

SARAL Saathi – I

RAILWAYS EDITION



Preface

SARAL Saathi is a companion handbook that answers questions that users of Indian Railways might have on applicable laws, rules and regulations relating to their travel. The SARAL Saathi will be available online and at railway stations, in English, Hindi and various other Indian languages. This document is solely intended for the use of citizens and its contents are not legally binding.

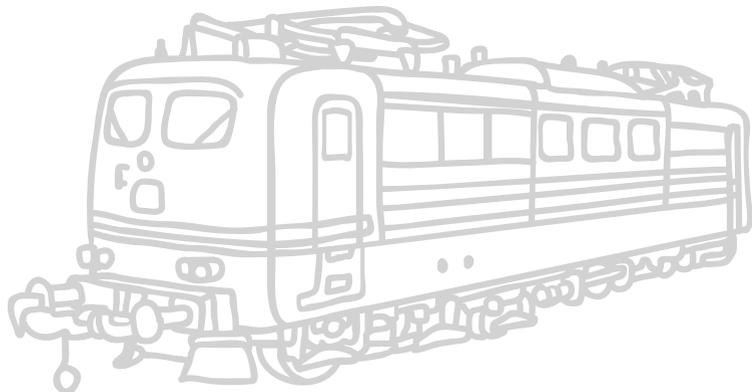
This is the first edition of the SARAL Saathi, which is based on 6 Rules under the Railways Act, 1989. These rules pertain to reservation of tickets, cancellation of tickets and refunds, carrying of luggage, restricted activities on trains, and grievance redressal. Other rules under the Railways Act 1989 will be covered in future editions of the SARAL Saathi.

This project has been undertaken in collaboration with the Vidhi Centre for Legal Policy. Translation of the SARAL Saathi into Hindi has been done by Lisan India.



TABLE OF CONTENTS

| | |
|--------------------------------------------------------------------|----|
| Chapter I: Cancellation & Refund of Tickets | 04 |
| Chapter II: Transfer of Reservation | 14 |
| Chapter III: Luggage | 15 |
| Chapter IV: Restricted Activities on Trains & Platforms | 25 |
| Chapter V: Grievances & Compensation | 26 |



Chapter I: Cancellation & Refund of Tickets

1. What kinds of tickets can I book?

You can book paper-based tickets or paperless e-tickets to travel.

To book paperless e-tickets, go to the [website](#) of IRCTC (Indian Railway Catering and Tourism Corporation). You will receive your ticket through email and SMS.

You can book paper-based tickets at booking counters at the railway stations.

Depending on the availability and your choice, the reservation status of your ticket can be:

- i) reserved,
- ii) reserved against cancellation (RAC)
- iii) wait-listed, or
- iv) unreserved.

2. How can I cancel a paper-based ticket?

You can get your paper-based ticket cancelled at any Passenger Reservation System (PRS) counters or designated current counters at the railway stations.

3. What can I do if I want to cancel a paper-based ticket at night and the PRS counters at the station are shut/unavailable?

If the PRS counter is shut/unavailable at night, then you can get the ticket cancelled and receive the refund at the station within the first 2 hours of the opening of the reservation office if:

- Your train actually departs at night between 9 PM and 6 AM, and there is no facility available at the station for cancellation of a ticket issued through PRS.
- Your train actually departs at night between 7 PM and 6 AM in remote and hilly areas (as identified by the Zonal Railway and printed in the time table), and there is no reservation counter or booking office or current counter available to cancel a ticket.

4. How can I cancel an e-ticket?

You can cancel E-tickets online on the website of the IRCTC or by filing an online TDR (ticket deposit receipt). You will get the refund in the account from which the booking was made, after deducting any applicable charges.

5. If the train is cancelled, do I need to cancel my e-ticket to get a refund?

No, if the train is cancelled, you do not need to cancel your e-ticket online or file an online TDR. You will get the refund of the full fare of the reserved e-ticket in the account which you used to book the ticket.

