD Officer, Dist. Agri. officer/ Auth. officer of the Govt.
9	Industrial Laborers visiting river valley & other National Projects (Not less than 20)	25	SL/II	-----Do-----
10	Senior citizens of age, 60 and above for both male and female	30	All	During journey, carry age proof.
11	Candidates of 5 to 12 years of age appearing in test conducted for merit scholarship award	50	SL/II	Director of Public Instructions.
12	Foreign Students studying in India	50	SL/II	Indian Council for Cultural relations
13	Student Nurses doing Degree or diploma course in nursing in a recognized university/Institution	50	SL/II	Principal of the Institution
14	Articled clerks registered under the Chartered Accountants regulations undergoing training	50	SL/II	Chartered Accountants

15	Students appearing for examinations as private candidates – Examinations conducted by the Boards of Education University/State/Union Govt.	50	SL/II	University/Examining Authorities
16	Youth participating in National Integration camp	50	SL/II	Secy. National youth project, New Delhi
17	Unemployed youth to attend interview for a job in Public Sector Undertaking	50	SL/II	Call letter from the Orgn., and attested copy of application form
18	Bharat Scouts and Girl Guides in uniform	50	SL/II	Secy./Commissioner of National/State Assn.
19	Bharat Seva Dal, Bangalore traveling in groups of not less than four for attending Camps/meetings including rallies.	50	SL/II	Secretary, Bharat Seva Dal
20	Cadets of Marine Engineer apprentices undergoing training	50	SL/II	Captain/Supdt., Trg. Ship Director/Officer-in-charge, Marine Engg. Trg. Course
21	Kisan attending annual convention by the Bharat Krishak Samaj.	50	SL/II	Secretary, Bharat Krishak Samaj
22	Industrial workers undergoing training with central Board of Workers Education (not less than 20)	50	SL/II	Director/Asstt. Director/Regional Director of Workers Education.
23	Deaf and Dumb persons	50	I/SL/II	Govt. Doctor
24	Teachers honored with National Award by President of India on Teacher's Day	50	SL/II	District Educational Officer
25	Police personnel of 60 years and above who have received President's Police medal for distinguished service	30	All classes	Photo identity card issued by Ministry of Home Affairs, Govt. of India
26	The Parent accompanying the National Bravery Award Winner Child	50	SL/II	Indian Council for Child Welfare
27	Completely Blind Persons with or without Escort	50 75	1A & 2A I/3A/ CC/ SL/II	RMP/Govt. Doctor
28	Blind Students (One escort free for every 2 such students)	75	I/SL/II	Head of Institution for Blind people

29	Mentally Retarded persons who cannot travel without an escort	75 Each	I/SL/II	Govt. Doctor
30	Mentally Retarded Students (One escort free for every 2 such students)	75	I/SL/II	Head of the Institution
31	Lupas Valoaris/T.B. patients with or without escort	75 Each	I/SL/II	Officer-in-charge of the recognized TB hospital
32	Cancer patients with or without escort	50 75	1A/2A FC/3A/ CC/SL/II	Officer-in-charge of the recognized Cancer hospital.
33	Orthopaedically Handicapped/ Paraplegic persons/patient who cannot travel without the assistance of an escort	50 75	1A/2A FC/3A/ CC/SL/II	Government Doctor
34	Non Infectious Leprosy patients	75	I/SL/II	Officer-in-charge Leprosy hospital
35	Thalassemia Major patients with or without escort	50 75	1A/2A FC/3A/ CC/SL/II	Officer-in-charge of recognized Hospital.
36	Heart patients traveling alone or with escort for heart surgery & discharge after surgery	75 EA CH	I/SL/II	----- Do -----
37	War Widows	75	SL/II	Dist. Sainik Board
38	Widows of IPKF personnel killed in Sri Lanka	75	SL/II	Dist. Sainik Board
39	Widows of Policemen/ Para military personnel killed in action against terrorist & Extremists	75	SL/II	Supdt./Dy. Commissioner of Police
40	Industrial Workers honored with Prime Minister's Shram Award	75	SL/II	Ministry of Labour
41	All games and athletic sports: Individuals/teams/coaches/managers/ Referees/Umpires (Without distance restriction) • To participate in sports events at State/ National /All India level. • To participate in Sports events at National (Other than All India Level meets) and International championships held in India.	50 75 75	I SL/II I/SL/II	Secretary, State/national Associations.

42	• Professional entertaining companies/ Amateur Artists Theatrical Concert, Music Dancing & Magicians traveling alone or in groups	50 75	I SL/II	Central/State Sangeet Natak Academy
	• Students/Artists alone or in groups of the National School of Drama, New Delhi	50 75	I SL/II	National School of Drama
43	Students of recognized Educational Institutions going on vacation, educational tours and Research Scholars on research work : General Students SC/ST Students	50	SL/II	Head of Educational Institutions
		50 of Gen Std.	SL/II	
44	President Police Medallists 60 years and above	30	All Classes	Photocopy of the Identity card
45	Foreign Railway employees (permitted by Rajdhani trains)	50	All Classes	Identity card issued by GM/P
46	Widows of martyrs of "Operation Vijay" in Kargil	75	II/SL classes	Photocopy of Identity card
47	Kidney patients for 'dialysis or transplant' with an escort	1A/2A 50 Other Class 75	I/II/SL	Medical Officer of the recognized hospital
48	Allopathic Doctors	10	All Classes	Registration Certificate given by MCI

CONCESSION FOR BLIND PERSONS:

- ❖ 'Completely Blind' persons are eligible for concession from a station to any station.
- ❖ Percentage of concession :
 - AC I Class and AC 2 Tier - 50%
 - Other Classes - 75%
- ❖ He may take one escort also in the same class on 50% or 75% concession.
- ❖ A certificate in the prescribed form issued by a Registered Medical Practitioner or the Head of a recognized blind institution should be produced.
- ❖ The certificate is valid for 5 years from the date of issue.
- ❖ Photo copy of the certificate is accepted, verified with the original & ticket is issued.
- ❖ The blind person need not come to the counter personally.
- ❖ While traveling the passenger should carry the original certificate.

- ❖ The escort of a blind child below 5 years gets concession, while the child travels 'free'.
- ❖ 'Seeing Eye dog' of a blind is allowed in I class and will be charged for 30 kg.
- ❖ Season ticket is issued to the Blind, collecting 50% of II class public fare.

CONCESSION OF ORTHOPAEDICALLY HANDICAPPED:

- ❖ Orthopaedically handicapped persons who cannot travel without escort are eligible for concession from any station to any station.
- ❖ Percentage of concession: (From 15/5/99)
 - AC I Class and AC 2 Tier - 50%
 - Other classes - 75%
- ❖ They are eligible for concession in all classes and by all trains except Rajdhani and Shatabdi trains.
- ❖ Escort is compulsory. Escort is also given the same concession.
- ❖ Passenger having this concession ticket found traveling without escort would be treated as traveling without ticket.
- ❖ A certificate in the prescribed form should be obtained from a Govt. Doctor.
- ❖ Validity of the certificate:

Nature of Handicap	Age of the passenger in the certificate	Validity
Temporary	Any Age	5 Years
Permanent	Upto 25 Years	5 Years
	26 to 35 Years	10 Years
	Above 35 Years	Life Time

- ❖ A photo copy of the certificate may be accepted and verified with the original certificate.
- ❖ The passenger should carry the original certificate while traveling. Otherwise he will be treated as traveling without ticket.
- ❖ Season tickets are issued on 50% concession to orthopaedically handicapped persons and their escorts. A combined ticket will be issued.
- ❖ Invalid chair/tri cycle/tri-cycle fitted with motor of a handicapped person shall be carried 'free' on production of a doctor certificate. The same can be carried as ICP if foldable and in BV if not foldable.
- ❖ An Orthopaedically handicapped child below 5 years shall be carried free while the escort will be given 50% or 75% concession according to the class of travel.

CONCESSION FOR CANCER AND T.B. PATIENTS:

- ❖ Cancer and T.B. patients are eligible for concession in the following circumstances:
 - Travel from home town to get admission in the recognized hospital
 - Travel to home town after discharge from the hospital
 - Travel between hometown and recognized hospital for periodical checkup/re-examination.
 - Travel between two recognized hospitals for the purpose of re-examination.
- ❖ Concession allowed:
 - Cancer patients 50% in 1A & 2A & 75% in other classes.
 - T.B. patients 75% in I/SL/II classes.
- ❖ They may take one escort also in the same class on concession.
- ❖ A certificate in the prescribed form issued by the recognized cancer institute/T.B. sanatorium should be produced in **original**.
- ❖ Validity of certificate:
 - Cancer patient - Outward journey - One year
Return journey - 3 Months
 - T.B. Patient - (Both directions) - 3 Months
- ❖ The escort of a child patient below 5 years shall be given 75% concession while the child is carried free.

CONCESSION FOR NON-INFECTIOUS LEPROSY PATIENTS:

- ❖ Non-infectious leprosy patients are eligible for 75% concession in I/SL/II class under the following circumstances:
 - Travel from home town to get admission in the recognized hospital
 - Travel to hometown after discharge from the hospital
 - Travel between hometown and recognized hospital for periodical checkup/Re-examination.
- ❖ Escort is not eligible for concession.
- ❖ A certificate in the prescribed form issued by the recognized leprosy institute/hospital should be produced in original.
- ❖ The certificate is valid for 3 months from the date of issue.

CONCESSION FOR DEAF AND DUMB PERSONS:

- ❖ Totally deaf and dumb persons (both afflicted together) are eligible for 50% concession in I/SL/II class from any station to any station.
- ❖ Escort is optional for this concession.

