

However, in case you have a second class ticket and could not get reservation in sleeper class and desire to travel in any upper class, you may approach the on-board ticket checking staff, who can upgrade your ticket accordingly subject to availability of accommodation except in Rajdhani/Shatabdi Express trains.

### Introduction of train enquiry call centre:

#### **How do I find out the current status of my unconfirmed ticket?**

You can contact the Enquiry Counters at your nearest Computerised Reservation Centre or call the Interactive Voice Response System, available at major stations, Remember to always quote the 10 digit PNR Number indicated on the upper left hand corner of your ticket, to find out the current status.

The current status of your ticket can also be obtained from the Indian Railways Passenger Information **Website: [www.indianrailways.gov.in](http://www.indianrailways.gov.in)**. This site also provides real-time information relating to availability of seats (and berths in a train even between a pair of stations), timetable and train fares etc. For general information on Indian Railways, passengers can access the Indian Railways **website : [www.indianrailways.gov.in](http://www.indianrailways.gov.in)**

Integrated Train Enquiry System call centres are functioning from different locations and are catering to the train related enquiry needs of the passengers across the country. Passengers can get basic enquiry services like arrival/departure/late running of trains, fare, PNR status, accommodation availability in different trains and classes, train between stations etc. by dialing a universal number '139' without suffixing any STD code. This number can be accessed from any type of phone (land line, mobile, WLL etc.). Value Added Services like ticket/hotel/taxi booking, SMS/Fax alerts etc. will be introduced shortly.

### Tatkal Scheme

#### **What do I do if I cannot plan my journey in advance?**

Though it is always advisable to plan your journey well in advance, there may be times when this is not possible. For such situations, Indian Railways have introduced the **Tatkal Scheme** in reserved second sitting (2S), Sleeper Class, AC Chair Class, 3-Tier AC and 2-Tier AC Classes in almost all Mail/Express trains.

Tatkal Booking starts two days in advance excluding the day of journey i.e. for journey on 3<sup>rd</sup>, the booking would be starting at 8 a.m. on 1<sup>st</sup>.

**No proof of identity is required** to be produced by the passengers seeking reservation under Tatkal Scheme, neither at the time of booking nor during the journey.

#### **The broad features of the revised Tatkal Scheme are as under:**

1. To meet the urgent travel requirement of passengers who plan their journey at short notice, Tatkal reservation facility has been provided in Sleeper Class, Air-Conditioned Chair Class, 3 AC & 2 AC classes in almost all Mail/Express trains including special trains, which can be booked even on Internet.
2. The advance reservation period under this scheme is two days excluding the day of journey.
3. No proof of identity is required to be produced by the passenger seeking reservation under Tatkal scheme, neither at the time of booking nor during the journey.
4. The tatkal charges have been fixed as a percentage of fare at the rate of 10% of basic fare for second class and 30% of basic fare for all other classes subject to minimum and maximum as given in the table below:-

Class of Travel	Minimum Tatakal Charges (in Rs.)	Maximum Tatkal Charges (in Rs.)
Second (sitting)	10.00	15.00
Sleeper	75.00	150.00
AC Chair Car	75.00	150.00
AC 3 Tier	200.00	300.00
AC 2 Tier	200.00	300.00
Executive	200.00	300.00

The above charges will be levied uniformly both in peak period and non-peak periods.

5. Refund on cancellation of Tatkal tickets.

A flat refund of 25% of total fare charged on the ticket, excluding tatkal charges is granted on cancellation of confirmed tatkal ticket, which are presented for cancellation upto 24 hours before the schedule departure of the train. However, full refund of fare and Tatkal Charges will be granted on the tickets booked under this scheme in the following circumstances:-

- (i) If the train is delayed by more than 3 hours at the journey originating point of the passenger & not the boarding point if the passenger's journey originating point and boarding point are different.
  - (ii) If the train is to run on a diverted route and the passenger is not willing to travel;
  - (iii) 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.
  - (iv) 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.
  - (v) 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.
6. The reservation under this scheme is available only upto the time of preparation of charts.

### The Up-gradation Scheme

- With a view to optimise the utilisation of available accommodation in train, a scheme to upgrade **full-fare** paying passengers to the higher class **without any extra charge** against the available vacant accommodation is available in **all** Mail/Express trains having **sleeping accommodation**.
- The passengers are required to give the option for being considered for upgradation. If no option is given at the time of filling up of requisition form, the same is treated as "yes" and passenger(s) can be considered for upgradation.
- The passengers for upgradation are selected **automatically** (except in cases where the passenger has shown his unwillingness to be upgraded ) on random basis by the System at the time of preparation of reservation charts.
- All the passengers on a ticket are upgraded together.
- It is not done for block booking transactions.
- If a passenger, who has been upgraded, cancels his ticket, cancellation charges of the original class only are payable. It is advisable to **avail the facility** (by exercising the option in the affirmative) and always to **check the status** (coach/ berth numbers) before boarding the train.

## KNOW YOUR TICKET

- 1 The Passenger Name Record (PNR) Number printed on your ticket is a unique number Quote this number to check the status of your ticket.
- 2 Indicates the train number, date of journey, the distance for which the ticket is issued and the number of adults and children on your ticket.
- 3 Refers to the class of accommodation in which you intend to travel. Such class of accommodation is abbreviated as below.  
IA-First AC; 2A-2-TierAC Sleeper; 3A-3-TierAC; CC-AC Chair Car; FC-First Class; SL-Sleeper Class; II-Second Class Seat.
- 4 Indicates the originating and destination station of your journey as well as the station up to which you have sought a reservation. The name of such stations are displayed in both English and Hindi.
- 5 Indicates the confirmed status of your ticket. Viz. Coach No. A2, Berth/Seat No. 34, Sex: M (Male)/F (Female), Age : 38. In case you have AC First Class or First Class Ticket, the coach number or seat/berth number is not displayed. Such passengers may ascertain their actual accommodation status from the Reservation Chart.
- 6 Indicates your waitlisted position. Two such waitlist numbers are indicated: the first, is the **running waitlist number** and the second, the **current waitlist number** at the time of booking your ticket. The former is unique for a given train, date, route and class combination you are travelling on. Please look at the reservation chart with reference to your **running waitlist number to** instantly ascertain the final status of your ticket.  
PQWL, RLWL, RSWL etc. indicate waitlist position of your ticket. PQ, RL and RS are internal codes used for operational reasons.
- 7 Indicates the amount paid for your ticket, both in words and figures. This may include charges such as Concession Amount (CONC) Reservation Fee (R Fee), Super Fast Charges (S.CH) and Voucher Charges (Vou. Ch)
- 8 Displays the name of the train, your boarding station and the date and time of your travel along with scheduled arrival time and date at destination station.
- 9 Displays the date and time you bought your ticket.