6. Is any charge payable for cancelling a ticket?

Yes, you will have to pay a clerkage charge per passenger for cancelling tickets at the following rates:

1. Rs. 30 for second class unreserved tickets;
2. Rs. 60 for second class reserved tickets and all other classes.

All refunds will be issued after deducting this clerkage charge.

7. How can I get a refund for an unreserved ticket?

You can get a refund if you cancel your unreserved ticket:

1. within 3 hours of the ticket being issued; or
2. at any time before 24 hours of the scheduled departure time.

8. How can I get a refund for a reserved/confirmed ticket?

To get a refund for a reserved/confirmed ticket, you have to cancel your ticket at least 4 hours before the scheduled departure of the train.

The full amount will be refunded, after deducting a cancellation charge. This charge will depend on when you cancel your ticket:–

| S. No | Time | Charge |
|-------|---------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | More than 48 hours before the scheduled time of departure | i. Rs. 240 per passenger, for air conditioned first class or executive class; ii. Rs. 20 for air conditioned–II tier or first class; iii. Rs. 180 for air conditioned III–tier or III–economy or air–conditioned chair car; iv. Rs. 120 for sleeper class; and v. Rs. 60 for second class. |
| 2. | Between 48 hours and 12 hours before the scheduled departure of the train | 25% of the ticket fare or the amount mentioned in the first row, whichever is lower. |
| 3. | Between 12 hours and 4 hours before the scheduled departure of the train | 50% of the ticket fare or the amount mentioned in the first row, whichever is lower. |

9. How can I get a refund for an RAC or wait-listed ticket?

To get a refund for an RAC or wait-listed ticket, you have to cancel your ticket at least 30 minutes before the scheduled departure of the train.

If the RAC ticket or waitlisted ticket was confirmed before the final preparation of the reservation chart, the ticket will be treated as a reserved/confirmed ticket for the purposes of issuing a refund.

10. How can I get a refund for a multi-passenger e-ticket?

In case you have purchased an e-ticket for the travel of multiple passengers, then you are eligible for a full refund if you fulfil certain conditions, depending on the reservation status of each passenger on the multi-passenger ticket:

(i) for passengers with confirmed reservation, you have to cancel the ticket online or file an online TDR at any time before 30 minutes of the scheduled departure of the train;

(ii) for passengers on RAC or the waiting list and are not travelling, you have to follow these steps:

- 1.obtain a certificate from the ticket-checking staff confirming that you are not travelling,
- 2.file the online TDR at any time before 72 hours of the scheduled arrival of the train, indicating the details of the certificate, and
- 3.post the original certificate to IRCTC.

11. How can I get a refund for multi-destination tickets?

When you cancel a ticket for multiple destinations, the refund will be based on the reservation status of the first lap of your journey. For example, if the reservation status of the first lap of the journey is confirmed, then the entire ticket will be considered as a reserved/confirmed ticket for the refund.

The clerkage charge will be levied only once on the total ticket fare and not separately for each lap of journey.

12. How can I get a refund for a tatkal ticket?

You cannot get a refund for reserved/ confirmed tatkal tickets, except in special situations (for e.g., you could not travel as the railway administration was unable to accommodate you).For RAC and waitlisted tatkal tickets, the usual refund available as mentioned above will be provided. For e.g., refund for a waitlisted tatkal ticket will be granted by treating it as a waitlisted ticket.

13. How can I get a refund for a concessional ticket?

If you purchase a ticket on any concessional order or privilege ticket order, and you are waitlisted, then you can use the same ticket to get a reservation in any other train on the same date or on a different date at the same concessional rate.

For the unused portion of a concessional return ticket, you cannot get a refund. When a return ticket is issued without any concession, it will be treated like two single journey tickets and the refund will be granted accordingly.