- ❖ A certificate in the prescribed form issued by a Govt. Doctor should be produced.
- ❖ The certificate is valid for 5 years from the date of issue.
- ❖ A Photo copy of the certificate can be accepted and verified with the original certificate to issue journey ticket.
- ❖ While traveling the passenger should carry the original certificate.
- ❖ Season tickets are also issued at 50% concession.

CONCESSION FOR SENIOR CITIZENS:

- ❖ Senior citizens (male & female) aged 60 yrs. and above are eligible for 30% concession.
- ❖ Concession is given in all classes and by all trains including Rajdhani and Shatabdi trains except ordinary trains.
- ❖ No concession certificate is required at the time of purchasing the ticket.
- ❖ During journey, they should carry some age proof and must show it on demand.
- ❖ If the passenger is not able to produce proof for age at the time of travel, the difference between full fare & concessional fare will be collected.
- ❖ The age of the passenger should be noted on the ticket at the time of issue.
- ❖ Senior citizens are eligible for concession on circular journey ticket, if the distance is more than 1000 km.

CONCESSION FOR UNEMPLOYED YOUTH:

- ❖ Unemployed youth traveling to attend interviews to secure jobs in the following are eligible for 50% concession in SL/II class:
 - Central/State Government
 - Statutory bodies like Municipal Corporation, University etc.
 - Public sector undertakings
 - They are issued a 'free ticket' in II class only for attending interviews in Central/State Government organizations.
- ❖ The concession is granted upto the age of 35 years.
- ❖ Return journey ticket will be issued on payment of single journey fare.
- ❖ The ticket is valid for 10 days from the date of commencement of outward journey.
- ❖ The following should be submitted at the time of purchasing the ticket:
 - Attested copy of the application form submitted by the candidate to the concerned organization.

- Attested copy of the call letter from the organization indicating the date, time and venue of interview.
- ❖ The concession is not given when T.A./D.A. is paid by the organization.

CONCESSION FOR POLICE MEDALLISTS:

- ❖ Police personnel who have received the President's police medal for distinguished service and are 60 years of age or above are granted 30% concession.
- ❖ Concession is given in all classes including Rajdhani/Shatabdi trains.
- ❖ A photo copy of the Identity card issued by the Ministry of Home Affairs, Govt. of India, and New Delhi should be produced.
- ❖ The Photo Identity card will have the following details:
 - Name
 - Date of birth and Sex
 - Certification that the Person is a recipient of President's Police Medal.
 - Signature of the Recipient
 - Signature and seal of the issuing official.
- ❖ The original Identity card is to be verified while issuing ticket and during travel.

CONCESSION FOR FOREIGN RAILWAY EMPLOYEES ON RECIPROCAL ARRANGEMENT:

- ❖ Employees of Foreign Railway are given 50% concession for their travel in Indian Railways.
- ❖ The employee should produce a letter of introduction of GM/P.
- ❖ An Identity card will be issued to the employee.
- ❖ He can travel any number of times from anywhere to anywhere in Indian Railways.
- ❖ The Identity card number will be noted in the ticket.
- ❖ They are eligible to travel by Rajdhani/Shatabdi train also.

STUDENTS CONCESSION:

- ❖ Bonafide students of all recognized educational institutions are eligible for concession in II/SL class.
- ❖ Concession is given as follows:
 - General students - 50% of public fare
 - SC/ST students - 50% of general students fare
- ❖ Age limit:
 - General students - up to 25 years

- SC/ST students - up to 27 years
- Research scholars - up to 35 years
- ❖ For SC/ST students, a certification should be made by the head of the institution in the concession order itself, or, a separate community certificate should be produced.
- ❖ Concessions are given under the following circumstances only:
 - To go to hometown during vacation after an examination.
 - To return to the institution after vacation.
 - To attend merit scholarship examination.
 - To attend an examination, nor for the purpose of employment.
 - To travel from institution to training centre.
 - To travel from one training centre to another training centre.
 - On educational tours in parties of not less than 10 students.
- ❖ A concession order issued by the head of the institution shall be produced in original in 2 foils. (Railway foil, Students foil).
- ❖ Validity of the concession order (from the date of issue):
 - For outward journey - 14 days
 - For Return journey - 3 months
- ❖ Journey should be performed during the vacation period mentioned in the concession order under the seal and signature of the issuing authority the journey may be commenced one day before & one day after the vacation period.
- ❖ Exchange of concession order:
 - Each institution may select a maximum of 4 stations serving their area to exchange the concession order.
 - The institution should provide these 4 stations with the specimen signature and seal of the issuing authority.
 - Before exchanging the concession order, the seal and signature should be verified with the specimen available.
 - In case of return journey concession, the order should be verified and an endorsement should be made on the order as "Verified and found correct" under the seal and signature of SM.
 - The order will not be exchanged at the return journey commencing station without the above endorsement.
 - The order can be exchanged for a ticket at both the starting station as well as destination when it is addressed to either of them.
 - Alteration or overwriting makes the concession orders null and void.
 - The student should sign on the Student's foil in the presence of S.M. and should be verified with the signature available in the Railway foil.
 - The journey ticket is issued along with the students foil.
 - The Railway foil is submitted to accounts office with monthly returns.

EDUCATIONAL TOUR:

- ❖ Bonafide students are eligible for concession for their educational tours.
- ❖ Minimum number of students:
 - Post graduates - 3 (if the total strength of the course is less than 10 and certified so by the issuing authority)
 - Nepal students - 15
 - Others - 10
- ❖ Escorts:

Student	Age	One Escort for	Concession
Girl Students	Any age	4	50%
Boy Students	Below 12 yrs.	4	50%
	12 yrs. & above	10	50%
Handicapped	12 yrs. & above	5	50%
Blind/Mentally Retired	Any age	2	Free

Teaching and non-teaching staff of the same institution may travel as escort on 50% concession. Students get concession on circular journey tickets also.

CONCESSION FOR STUDENTS FROM GOVERNMENT SCHOOL IN RURAL AREAS:

The students of Govt. schools situated in rural areas will be granted 75% concession in second class fares when traveling on study tour, once in a year. The Head Master/Head Mistress/Principal of the concerned school will additionally endorse the existing concession certificate that the school is a Govt. School located in the rural area and that the concerned student has not availed the 75% concession in current financial year. The concession will be granted in second class only and not in sleeper class. The concession will be admissible in basic Mail/Express fares only while all other charges (i.e. reservation fee, super fast surcharge, safety surcharge, etc.) will be realized in full. Concession will continue to be admissible directly at already nominated station subject to other condition applicable to the rule quoted in para 1 above. This 75% concession in second class will be admissible for travel in groups of not less than 20 and the escort, as admissible under to rule mentioned in para 1 above, will also be granted 75% concession. The existing 50% concession admissible under the rule mentioned in para 1 above will continue to be available subject to condition applicable therewith. Return tickets will be valid for a period of three months from the commencement of the outward journey.

ADVANCE RESERVATION FOR STUDENTS:

- ❖ Students are permitted to make advance reservation on payment of full fare.
- ❖ Subsequently, before starting journey, when the concession order is produced, the concession amount will be refunded and a fresh ticket issued to them.
- ❖ The original reservation will be retained.
- ❖ A Clerkage charge of Rs. 10/- will be collected.

UNIT - VI

GENERAL RULES FOR RESERVATION

- ❖ When a confirmed seat or berth is allotted to a passenger for his journey, it is Called 'Reservation'.
- ❖ It is made only by notified trains.
- ❖ Reserved ticket is valid by the particular train and date only.
- ❖ Reservation is made only on submission of prescribed application.
- ❖ Ministers, M.Ps, and Railway officers can request reservation over phone.
- ❖ Only one form is accepted from a passenger at a time.
- ❖ A maximum of 6 persons can be included in one form.
- ❖ Reservation for group of more than 6 persons can be done only with the permission of SM/CRS/DCM.
- ❖ Reservation is made on 'first come first served basis'.
- ❖ Advance reservation period: (Excluding date of journey)
 - Foreign tourists - 360 days
 - Bulk booking (More than 6) - 59 days
 - Other passengers - 60 days
- ❖ Reservation is made only on purchase of a journey ticket.
- ❖ The reservation is confirmed by issuing a reservation ticket.
- ❖ Reservation charges:

Class	Rs.	Enhanced Reservation Charge**
AC 1 Class	35	50
AC 2 Tier	25	40
AC 3 Tier	25	40
AC Chair Car	25	40
First Class	25	40
Sleeper Class	20	30
Second Class	15	25

- ❖ ** Enhanced reservation charge will be applicable on tickets purchased for journey other than ticket issuing station and return journey tickets.
- ❖ Fresh reservation charge will be collected for reservation made after every break of journey and for Postponement or Advancement of journey and change of class.
- ❖ Break journey is not permitted short of the station up to which reservation has been made.
- ❖ A child ticket is treated as an adult ticket for the purpose of reservation.

- ❖ No separate seat/berth is allotted for a child below five years of age. However, the name of the child with age and sex should be mentioned in the reservation form and also to be given to the TTE.
- ❖ To entrain enroute, the passenger should apply at least 24 hours in advance of the scheduled departure of the train.
- ❖ Unauthorised occupation of a reserved seat/berth is prohibited under section 155 of Railways Act, 1989.
- ❖ Transfer of a reserved ticket is prohibited under section 53 of Railway Act 1989.
- ❖ Unauthorised transfer of a reserved ticket is punishable under section 142 of Railway Act 1989.
- ❖ Unauthorised procurement and sale of railway ticket is punishable under section 143 of Railway Act 1989.
- ❖ Sleeping facility is provided during night hours (21.00 to 06.00 hours) only.

