What You Need to Know (1/2)

200 passenger trains to start operating from 1st June 2020

Booking has commenced since 21st May 2020

These services will be in addition to existing Shramik special trains & Special AC trains to help migrants

These trains will be fully reserved having both AC & Non AC classes and General coaches
What You Need to Know (2/2)

Normal fare to be charged for General Coaches, Reserved, Second Seating (2S)

There will be no unreserved coach in the train

Running of Shramik Special trains to continue to be handled by local State Govts

Other regular passenger services including all mail/express, passenger & suburban services to remain cancelled

Norms made for booking, quota, concessions, cancellation & refunds, screening, catering, linen, etc
Important Rules to Follow

- Railways to ensure separate entry & exit gates at stations to the extent feasible.

- Standard social distancing norms, safety, security & hygiene protocols to be followed.

- Movement of passengers & driver of the vehicle to & fro from Railway Station to be allowed on confirmed Railway Ticket as per MHA guidelines.
Instructions for Booking of Tickets (1/2)

Tickets can be booked online through IRCTC website, CSCs & ticketing agents.

Reservation counters opened from 22/05/2020 in a phased manner as per local needs & conditions.

The Advance Reservation Period to be maximum of 30 days.

RAC & Waitlist to be generated as per extant rules.
Instructions for Booking of Tickets (2/2)

1. Waiting list ticket holders not permitted to board the train

2. No unreserved tickets to be issued & no tickets to be issued onboard

3. No tatkal & premium tatkal booking to be permitted

4. First chart to be prepared at least 4 hours before scheduled departure
Instructions on Boarding Train

- All passengers to be compulsorily screened & only asymptomatic passengers allowed to board.
- Passengers to reach the station at least 90 minutes in advance.
- Only passengers with confirmed tickets to be allowed to enter Railway station.
- All passengers must wear masks at the entry and during travel.
- Passengers to observe social distancing both at the station & on trains.
- On arrival at their destination, passengers to adhere to health protocols as prescribed by the destination State/UTs.
Instructions Related to Concessions

All quotas to be permitted in regular trains & limited number of reservation counters to be operated

Concessions for only 4 categories of Divyangjan & 11 categories of patient concessions permitted

Cancellation and Refund rule as per Railway Passengers (Cancellation of Ticket and Refund of Fare) Rules, 2015

Refund of fare if in case passenger not found fit for travelling due to symptoms of Corona
Instructions for Symptomatic Travellers

Passengers with very high temp./symptoms of Covid-19 etc. after screening not allowed to travel despite having confirmed tickets. In such case, full refund to be provided (please check with TTE for details).

For symptomatic passengers, TTE certificates to be issued at the entry/checking/screening point.

For refund, online TDR to be filed within 10 days from date of journey & original TTE certificates to be sent by the passenger to IRCTC & full fare to be refunded in customer’s account.
Instructions Related to Catering

- No catering charges to be included in the fare
- Provision for pre paid meal booking, e-catering to be disabled
- IRCTC to make provision for limited eatables & packaged drinking water on payment basis only in limited trains
- Passengers are encouraged to carry their own food and drinking water
- All static catering & vending units at Railway stations remain open
- In case of Food Plaza & Refreshments rooms etc., cooked items may be served as take away only
Instructions Related to Bedding, Blankets, etc.

No Linen, blankets and curtains to be provided inside the train

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Passengers are advised to carry their own linen for the travel

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The temperature inside AC coaches to be suitably regulated

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Passengers are advised to travel light