14. How can I get a refund of fare and freight charges for luggage tickets if I do not travel?

You can get the refund of freight from the station master on the following conditions:

| S. No | Condition | Steps |
|-------|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | If luggage is withdrawn at starting station | The luggage ticket will be cancelled, and freight will be refunded after recovering wharfage charges, if any, and a cancellation charge of INR 5 per luggage ticket. The station master will make a note on the journey ticket to this effect |
| 2. | If luggage is already dispatched from the starting station | Freight charges on weight admissible as free allowance will be collected and the station master will make a note on the journey ticket to this effect. |

15. How can I postpone or prepone tickets?

You can postpone a ticket either for the same train or for a different train for any subsequent day. This is subject to the following conditions:

1. You surrender the ticket during the working hours of the reservation office and at least 48 hours before the scheduled departure of the train for which the ticket was originally booked;
2. There are tickets available in the train in which you want fresh reservation;
3. In case of a confirmed ticket, you pay the fresh reservation fee for the class for which you want reservation, and in case of an RAC ticket or a wait-listed ticket, you pay the clerkage charge.

You can prepone a ticket either for the same train or for a different train for any previous day. This is subject to the following conditions:

1. You surrender the ticket during the working hours of the reservation office and at least 48 hours before the scheduled departure of the train for which the ticket was originally booked;
2. There are tickets available in the train in which you want fresh reservation;
3. In case of a confirmed ticket, you pay the fresh reservation fee for the class for which you want reservation, and in case of an RAC ticket or a wait-listed ticket, you pay the clerkage charge.

You can postpone or prepone a ticket only once. A postponed or preponed non-tatkal ticket will not be eligible for tatkal quota even if tatkal charges are paid.

16. If there is a difference in fares after postponing or preponing the ticket, will the balance be refunded?

Yes, in case of difference in fares between the originally booked journey and the revised journey, the difference between the fares will be refunded.

17. Will a charge be levied if I cancel a postponed or preponed ticket?

Yes, if you cancel a postponed or preponed ticket, you will have to pay a cancellation charge. This is the sum of the charge that would have been due if the original ticket had been cancelled at the time of postponement or preponement, and the charge due for cancelling the revised ticket as if it were a fresh reservation.

If 25% or 50% of the cancellation charges were realised when the journey was modified, then only the charge due for cancelling the revised ticket as if it were a fresh reservation will apply.

18. How can I upgrade the class of the journey?

You can upgrade a reserved ticket of lower class to a ticket of higher class for the same train and the same day, without any cancellation charges, if you pay the reservation fee and difference between the fares. The change will only be allowed if the ticket of a higher class is available, and if the request for change is made during the working hours of the reservation office and upto six hours before the scheduled departure of the train, or during the course of the journey.

You can upgrade the class only once.

19. Will a charge be levied if I cancel a ticket where I have upgraded the class?

Yes, if you cancel a ticket on which change of reservation has been allowed, then you will have to pay a cancellation charge. This is the sum of the charge that would have been due if the original reservation was cancelled at the time when the change of reservation was allowed, and the charge due in respect of the altered reservation.

20. How can I get a refund if I did not travel as the train was late?

If you do not travel because a train is delayed by more than three hours, then you can get the full fare refunded without having to pay any cancellation charge or clerkage. This is subject to the following conditions:

1. For paper-based tickets, you have to present the ticket for cancellation before the actual departure of the train.
2. For e-tickets, you have to cancel the ticket online or file the online TDR before the actual departure of the train

21. How can I get a refund if I missed a connecting train due to a delay in my previous train?

If you miss a connecting train due to a delay of the train by which you had been travelling, the fare for the travelled portion will not be refunded and the fare for the untravelled portion will be refunded without any cancellation charge or clerkage. This refund will be given at the junction station. To avail of this, present the ticket for cancellation or cancel it online within three hours of the actual arrival of the train by which you were travelling.

22. How can I get a refund if I could not be accommodated by the railway administration?

If you have a reserved/confirmed ticket and the railway administration is not able to accommodate you for any reason whatsoever, then you will be eligible for full refund without any cancellation charge. To avail of this, you have to present the ticket for cancellation or cancel it online:

- (a) at any time within three days from the date of scheduled departure of the train (excluding the day of departure), if the reason for not being able to accommodate you is an accident, breach, flood, or other unforeseen events
- (b) at any time within three hours after the scheduled departure of the train, in other situations.