PROCEDURE FOR RESERVATION

AT MAJOR RESERVATION CENTRES:

At Major Reservation centres, arrangements are made to provide accommodation under different types called confirmed reservation, reservation against cancellation and waiting list.

- ❖ **Confirmed Reservation:**
 - At the time of booking, seat/berth will be allotted on confirmed basis.
 - Journey fare, reservation charge and supplementary charge if any, will be collected.
 - Coach number, Seat/Berth No., will be indicated in the ticket in case of 2A/3A/SL/II classes.
 - For AC I Class and First Class, coach number and berth number will be furnished in the final chart.
 - confirmed reservation is made up to the quota available.
- ❖ **Reservation against Cancellation (RAC):**
 - On completion of quota, a passenger requesting berth is allotted with confirmed seat.
 - Journey fare, reservation charge and supplementary charge if any, will be collected.
 - Vacant berth due to cancellation in the reservation office if any, shall be allotted to R.A.C. passengers.
 - During travel also, vacant berths due to cancellation shall be allotted to R.A.C. passengers.
 - If berth is not provided, R.A.C. passenger has to travel in the seat only.
 - The R.A.C. system is available in 2A, 3A, FC and SL classes only.

❖ **Waiting List:**

- On completion of confirmed quota and R.A.C., the passengers are kept under waiting list.
- Journey fare, reservation charge and supplementary charge if any, are collected.
- On cancellation of berth, waitlisted passengers are allotted confirmed berths after R.A.C. passengers.
- If Waiting list is not confirmed, the passenger should travel only in unreserved coach or he has to cancel the ticket.

AT INTERMEDIATE STATIONS:

- ❖ Confirmed reservation is made, if quota is available.
- ❖ Otherwise, the passengers are kept under waiting list.
- ❖ The passenger can apply for reservation up to 72 hours in advance of the scheduled departure of the train.
- ❖ Journey fare, reservation charge and supplementary charge, if any, are collected.
- ❖ A message is sent, free of charge, to the reservation centre.
- ❖ Confirmation is given to the passenger on receipt of reply from the reservation centre.
- ❖ If reservation is not confirmed, the passenger has to travel in unreserved coach only.

RESERVATION REGISTER:

- ❖ It is maintained at manual reservation office at wayside stations.
- ❖ The pages are serially numbered.
- ❖ It is maintained train-wise and the details of reserved passengers are entered legibly.
- ❖ If reservation is cancelled, the entries are cancelled in red ink.
- ❖ On cancellation of reservation, wait-listed passengers are given confirmed reservation immediately by re-allotting the cancelled seat/ berth.

RESERVATION QUOTAS:

Specific number of berths/seat is allotted to important reservation centres for allotment to passengers on confirmed basis. This is called 'firm quota'. This firm quota is reallocated to various categories of public, where there is a demand. Such separate quotas are given below:

- ❖ C.B.O & C.B.A quota

- ❖ Emergency quota (HO)
- ❖ Intermediate stations quota
- ❖ Out agency quota (OA)
- ❖ Pass quota (DQ)
- ❖ Handicapped quota (PH)
- ❖ Defence quota (DF)
- ❖ Foreign tourist quota (FT)
- ❖ Ladies quota (LD)
- ❖ Parliament quota (PHBO)
- ❖ Return journey (RJ)
- ❖ Tatkal quota (TQ)

Reservation on Free Passes:

- ❖ Reservation on free passes is done on par with public, where there is no separate quota.
- ❖ In case of Rajdhani/Shatabdi express trains, a separate quota and maximum number of passengers per pass are prescribed by the Railways.
- ❖ No reservation fee & supplementary charge for super fast train are collected.
- ❖ The SM should verify whether the pass has the availability of route for the reservation and the validity for the journey.
- ❖ The reservation details should be endorsed on the pass under the dated initials of the SM.
- ❖ If the reservation is cancelled within 24 hours before commencement of journey, a cancellation fee of Rs. 5/- per pass in case of First class passes and Rs. 3/- per pass in case of Second class passes should be collected.
- ❖ A money receipt should be issued in such cases, which should accompany the pass for further reservation.
- ❖ In such cases further reservation is permitted only once after which no advance reservation is permitted on the pass. But vacant accommodation, if any can be allotted in trains.

TATKAL SCHEME

Under Tatkal Scheme reservation can be done 5 days in advance excluding date of journey. This is w.e.f. 18/4/2006. Salient features of this scheme are listed below:

- ❖ The tatkal scheme is available by all trains in 2A, 3A, ACC and SL classes.
- ❖ There will be tatkal quota in all Mail/Express trains including Rajdhani, Shatabdi and Janshabdi Express in 2A/3A/CC/SL as under:
 - AC 2 Tier - 4 Berths per coach

- 3A & ACC - 6 Berths/Seats per coach
- SL class - 10% of accommodation or one coach whichever is less depending on utilization, CK quota can be enhanced from present 10% to 20% in 2A/3A/CC classes and from 10% to 15% in SL class. When utilization is less in any of the train it can also be reduced to 50% of the normal quota.
- ❖ Tatkal scheme is available by Special trains run during summer, pooja, winter rush etc.
- ❖ The reservation under the scheme will commence at 08.00 AM, five days in advance excluding the date of journey.
- ❖ Tatkal premium charges are revised and have two slabs, Peak and non-peak periods. Depends on utilization of Tatkal accommodation, even non-peak period can be treated as peak period by the administration which will be communicated to the field staff.
- ❖ Any vacancy of Tatkal quota will be allotted to general quota, RAC and waitlisted Passengers by final chart. There will be no current booking for Tatkal quota.
- ❖ **No ID card required to book tickets under 'Tatkal'.**
- ❖ The booking under tatkal scheme will be done only from originating to terminating point of the train with boarding facility from intermediate station. Any passenger boarding from intermediate station can book tatkal accommodation but ticket will be from end to end and charged accordingly with permission to board the train from intermediate station. Divisional Authorities are given specific powers to nominate one station between train starting station and destination as Tatkal Booking station to utilize the Tatkal quota fully.
- ❖ Reservation under tatkal scheme can be sought by full fare cash paying passenger only and no passenger holding concession tickets will be allowed to avail reservation under this scheme.
- ❖ Tatkal quota reservation is up to preparation of final chart. Vacant berths/seats if any, will be allotted to RAC/WL passengers.
- ❖ A flat refund of 25% of total fare charged on the ticket excluding the Tatkal charges may be granted on cancellation of confirmed Tatkal ticket which are presented for cancellation up to 24 hours before the scheduled departure of the train. There after, no refund may be granted on cancellation of confirmed Tatkal ticket.
- ❖ Full refund of fare and tatkal charges will be granted on tickets booked under tatkal scheme in the following circumstances.
 - If the train is delayed by more than 3 hours at the journey originating point of the 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 a diverted route and the passenger is not willing to travel;
- If the train is to run on diverted route and 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.
- ❖ **No refund will**, however, be permissible on the reservation 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 service in the same class.
- ❖ w.e.f. 15.11.2005 Tatkal waiting list is introduced to the extent of quota defined.
- ❖ Name change is not permissible on Tatkal reserved tickets.
- ❖ Now Tatkal is also open for passengers booking through IRCTC.
- ❖ **Tatkal charges:**

Class	Peak	Non-peak (15th July to 15th Sept)
2A/3A	Rs. 300/-	Rs. 200/-
CC/SL	Rs. 150/-	Rs. 75/-

Ref: Railway Board circular No. 2003/TG/I/20/P/Tatkal dated 26.8.04.

CHANGE IN RESERVATION

Any changes will be allowed only once. Passenger should approach the Reservation Office within the time limits specified against each change.

CHANGE OF TRAIN AND DATE : (CT VOL. I - 213.9)

Advancement of Journey (w.e.f. 20/01/2006):

- ❖ It is allowed for Confirmed, RAC, Wait Listed tickets.
- ❖ It is allowed in the same class or any higher class by any earlier train on the same day or any earlier day, for the same or longer destination.
- ❖ The status of the revised train may be Confirmed, RAC or WL.
- ❖ In case of Confirmed tickets, Fresh Reservation Fee is collected.
- ❖ In case of RAC/WL, Clerkage charges should be collected.
- ❖ Time Limit:
 - Up to 6 hrs. before the scheduled departure of the earlier train (OR)
 - Up to the preparation of the chart, whichever is later.

- ❖ After the change, if journey is cancelled, two cancellation charges collected as follows:
 - Cancellation charges due at the time of giving the change.
 - Cancellation charges due at the time of cancellation of the fresh ticket.

Postponement of Journey: (w.e.f. 20/01/2006)

- ❖ It is allowed for Confirmed, RAC, Wait Listed tickets.
- ❖ It is allowed in the same class or any higher class by any later train on the same day or any subsequent day, for the same or longer destination.
- ❖ The status of the revised train may be Confirmed, RAC or WL.
- ❖ In case of RAC/WL tickets, clerkage charge is collected.
- ❖ Time Limit: (For RAC/WL Tickets)
 - Upto the working hours of the reservation office and as per the time limit prescribed for cancellation of tickets depending on the distance (3/6/12 hrs.)
- ❖ In case of confirmed tickets:
 - Fresh Reservation Fee is collected, if tickets surrendered during working hours and upto 24 hours before the scheduled departure of the original train.
 - 25% of the total fare of the already booked ticket is collected, if surrendered within 24 hours and 4 hours before the scheduled departure of the original train. *
 - 50% of the total fare of the already booked ticket is collected, if surrendered within 4 hours before the scheduled departure of the original train and upto the time limits prescribed for cancellation of tickets depending on the distance (3/6/12 hrs.)
- ❖ After the change, if journey is cancelled, cancellation charges collected as follows:
 - Cancellation charges due at the time of giving the change.
 - Cancellation charges due at the time of cancellation of the fresh ticket.
 - In case where 25% or 50% cancellation charges were realized at the time of modification of journey only one cancellation as given above (*) should be levied.

CHANGE OF CLASS: (CT VOL. I – 213.10)

- ❖ Change of class is permitted on a confirmed reserved ticket only once.
- ❖ It is permitted from lower class to higher class only.
- ❖ Confirmed accommodation should be available in the higher class.

- ❖ No cancellation charges should be collected.
- ❖ Fresh reservation charges are collected for the higher class.
- ❖ Difference of fare between the classes should be collected.
- ❖ It is permitted in the reservation office up to 6 hours before the scheduled departure of the train.
- ❖ During the journey, the TTE may permit change of class.
- ❖ After the change, if journey is cancelled, two cancellation charges will be collected:
 - Cancellation charges due at the time of giving the change.
 - Cancellation charges due at the time of cancellation of the fresh ticket.

CHANGE OF NAME:

- ❖ Change of Name on a confirmed reserved ticket is permitted only once.
- ❖ No charges are collected.
- ❖ Rules for name change:

Passenger type	General Public	marriage party	Students educational tour	NCC Cadets to attend camps	Govt Officials on duty
Time limit prior to the Sch. Dep. of the train	24 hrs	48 hrs	48 hrs	24 hrs	24 hrs
Requested by	Original Passenger	Head of the party	Head of the Institution	Group Commandant	Controlling Officer
To whom permitted	Family Members*	Another member of the party	Another Student of the same Institution	Another NCC Cadet	Another Official on same duty
Maximum limit	--	10%	10%	10%	--

* Family Members: Father, Mother, Son, Daughter, Brother, Sister, Husband, Wife.

- ❖ Name change is not permitted on concessional tickets issued for a specific purpose.
- ❖ But it can be permitted in case of an escort to another family member of the escort. (In case of blind, OPH, Cancer or TB patients, etc. cases)
- ❖ When the name change is permitted from an adult to child no refund will be given in difference of fares.
- ❖ But in case of child to adult, the difference will be collected.
- ❖ Name change for general public shall be permitted only by a **Gazetted officer** (Sr.DCM, DCM, ACM, AO or SMR/Gaz.) with **documentary evidence** from the party to prove the 'relationship'.

- ❖ In stations, where Gazetted officer is not posted, the SM can get permission over telephone from a Gazetted officer and permit name change and at the first available opportunity the SM should get **post facto** approval from the Gazetted officer.
- ❖ In case the telephonic permission from the Gazetted officer is also not possible then SM can give name change after satisfying himself about the genuineness of the party by getting **documentary evidence** as to the family member status.
- ❖ **Documentary evidence** may be **Family card, Voter 'I/D, Passport, Driving License** or any other such document to prove the 'relationship'. If no such document is available with the passenger, he has to file an affidavit with a 'notary public' and a copy to be attach with the original application. In this case too **post facto** approval is necessary.

REFUND OF FARE

- ❖ **UNUSED UNRESERVED TICKET (CT – 213.5):**
 - Refund is permitted within 3 hours after the actual departure of the train for which the ticket is issued.
 - If the ticket is valid for the whole day, refund is permitted within 3 hours after the departure of the last train on the day for that destination station.
 - Fare is refunded after deducting the clerkage charge.
 - The clerkage for II class is Rs. 10/- for other class Rs. 20/-.
 - If the cost of the ticket is below Rs. 10/- or Rs. 20/- no refund is allowed.
- ❖ **UNUSED RESERVED TICKET (CT – 213.6):**

Time of Cancellation	Cancellation Charge	Class of ticket			
		1A Rs.	2A, 3A, FC, CC Rs.	SL Rs.	II Rs.
More than 1 day in advance excluding the day of journey (up to 31/7/06) W.E.F. 01/8/06 – more than 24 hrs. before the scheduled departure of the train.	Flat Rate	70	60	40	20
Within 1 day and up to 4 hours	25% of fare	Subject to a minimum of			

before the scheduled departure of the train (up to 31/7/06) W.E.F. 1/8/06 – within 24 hrs and up to 4 hrs. before the scheduled departure of the train		70	60	40	20
Within 4 hours before the scheduled departure, and after the actual departure of the train, <u>Up to Tickets of distance</u> 3 hours upto 200 kms. 6 hours 201 – 500 kms. 12 hours Above 500 kms.	50% of fare	Subject to a minimum of			
		70	60	40	20

Note:

- Fare includes reservation charge and supplementary charge and safety surcharge.
- The cancellation charges are rounded off to the nearest rupee.
- For night trains leaving between 21 hours and 6 hours (actual departure), refund shall be given within the time limit given above or within four hours of the opening of the reservation office on the following day, whichever is later.
- For ticket issued for travel from some other station, refund will be given at the ticket issuing station up to the scheduled departure of the train from the station from where the ticket is valid.

❖ **UNUSED RAC / WL TICKETS (CT – 213.7):**

- If the RAC / WL ticket is not confirmed up to the preparation of chart, only clerkage charge of Rs. 20/- will be collected.
- If confirmed, cancellation charges are collected.
- The ticket may be surrendered within the same time limit allowed for reserved tickets.

❖ **WHEN MORE THAN ONE LEG OF JOURNEY INVOLVED (CT – 213.8):**

- When more than one leg of journey is involved, refund is given as follows:
Cancellation charge/Clerkage charge as applicable according to the status of the first lap of the journey will be levied on the total fare of the ticket.
- The cancellation charges are levied only once on the entire amount of the ticket and not separately for each lap of journey.

- ❖ **LATE RUNNING OF TRAINS [CT – 213.11(1)]:**
 - Full refund is given for confirmed, RAC and Waitlisted tickets if the train is running late by more than 3 hours at the journey commencing station for the ticket.
 - The ticket should be surrendered for cancellation within the time limits prescribed for unused reserved tickets.

- ❖ **MISSING CONNECTION AT A JUNCTION [CT 213.11(2)]:**
 - If a passenger misses a connection train at a junction station due to late running of the train by which he arrived at the junction, refund is given as follows:
 - Fare for the traveled portion is retained.
 - Balance amount is refunded in full.
 - Refund is given up to 3 hours after the arrival at the junction station.
 - Refund is given both for reserved and unreserved tickets.

- ❖ **INABILITY TO PROVIDE ACCOMMODATION (CT – 213-12):**
 - When Railway is unable to provide accommodation for a reserved passenger due to any reason, full refund is given.
 - Refund is given up to 3 hours after the actual departure of the train.

- ❖ **CANCELLATION OF TRAINS (CT – 213.12):**
 - When train is cancelled at the starting station due to unforeseen circumstances such as accidents, breaches, or floods etc., full refund is given.
 - Refund is given up to 3 days excluding the day of departure of the train.

- ❖ **PARTIALLY USED TICKETS (CT – 213.13):**
 - No refund shall be granted at a station on a partially used ticket.
 - On surrendering the journey ticket, a Ticket Deposit Receipt (TDR) shall be issued.
 - The passenger should apply to DCM of the TDR issuing station enclosing the TDR.

- ❖ **DISLOCATION OF TRAIN SERVICE (CT – 213.14):**
 - In case of dislocation of train services en route, refund is given as follows:
 - Full Refund:
 - When the passenger is injured in a railway accident
 - To the kith and kin of dead / injured passengers

- When Railway is unable to make alternative arrangement within reasonable time
- Fare for traveled portion is retained and balance is refunded:
 - When passenger is unwilling to avail the alternative arrangement made the Railways.
 - When dislocation is due to bandh, agitation, rail roko etc.

❖ **FAILURE OF AIRCONDITIONING EQUIPMENT (CT – 213.15):**

- If AC equipment has not worked over a portion of the journey, difference of fare between AC & Non-AC classes for such portion will be refunded as follows:

Class of Ticket	Difference of fare between
1 AC	1 AC & I Class Exp.
Executive class	Executive Class & I Class Exp.
II AC	II AC & SL Exp.
III AC	III AC & SL Exp.
AC Chair Car	AC Chair Car & II M/Exp.

- A certificate should be obtained from the TTE regarding AC failure.
- The ticket and certificate should be surrendered at the destination within 20 hours of actual arrival.
- If AC had failed in more than one portion of journey, such portions will be combined and treated as a single portion for calculation of refund amount.

❖ **TRAVEL IN LOWER CLASS (CT - 213.16):**

- If a higher class ticket holder is made to travel in a lower class for want of accommodation, difference of fare shall be refunded at the originating station, before commencing the journey.
- Refund can be granted at the destination also, if the ticket is surrendered along with a certificate issued by TTE or Guard within 2 days of the date of issue of the certificate excluding the date of issue.

❖ **REFUND AT OTHER THAN TICKET ISSUING STATION (213.3):**

- Refund can be given for tickets issued by other station as follows:
 - Ticket should be surrendered during working hours of the reservation office.
 - The genuineness of the ticket should be verified through computer or through any other record like message etc.
 - The ticket should be surrendered for cancellation at any PRS station all over Indian Railways before the scheduled departure of the train.

- If refund could not be given, a TDR should be issued after collected the ticket.
- ❖ **LESS NUMBER OF PASSENGERS TRAVELLING IN A COMBINED TICKET:**
- At starting station:
 - Before starting journey, original ticket should be collected and free EFT issued to the passengers traveling.
 - Refund is given for the passengers who are not traveling on collection of due cancellation charges.
 - If refund is not obtained before starting journey, TTE shall issue a certificate about the passengers not traveling.
 - The TTE should make remarks in the chart for the passengers not joined.
 - The passengers can get refund by applying to CCM/DCM with the certificate issued by the TTE.
- ❖ **REFUND ON GROUP TICKET WHEN SOME PASSENGERS ARE CONFIRMED AND OTHERS WAIT LISTED (CT – 213.6 Note 2):**
- In a group ticket when some passengers are confirmed and others remain wait listed, refund will be given as follows:
 - Ticket should be surrendered for cancellation within 4 hours before the scheduled departure of the train and up to 3 hours after the actual departure.
 - Reservation for the entire group should be cancelled.
 - A clerkage charge of Rs. 10/- per passenger will be collected, even for the confirmed passengers.
 - This rule will not apply when some are confirmed and others are in RAC.
- ❖ **REFUND ON UNUSED TICKETS WHEN LUGGAGE IS BOOKED:**
- When Luggage is not dispatched:
 - Luggage ticket is cancelled and freight refunded after deducting Rs. 5/- per luggage ticket as cancellation charges.
 - Wharfage charges if any collected, without allowing any free time.
 - When Luggage is already dispatched:
 - Freight charges are collected for the free allowance already granted.
 - The details should be endorsed on the journey ticket.
 - The journey ticket with such cancellation endorsement can be cancelled and fare may be refunded.

❖ **REFUND OF BED ROLL CHARGES:**

- Bed roll is supplied to passengers as follows:

Class of Travel	Bed roll hire charges
I AC	Free
II AC & III AC	Included in the fare
First Class	Supplied on demand by collecting Rs. 20/- per bed roll and subject to availability

- If Bed roll is not supplied to II AC and III AC passengers, the hire charge of Rs. 20/- is refunded.
- Refund is given to fare paying passengers only.
- A certificate issued by the TTE and the original ticket should be surrendered.
- Refund will be given at the destination within 20 hours from the actual arrival.

SPECIAL POWERS TO SMR/CRS FOR GRANTING REFUND AFTER THE TIME LIMIT:

- ❖ Station Manager, Dy. SMR (Comml.) and Chief Reservation Supervisors of nominated stations are empowered to permit refund after expiry of time limit prescribed upto 90 days.
- ❖ They can permit refund for tickets issued at their stations (not for Waitlisted tickets).
- ❖ A register has to be maintained by them for such refunds.
- ❖ The passengers should apply in writing with reasons for delay in claiming refund.
- ❖ The SMR/CRS, if satisfied can permit refund.
- ❖ They should ensure that the ticket has not been used for any journey.
- ❖ Orders to grant refund should be passed on, in the application given by the passenger under seal and signature.
- ❖ Such power should be exercised personally and should not be delegated.
- ❖ Cancellation charges otherwise chargeable should not be reduced for any reasons.
- ❖ All charges due must be collected and the balance amount is refunded.

ISSUE OF DUPLICATE TICKETS ON TORN / MUTILATED & LOST TICKETS (CT-213.17)

- ❖ When a confirmed / RAC ticket is lost or torn, duplicate ticket will be issued.
- ❖ Duplicate ticket is issued on the basis of status of the ticket at the time of request for duplicate ticket.

- ❖ No duplicate ticket is issued to Waitlisted tickets.
- ❖ The passenger is permitted to avail the same reservation.
- ❖ Charges for duplicate ticket is collected as follows:
 - **Before preparation of chart:**
 - Charges for Torn/Lost - Clerkage charges applicable.
 - **After preparation of chart:**

Ticket Status	Charges	
	Torn	Lost
Conformed	25% of total fare	50% of total fare
RAC	25% of total fare	Not to be issued

- ❖ TTE of the train can allow passengers who are not able to produce their tickets and not obtained duplicate ticket as follows:
 - The name of the passenger should be verified from the chat.
 - The TTE should verify the genuineness of the passenger.
 - Full charges should be collected without excess charge and EFT is issued.
 - All details of the original ticket should be written in the EFT.
 - The same reservation can be given to the passenger.
- ❖ If original ticket is traced and produced before the scheduled departure of the train, the duplicate ticket may be cancelled, on collection of 5% of duplicate ticket charges subject to a minimum of Rs. 20/-.
- ❖ In case of concession tickets, duplicate ticket can be issued on collection of charges as above on the actual fare and other charges & NOT ON CONCESSIONAL FARE.

TICKET DEPOSIT RECEIPT (T.D.R.)

- ❖ If refund could not be given at station, a Ticket Deposit Receipt will be issued on surrendering the original ticket.
- ❖ T.D.R. has 3 foils. (Depositor, DCM and Record).
- ❖ TDR can be issued up to 30 days from the day of journey.
- ❖ After preparing the TDR, the Depositor foil will be issued to the passenger.
- ❖ The passenger should apply to DCM within 90 days for refund.
- ❖ The DCM foil should be sent by the station along with the original ticket to DCM within 15 days.
- ❖ DCM will issue pay order for the amount to be refunded.
- ❖ The pay order can be encashed at the station mentioned in the pay order within 3 months from the date of issue.

- ❖ To encash the pay order, passenger should prove his identity at the station by producing ration card, etc.

COMPUTERISED COACHING REFUND SCHEME (CCRS)

- ❖ Refund can be given at nominated station 5 days from the date of arrival.
- ❖ Refund are arranged in the following situations:
 - AC equipment failure
 - Lower class travel
 - Less no. of persons traveling
 - Passenger alighting en route
- ❖ TTE shall prepare an 'Exceptional Data Report' (EDR) and give to the en route / terminal station CTTI.
- ❖ CTTI shall key in the details into the CCRS terminal.
- ❖ PRS upgrades the data and facilitates refunds.
- ❖ After 5 days refunds are arranged only by the 'claims office'.

UNIT - VII

LUGGAGE

DEFINITION [IRCM 103(30)]:

Goods of a passenger either carried by him in his charge or entrusted to the railway administration for carriage in the brake van.

Procedure for booking:

- ❖ Luggage should be booked only on the authority of a ticket or pass.
- ❖ Luggage must be booked at least 30 minutes before the scheduled departure of the train.
- ❖ Luggage may be booked upto 30 days in advance of the date of journey.
- ❖ It may be carried either by the passenger in his charge as ICP (In-charge of passenger) or may be booked in-charge of Guard for carriage in the Brake-Van.
- ❖ Any fraction of weight will be rounded off to the next higher multiple of 10 kg.
- ❖ Minimum weight for charge - 10 kg.
- ❖ Minimum distance for charge - 50 km
- ❖ Minimum freight charge - Rs. 30/-
- ❖ Prepayment of freight is compulsory.
- ❖ **Luggage will be charged under Scale "L".**

ARTICLES NOT TO BE ACCEPTED AS LUGGAGE:

- ❖ Offensive articles (wet skin etc.)
- ❖ Dangerous goods (Explosives, Inflammable articles, Acids & other corrosives)
- ❖ Oil, grease, ghee, paint etc. (if carried in packages which might by contact, breakage or leakage, damage other articles)
- ❖ Dry grass / leaves & waste paper
- ❖ Dead poultry and game

EXCEPTIONS TO THE ABOVE LIST:

- ❖ Skins of wild animals securely packed in airtight boxes at Owner's Risk.
- ❖ Safety based cinema films
- ❖ Empty gas cylinders can be accepted in brake van only

- ❖ Oxygen cylinders for patients with a medical certificate may be allowed as ICP in 1A, 2A and FC Classes and free allowance is granted
- ❖ Safety cartridges as ICP
- ❖ Ghee up to 20 kg. per passenger as ICP.

LIMITATIONS:

- ❖ One Musical Instrument, One Portable Television set and one Baby Tricycle, per passenger is allowed as ICP and free allowance can be given.
- ❖ Laptop computers may be carried as ICP within LFA but Tabletop computers in charge of the passenger without LFA and the UPS & Keyboard be kept in a suitcase.
- ❖ Invalid chairs of Orthopaedically handicapped persons can be carried 'Free' as ICP (if collapsible) or in Brake Van, on production of a certificate from a Govt. doctor.

LUGGAGE FREE ALLOWANCE:

- ❖ Passengers are permitted to carry a certain quantity of luggage free of charge according to the class of travel. This is called 'Free Allowance'.
- ❖ The free allowance of luggage permitted on each class of ticket per adult is as follows:

General Public	Free Allowance (in kg.)
1A	70
2A	50
FC	50
3A	40
CC	40
SL	40
2S	35
SEASON TICKET	
I Class	15
II Class	10
Market Vendor: Outward Journey	60
Return Journey	25
Military Warrants (Any Class)	40
PASS HOLDERS	
Metal Pass	140
I 'A' Pass	140
I Class Pass	70
II Class Pass	50

- ❖ For child tickets, half the quantity is allowed.
- ❖ For combined class tickets, the free allowance will be as for the higher class.
- ❖ Maximum dimensions of a package allowed, as ICP is 100 x 60 x 25 cm.
- ❖ All articles taken as ICP are carried at the entire risk of the owners.
- ❖ No Luggage free Allowance will be given for luggage carried in BV.
- ❖ There is no restriction on booking of personal luggage or merchandise luggage by any train. However, luggage in owner charge in the passenger compartment beyond the prescribed free allowance shall be charged at 1.5 times of the luggage rate.

MARGINAL ALLOWANCE: (CTM – 515):

- ❖ It is the measure prescribed, to determine-whether the unbooked luggage is to be charged at 1.5 times 'L' scale or six times the 'L'
- ❖ Marginal allowance is fixed according to the class of travel as follows:

Class	Marginal Allowance (in kg.)
1A	15
2A	10
FC	10
3A	10
CC	10
SL	10
2S	10
SEASON TICKET	
I Class	5
II Class	5
Market Vendor	Nil

- ❖ When the total luggage is found to be more than the free allowance, but within the marginal allowance, the weight exceeding free allowance shall be charged at 1.5 times 'L' rate subject to a minimum of Rs. 30/-.
- ❖ When the total luggage is found to be more than the free allowance and marginal allowance, the weight exceeding free allowance shall be charged at six times the 'L' rate subject to a minimum of Rs. 50/-. The quantum of Maximum ICP is as follows:

Class	Maximum ICP (Kg.)
1A	150
2A	100
FC	100
3A	40
CC	40
SL	80
2S	70

COMMODITIES CHARGEABLE UNDER DIFFERENT SCALES

All types of commodities excluding Luggage will be charged uniformly under three different Scales, depending on the type of service (w.e.f. 01.04.2006):

Scale	Type of Service	Type of Train
Scale – L	Luggage Service	All kinds of luggage by all parcel services
Scale – R	Rajdhani Parcel Service	All Rajdhani Express Trains
Scale – P	Premier Parcel Service	Notified* Mail/Exp. Trains & Shatabdi Exp. and Parcel Expresses
Scale – S	Standard Parcel Service	Other Mail/Exp. Trains, Shatabdi Exp. & all Ordinary Trains

* The Zonal Railways will notify such trains for Up & Down Directions of the trains separately.

ARTICLES NOT WEIGHED:

II / SL class Passengers	Other class passengers
<ul style="list-style-type: none"> ▪ Walking stick ▪ Umbrella ▪ Food items for the journey 	<ul style="list-style-type: none"> ▪ Walking stick, ▪ Umbrella, ▪ Food items including small icebox & a vanity bag for ladies and an attaché case for men.

CONDITIONS FOR CARRIAGE IN BRAKE VAN:

- ❖ Maximum weight allowed for a passenger to carry as luggage is 150 kg in addition to a bicycle or a two wheeler.
- ❖ No Luggage Free Allowance for articles taken in the Brake Van.
- ❖ Maximum dimensions permitted are 200 cm x 150 cm x 125 cm. (for BG & MG).
- ❖ All conditions for acceptance regarding Packing, marking and Labelling will apply as for the Parcel traffic.

Note : Luggage more than 150 kg may be accepted on the condition that it would be carried by any convenient train.

BOOKING AND CARRIAGE OF FINELY CARVED STATUES IN DIFFERENT STONES AS LUGGAGE:

- ❖ It is allowed as ICP.
- ❖ No free allowance is given.
- ❖ The size of the article should not exceed 26 x 15 x 12 inches.
- ❖ Maximum permissible weight should be 50 kgs.

PERMISSION TO DEFENCE COURIERS FOR BOOKING AND CARRIAGE OF CLASSIFIED LUGGAGE:

- ❖ Defence couriers are permitted for booking and carriage of classified luggage.
- ❖ It is allowed in 1A.
- ❖ In 2 berth coupe maximum limit is 140 kg and in four berths compartment 280 kg.
- ❖ A package in excess of 70 kgs will be charged at normal tariff rate and allowed to be carried in the compartment.
- ❖ Certification to this effect that they contain classified document should be obtained.
- ❖ A package should not exceed 100 kgs. in weight and 100 x 100 70 cms in outside measurement. (bulky article is not allowed).

UNIT - VIII

PARCELS

DEFINITION [IRCM 103(37)]:

Goods entrusted to a Railway Administration for carriage by a passenger train or parcel trains are called "Parcels".

ARTICLES NOT ACCEPTED AS PARCELS : (CT 601)

- ❖ Acids and other Corrosive substances
- ❖ Offensive articles
- ❖ Accepted as per Red Tariff Rules:
 - Uranium
 - Uranium concentrate
 - Heavy water and other radio active materials
 - Thorium
 - Thorium Nitrate
 - Thorium Oxide

WEIGHMENT OF PARCELS:

All the parcels rendered for booking should be weighed on the weighing machine in the presence of sender or his authorized agent. In case weighing machine is out of order parcels should be charged on the weight declared by sender and the following remarks should be written on all foils of PWBs:

"Weighing machine out of order - Sender's weight accepted - Destination to weigh before delivery and collect any undercharges due".

In case of vehicle-load consignments when packages are of uniform size and weight, 10% of the consignments can be weighed and total weight can be calculated.

METHOD OF CHARGE : (613)

Parcels are charged either by actual weight or by measurement whichever gives greater charge. Parcels booked from one consignor to one consignee to the same destination station will be charged on the gross weight of the total number of packages.

In case of parcels chargeable by measurement, the chargeable weight of each package will be calculated separately and the total weight of all the

packages thus arrived at will be charged on the gross weight. To convert the volume into weight, apply formula:

$$28 \text{ dm}^3 \text{ or part there of} = 4 \text{ kg}$$

When parcels are charged by measurement, both the actual weight and volumetric weight must be shown in the PWB.

MINIMUM WEIGHT FOR CHARGE:

- ❖ Generally - 10 kg per consignment
- ❖ Grapes - 4.5 kg. per package (CT 620)
- ❖ Apple, Anar & Cherries - 5 kg. per package (CT 620)
- ❖ Treasuer/Live Poultry - 40 kg. per package (CT 620)

MINIMUM WEIGHT FOR ACCEPTANCE:

- ❖ Grapes - 4.5 kg. per package
- ❖ Apple, Anar, Cherries, Koah and betal leaves - 5 kg. per package (CT 620)
- ❖ **Minimum chargeable distance** : 50 km. (CT 617)
- ❖ Prepayment of freight is compulsory for all parcel traffic.
- ❖ Rounding off of freight charge : Any fraction is rounded off to next higher rupee.
- ❖ **Minimum freight charge per consignment:**
 - Scale R, P, S - Rs. 30/-
 - Small Animals and Birds - Rs. 30/- per animal/bird
 - Registered Newspapers Magazines - Rs. 2/-

COMMOCITIES CHARGEABLE UNDER DIFFERENT SCALES :

- ❖ All types of commodities including Luggage will be charged uniformly at the same rate, under four different Scales, depending on the type of service.
- ❖ The three scales and three types of Parcel services are as under:

Scale	Type of Service	Type of Train
Scale – R	Rajdhani Parcel Service	All Rajdhani Express Trains
Scale – P	Premier Parcel Service	Notified Mail/Exp. Trains & Shatabdi Exp* Parcel Expresses
Scale – S	Standard Parcel Service	Other Mail/Exp. Trains, Shatabdi Exp. & all Ordinary Trains

* The Zonal Railways will notify such trains for Up & Down Directions of the trains separately.

- ❖ Registered Newspapers & Magazines will be charged at 45% of Scale-S, by all trains.
- ❖ Minimum distance for charge for all Parcels will be 50 kilometers and the minimum charge will be Rs. 30/-.
- ❖ The maximum permissible weight and outside dimensions of any package/article which can be accepted for booking, except by previous arrangements are as under:

Gauge	Maximum weight	Maximum Dimensions
BG	150 kg	2 x 1.5 x 1.25 meters
MG	150 kg	2 x 1.5 x 1.25 meters
NG	125 kg	1.5 x 1.07 x 1 meters

- ❖ Parcels will be charged either by actual weight or by weight derived on volumetric basis, whichever is higher.
- ❖ Dangerous goods can be booked and carried by ordinary trains only.

BULKY ARTICLES (CT 608):

- ❖ Any single package exceeding the weight of 100 kg is 'bulky'.
- ❖ Outside measurement exceeds 100 x 100 x 70.
- ❖ Exceptions:
 - If any one dimension exceeds by 10% or less, it will not be treated as bulky provided the weight is less than 100 kg.
 - For Copper, Brass sheets and pipes the outside measurement not exceeding 200 x 100 x 70 cm, will not be treated as bulky if the actual weight is within 100 kg.
- ❖ No free allowance should be given for bulky articles accepted as luggage.
- ❖ Charges should be collected based on Actual weight or measurement weight, whichever is more.
- ❖ For calculating volumetric weight, 28 dm³ or part = 4 kg.
- ❖ Double the 'scale' should be charged for bulky articles.
- ❖ Articles for which standard weight is prescribed (C.T. 501) are not treated bulky.

Preparation of waybill:

The PWB should be prepared with the help of double-sided carbon and should be signed in full by the staff preparing them. The number of packages booked should be recorded both in figures and words. Out Agency or City Booking Agency charge, PCEV charge and Paid on charges, if any should be shown separately. Alterations, erasures and over-writing should be avoided. If any mistake is committed it should be scored off and written again and signed by the staff preparing the PWB. The description of the articles must be

clearly mentioned and if any article is unpacked such as bicycle, motorcycle, the maker's trade name and the condition of the article should be mentioned in the PWB. In case of Bi-cycle the frame no. and in case of motor cycle/scooter, the registration no. should also be mentioned.

There are two types of PWB books supplied to stations, i.e. Local Paid and Foreign Paid and each Parcel Way Bill contains 4 foils namely, Record, Receipt, Accounts and Guard's foils.

Routing of parcels:

All parcels shall be booked and carried via the shortest route. When a parcel is required to be booked by other than the shortest route, the sender should make an endorsement in that regard in the Forwarding Note, and the same will be reproduced in all foils of PWB.

Booking, Carriage and Stacking of Parcels:

The system of stacking parcels on the passenger platforms should not affect the basic function of the platforms to provide smooth entry and exit to the passengers for boarding or alighting from a train.

In this connection the Board has given the following instructions:

It has been decided by the Board to rationalize booking and carriage Parcels so as to ensure convenience and safety to traveling public, reduction in transit time of parcels and enhanced punctuality record of trains as follows:

- ❖ Booking & carriage of Parcels by all passenger carrying trains shall be permitted only to those stations where the particular train terminates.
- ❖ Booking of parcels To and From intermediate stations served by a particular train shall also be permitted provided,
 - By Mail/Exp. train if the particular train stops there for 5 minutes or more
 - By ordinary trains if there is adequate halt for such booking
- ❖ Unloading & re-loading of parcels at intermediate stations shall not be permitted.
- ❖ However one break-of-gauge Transshipment will be permitted at higher of the Two scales for entire distance from booking point to destination.
- ❖ The above instructions do not apply to Booking of Luggage.
- ❖ Railways must ensure Parcels unloaded in Platforms or promptly removed to avoid inconvenience to passengers.
- ❖ Similarly Loading of Parcel booked at the stations to be done with barest minimum time of stacking of parcel on the platforms.
- ❖ Loading program for Parcel movement for all M/E Trains should be chalked out by the Zonal Railways as per demand pattern and notified to station concerned.

STANDARD CHARGEABLE WEIGHTS : (CT 501)

Article	Weight (kg)
Children's Bi-cycle	20
Baby Tri-cycle	20
Perambulator (collapsible)	20
Adult Bo-cycle	40
Children's push chair	40
Perambulator	75
Adult Tri-cycle	100
Motor Cycle	
CC upto 60	100
61 to 349	200
350 or more	250
Auto Rickshaw	600
Human Ash	20
Human skeleton	200
Corpse	200
Dog	
As ICP	60
In Brake Van	30
Small Animals and Birds	
In Basket	20
In Loose	40
Large Birds	30
Live Poultry in Basket (Per basket)	40
Calves, Pigs, Sheep & Goats (Per Animal)	40

Note:

- ❖ Height for Bi-cycle:
 - Height from axle centre to the seat bolt 46 cm or less - Children's Bi-cycle
 - Height from axle centre to the seat bolt more than 46 cm – Adult Bi-cycle
- ❖ When Bi-cycles or Tri-cycles are carried in pieces (tied together or separated) charges should be collected for the actual weight or the standard weight, whichever is more.
- ❖ While booking Mopeds, Scooters and Motorcycles the petrol tank should be emptied. Also it should be recorded in the F/Note and the PWB.

PACKING OF FISH CONSIGNMENT : (CT 603)

- ❖ Fish fresh must be packed in strong baskets/plastic tubs with lids securely fastened.
- ❖ Fish should be packed with ice at the ratio of 1 : 2 i.e., fish to ice.
- ❖ Saw dust should be spread over each layer of ice.
- ❖ The weight of ice and fish should be recorded separately in the forwarding note and reproduced in the P.W.B.
- ❖ Also the kind of the fish should be mentioned in the Forwarding Note and PWB.

BOOKING OF DOG : (CT 803)

- ❖ Dogs are charged as follows:

As ICP	60 Kg
In Brake Van	30 kg
Seeing eye dog as ICP	30 kg

- ❖ Dog should be provided with collar and chain (not a mouth cover)
- ❖ Loading, Unloading and feeding should be done by owner only.
- ❖ Dog as ICP on the condition that,
 - In 1A and FC - Classes only &
 - 2 Berth Coupe or 4 Berth Cabin has been allotted to the Passenger
- ❖ Minimum charge of Rs. 30/- per dog shall be levied.
- ❖ **When dog is detected un-booked:**
 - Six times 'R' from starting point to destination for 60 kg. (minimum Rs. 50/-)
 - And the dog should be transferred to Brake Van at POD.
- ❖ Dog can be taken as ICP in Special coaches exclusively reserved for a party.
- ❖ Dog to be dispatched by the same train in which the owner is traveling.

BOOKING OF CALVES, PIGS, SHEEPS AND GOATS (CT 813):

- ❖ Small calves under 0.76 meters in height at the shoulder level, pigs, sheep and goats can be booked in the Brake Van (dog box).
- ❖ They are charged for 40 kg. per head subject to a minimum of Rs. 30/- per animal
- ❖ An attendant must travel by the same train by paying normal fare. He is responsible for feeding and watering the animals during the journey.
- ❖ Pigs are accepted only when packed **in crates**.
- ❖ When detected unbooked:
 - Upto the point of detection - 6 times scale 'R' (minimum of Rs. 50/-)

- Normal charges from point of detection to destination (animal to be removed to Brake Van).

❖ Maximum number of animals allowed in Brake Van:

Animal	BG	MG
Calves (< 0.76 Meter)	5	5
Pigs, Sheep, Goats	15	10

BOOKING OF SMALL ANIMALS AND BIRDS (EXCEPT LIVE POULTRY):

- ❖ Puppies, cats, kitten, mongooses, ferrets, rabbits, monkeys, guinea pigs and other small animals and birds (other than poultry) can be booked and carried in BV and ICP.
- ❖ Weight charged:
 - In cage - 20 kg
 - In loose - 40 kg
- ❖ For carrying as ICP, SM's permission should be obtained and with the consent of co-passengers only.
- ❖ **When detected unbooked:**
 - Up to point of detection, 6 times 'Scale-R'
 - From point of detection to destination, double the charges (minimum of Rs. 50/-)
- ❖ Birds other than chicken will not be booked unless permitted by Chief Wildlife Warden or an officer authorized by the State Govt.
- ❖ Due provision for supply of food & water for the animals to be made by owner.

BOOKING OF LIVE POULTRY: (CT 821)

- ❖ It is booked in BV only.
- ❖ The birds should be packed in cases/baskets/hampers with proper ventilation.
- ❖ They are charged on actual/measurement weight subject to a minimum of 40 kg. per basket.
- ❖ Conditions for Baskets / Hampers:
 - The bottom should be solid and strong
Size = Diameter - 1 meter, Height - 30 cm.
 - Maximum number of birds allowed in one container

Birds	Number
Fowls - Large	30
Medium	40
Small	60

Large Ducks	18
Small Ducks	27
Chickens	60

❖ **If detected unbooked:**

- Upto the point of detection, 6 times 'Scale-R' (minimum Rs. 50/-)
- From point of detection to destination, normal rate & transferred to Brake Van at point of detection.
- For the distance in Brake Van charges should be collected
 - For actual/measurement weight, if in cages
 - For 30 kg. per bird, if loose

BOOKING OF LARGE BIRDS: (CT 820)

- ❖ Large birds such as Peacocks, Storks, etc. charged for 30 kg. per birds.
- ❖ Minimum charge per bird - Rs. 30/-
- ❖ They are booked in Brake Van only.
- ❖ Owner should make arrangement for supply of food and water.
- ❖ They are accepted only on production of a certificate issued by 'wildlife authorities'

BOOKING OF DAY OLD CHICKS (CT 821):

- ❖ Day old chicks are booked in Brake van only.
- ❖ The container should have adequate 'ventilation holes' on the sides & on top.
- ❖ They should be packed in containers of corrugated fiberboard of the following dimensions:
Length = 60 cm, Width = 40 to 45 cm, Height = 12 to 20 cm.
- ❖ Maximum number of birds allowed in one container = 104
- ❖ It should be booked only by convenient direct trains without involving transshipment.
- ❖ The transit time should be less than 30 hours.
- ❖ Weight charged = Actual weight or Volumetric weight, whichever is more.
- ❖ Chargeable scale : R, P or S

BOOKING OF CORPSES (CT 301):

- ❖ The corpse must be booked and should be dispatched in the Chief Guard Brake Van only.
- ❖ It should be packed in airtight coffin.

- ❖ Standard Weight to be charged = 200 kg.
- ❖ The minimum freight = Rs. 50/-
- ❖ Document to be produced at the time of booking:
A Medical Certificate that "death was not due to an infectious disease".
- ❖ Prepayment of freight is compulsory.
- ❖ A 'responsible person' should travel by the same train on payment of fare to take charge of and remove it on arrival at the destination.
- ❖ No other parcel should be loaded in the same LC in which the dead body is loaded.
- ❖ Message should be given to destination and stations en route for transshipment or U/L.
- ❖ After Unloading, the brake van should be thoroughly disinfected.
- ❖ Corpse of a patient who had died while undergoing treatment in a major Govt. hospital will be carried "Free" when certified so by that GH from the station nearer to the hospital to station nearer to the home.

UNIT - X

DUTIES OF TICKET EXAMINER

Ticket collectors will be on duty at 4 places in a Railway station.

- ❖ Entrance gate
- ❖ Exit gate
- ❖ Platform
- ❖ TE Office

DUTIES AT ENTRANCE GATE:

- ❖ Regulate entry of passengers to the platform
- ❖ Allow only authorized ticket holders to enter platform/train
- ❖ Prevent entry of unauthorized persons
- ❖ Allow only licensed coolie porters
- ❖ Make the passengers to purchase tickets for children of 5 years and above.
- ❖ Nip the tickets "V" type nippers.
- ❖ Ensure passenger books the luggage carried above free allowance.

DUTIES AT EXIT GATE:

- ❖ Check the ticket of incoming passengers
- ❖ Collect the tickets from the passengers
- ❖ Cancel the ticket with "M" type nipper
- ❖ ensure the passengers carry no unbooked luggage

DUTIES AT PLATFORM:

- ❖ To accommodate the passengers in reserved compartments
- ❖ To make Brake Journey endorsements
- ❖ Issue EFT for:
 - Journey extension
 - Change of class
 - Change of route
- ❖ Guide the passengers through information centres
- ❖ Make announcement through public address system

DUTIES AT THE OFFICE:

- ❖ Make entries of all collected tickets in the TCR
- ❖ Issue TDR whenever required
- ❖ Prepare various returns and send them to accounts office

UNIT - XI

VARIOUS TYPES OF CHECKS

Railway conducts various types of checks to combat ticket less travel as follows:

- ❖ Spot check
- ❖ Surprise check
- ❖ Ladder check
- ❖ Cross Country check
- ❖ Platform check
- ❖ Group check
- ❖ Massive check
- ❖ Ambush check
- ❖ Magisterial check
- ❖ Replacement check
- ❖ Fortress/Intensive check

SPOT CHECK:

- ❖ It is conducted at a station nominated by DCM.
- ❖ It is conducted by Divisional Squad TCs for 8 hours or more.
- ❖ All trains passing through the station are checked completely.

SURPRISE CHECK:

- ❖ It is conducted at wayside stations.
- ❖ All non-stopping trains are stopped out of course.
- ❖ Complete train is checked by Division TTEs.
- ❖ Guard's Certificate book and all EFT books are checked in advance.
- ❖ Railway Magistrate and RPF will accompany.

LADDER CHECK:

- ❖ It is conducted by Divisional TCs.
- ❖ TCs travel by a train, check all the passengers & alight at the next Stop.
- ❖ From that station, again travel by another train, check and alight at the subsequent stop.
- ❖ They continue the checking in this manner till they reach the last ticket checking point in their division.

CROSS COUNTRY CHECK:

- ❖ It is conducted under the supervision of CTTI.
- ❖ Group of TCs travel by road with RPF staff to various stations in a section.
- ❖ They conduct check at stations without prior information.
- ❖ All ICV books and certificates also checked.

PLATFORM CHECKS:

- ❖ This check is similar to spot check.
- ❖ It is conducted at a particular station for a particular period.
- ❖ Sufficient number of Ticket Checking staff will be arranged at the entrance, offside and other places.
- ❖ The check is conducted on festival days & shandy days by divisional squads.

GROUP CHECK:

- ❖ Divisional squad TCs conducts this check.
- ❖ They travel in groups and check selected trains.
- ❖ Checks are conducted at vulnerable points.

MASSIVE CHECK:

- ❖ Headquarters arrange this check.
- ❖ 100% ticket checking is done for atleast 3 days.
- ❖ Ticket Checking staffs are drawn from various divisions.
- ❖ A junction station will be fixed as Base station.
- ❖ From the base station, check is conducted in all directions by all trains.
- ❖ Ticket checking staff may travel by road to reach wayside stations to conduct checks.
- ❖ This check is conducted under the direct supervision of ACM.

AMBUSH CHECK:

- ❖ This check is conducted by Divisional TCs are accompanied by RPF.
- ❖ Trains are stopped in midsections by using Detonators.
- ❖ The whole train is surrounded and a through check will be conducted.
- ❖ All the passengers in the train are checked.

MAGISTERIAL CHECK:

- ❖ Persons who are found traveling without or with irregular ticket and unable to pay the penalty should be produced before the Railway Magistrate within 24 hours for prosecution.
- ❖ To avoid delay, Magistrate with RPF is stationed at a station.

- ❖ All defaulters are produced before the Magistrate immediately and prosecuted without delay.

REPLACEMENT CHECK:

- ❖ TCs and TTEs are replaced with staff from other stations/divisions.
- ❖ They conduct check for a specified period.
- ❖ Their performance is watched and compared with that of the regular staff working in the section.
- ❖ Remedial action if any, required is taken.
- ❖ Targets for earnings are revised based on the results of these checks.

FORTRESS / INTENSIVE CHECK:

- ❖ This check is arranged by CCM at a specified station.
- ❖ TCs are posted at all exits and vulnerable points.
- ❖ All trains and passengers are checked completely.
- ❖ Such check is conducted round the clock for atleast 2 to 3 days.

TICKETS COLLECTED REGISTER

- ❖ It is a register maintained at the Ticket Collector's office.
- ❖ It is prepared in duplicate in carbon process.
- ❖ Separate TCR is prepared for the following:
 - Local printed card tickets
 - Foreign printed card tickets
 - Local paper tickets
 - Foreign paper tickets.
 - Computer printed tickets
- ❖ All collected tickets are cancelled and sorted station-wise and class-wise.
- ❖ Entries are made in the TCR train-wise.
- ❖ The highest number of ticket collected by each train & the individual numbers of missing tickets are recorded.
- ❖ At the end of the day, total number of collected tickets & missing tickets are calculated.
- ❖ The percentage of missing tickets should not exceed 10%.
- ❖ If it exceeds 10%, reasons should be recorded.
- ❖ The irrelevant tickets are posted as "back entries" at the end of each day's TCR.
- ❖ The copy of the TCR should be sent to SAO/T.
- ❖ The highest number of card tickets collected for each series should be sent with the copy of the TCR.

- ❖ All the tickets collected on first 2 days of the month and the last day of the previous month should be sent with the copy of the TCR.
- ❖ All the paper tickets collected should be sent daily.
- ❖ For computer printed tickets (CPT), a separate TCR should be maintained. The details of atleast one ticket for every train should be recorded.
- ❖ The copy of the TCR and the computer tickets collected for any five days of the month should be sent to FA & CAO directly by the 5th of the following month.

Ticket	When Sent	Enclosures
Card Tickets	Daily	Highest no. of tickets collected
	First 2 days of the month and the last day of the previous month	All the collected tickets
Paper tickets	Daily	All the collected tickets
Computer printed tickets	For any 5 days of a month to be sent on 5th of the next month to FA & CAO.	All the tickets recorded

VARIOUS TYPES OF NIPPERS (IRCM 503)

- ❖ Various types of nippers are available to nip the tickets to prevent misuse.
- ❖ The tickets should be nipped carefully with these nippers in the bottom in such a way that the details on the tickets are not cut.
- ❖ All paper tickets, that cannot be nipped, should be cancelled in ink immediately on collection.
- ❖ The following are the types of nippers:
 - 'V' type nipper
 - 'U' type nipper
 - 'M' type nipper

'V' type nipper:

- ❖ It is used by the ticket collector at the entrance gate.
- ❖ All printed card tickets are nipped with this nipper.
- ❖ A 'V' mark is nipped at the top of the ticket.

'U' type nipper:

- ❖ It is used by ticket checking staff while checking tickets in running train.
- ❖ After checking the tickets are nipped with this nipper.
- ❖ The following details will be embossed on the tickets:
 - A letter to indicate the railway.
 - Another Letter to indicate the division to which the ticket staff belongs.
 - A number to identify the ticket checking staff
 - Cut out a semi circle mark from the ticket

'M' type nipper:

- ❖ It is used by ticket checking staff at the exit gate.
- ❖ All collected tickets are nipped immediately with his nipper to cancel the ticket to avoid misuse.
- ❖ A 'M' mark is cut at the bottom of the ticket.
- ❖ Also the date of collection should be written or stamped on the ticket.

HANDING OVER MEMO 9IRCM 544)

- ❖ When a passenger is detected traveling without ticket, he must pay the charges due to the TTE immediately.
- ❖ If the passenger is unable to pay the charge, the TTE will handover the passenger to the station staff for recovery of charges.
- ❖ TTE will prepare a memo called 'HOM' in 3 foils. (Station / Accounts / Record)
- ❖ The address of the passenger, station from and to and the charges due must be recorded in the HOM.
- ❖ The staff receiving the HOM must take over the passenger from the TTE.
- ❖ When the passenger pays the amount due, an EFT will be issued.
- ❖ If the passenger is unable to pay the charges immediately, a statement should be obtained in duplicate.
- ❖ The statement should contain the details of name and address of the passenger with his LTI/signature.
- ❖ The passenger may be allowed to go on the condition that, he will pay the charges due within 14 days.
- ❖ If he pays the charges within 14 days, an EFT will be issued.
- ❖ If the passenger fails to pay the amount within 14 days, a prosecution memo should be prepared.
- ❖ The prosecution memo is sent to DCM along with the copy of HOM and statement of the passenger for further action.

HOM REGISTER:

- ❖ It is maintained at station in duplicate to record the HOMs received.
- ❖ The disposal of HOM should also be shown against each entry.
- ❖ At the end of the month, the register should be closed with details of HOMs received and cleared.
- ❖ The original copy should be sent to DCM.
- ❖ HOM not realized in a month should be carried over to next month.

RAILWAY ACT - 1989

Sec. No.	Subject	Penalty Imprisonment/Fine
53	A ticket issued by name should be used by the same person.	---
142	Unauthorized transfer of ticket	3 Months and/or Rs. 500/-
143	Unauthorized sale of tickets	3 Years and/or Rs. 10000/-
54	All passenger must show the travel authority on demand to TTE/TC & tender his ticket at destination	---
55	No person shall enter a coach without a valid pass or ticket, or permission to do so from an authorized Railway Servant.	----
137	Travelling without ticket with intention to defraud Railways.	6 Months and/or Rs. 1000/-
138	Travelling without ticket (violating Sec. 54 or 55)	Excess charge : An amount equal to the fare or difference of fare subject to a minimum of Rs. 250/-
139	Passengers unable to pay the excess charge should be detained at the next station. [A lady traveling alone/with children <12yrs. can be detained only between 06.00 & 21.00 hrs. at any of the following stations only : Starting station, Destination, Junction & District HQ]	---
141	Inter communication chain – pull without adequate reasons	One year and/or Rs. 1000/-
147	Trespass and refusal to desist from trespass	6 Months and/or Rs. 1000/-
155	Entering a reserved compartment without reservation (or) Preventing others from entering into an unreserved coach.	Rs. 500/-
156	Travelling on Roof top, engine or step.	Rs. 200/-
157	Alteration or defacing of a ticket.	3 Months and/or Rs. 500/-
162	Male persons entering into a ladies compartment without a lawful excuse.	Rs. 500/-
167	Smoking in a non-smokers' coach or when objected to by co-passengers.	Rs. 100/-