23. How can I get a refund if I undertook only a part of the journey?

If you terminate the journey before reaching the final destination station, then you are eligible for a partial refund. The refund amount will be the difference between the actual fare which you paid and the fare payable for a ticket from the origin station till the station where you terminated your journey. You can get the refund at the station where you disembarked by following these steps:

1. Give the ticket to the station master. In exchange, the station master will give you the TDR.
2. Apply to the Chief Commercial Manager (Refunds) of the railway administration who has jurisdiction over the station which issued the TDR, with the original TDR. You can make this application at any time within ten days from the date on which the journey started.

24. Can I get a refund if the journey was discontinued due to unforeseen circumstances?

Yes, if a train journey is terminated en-route due to unforeseen circumstances, such as accident, breach or flood, then the full fare will be refunded (without levying any cancellation charge) at the station where the journey is terminated in the following circumstances:

1. When the railway administration is unable to carry you to the destination station within a reasonable time through transshipment, diversion or otherwise;
2. When you are involved in a railway accident or injured in the accident and do not continue your journey; or
3. In the case of death or injury to a passenger who is your kith or kin, you have to terminate your own journey.

25. Are there situations where the full refund is not available?

You will not be eligible for the full refund and will only get the fare for the untravelled portion as a refund (without any cancellation charge) in the following circumstances:

1. If you refuse the alternative arrangement made by the railway administration to carry you to your destination station;
2. If the train journey is terminated en-route due to bandh, agitation or rail roko.

For trains which have separate all-inclusive fare structures on a point-to-point basis (for e.g. Shatabdi Express, Rajdhani Express etc.), if the journey is terminated en-route and you are not willing to avail of the alternative arrangement made by the railway administration, only the fare for the untravelling portion will be refunded. The amount of fare to be refunded will be calculated on a *pro rata* basis based on the fare of the ticket per kilometre.

26. How can I get a refund if air-conditioning was not provided?

For tickets issued for air-conditioned coaches, if the railway administration was not able to provide air-conditioning for a portion of the journey, then you are entitled to get a refund.

(2) The refund amount will depend on the following conditions:

| S. No | Condition | Refund amount |
|-------|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | if the ticket is for air-conditioned first class | the difference between the air-conditioned first class fare and first class fare |
| 2. | if the ticket is for air-conditioned II-tier/III-tier class | the difference between air-conditioned II-tier/III-tier class fare and the sleeper class fare (mail and express) |
| 3. | if the ticket is for air-conditioned chair car | the difference between air-conditioned chair car fare and second class fare (mail and express) |
| 4. | if the ticket is for executive class | the difference between the notified executive class fare for the concerned section and the first class fare (Mail and Express) for the concerned distance of that section |

You can get the refund at the destination station at any time within 24 hours after the arrival of the train. To get the refund, you have to produce the following documents:

- a. the ticket;
- b. a certificate from the official responsible for checking tickets which mentions:
 - i. the details of the ticket,
 - ii. the coach number,
 - iii. the name of the stations between which air-conditioning was not provided.

27. How can I get a refund if I was made to travel in a class lower than the one which I had booked?

If you booked a ticket for a particular class but are made to travel in a lower class because there was no space available in the booked class, you are entitled to get a refund. The refund amount will be the difference between the fare actually paid and the fare payable for the class in which you actually travelled.

You can get the refund at the destination station or the origin station by producing the following documents:

- (a) the ticket;
- (b) a certificate from the official responsible for checking tickets certifying that you actually travelled in a lower class because there was no space available in the booked class.

28. How can I get a refund if my ticket is lost, torn, or mutilated?

If your ticket is lost or misplaced, then you cannot get a refund.

In case of a torn or mutilated ticket, if the genuineness and authenticity of the ticket is verifiable on the basis of the particulars visible on the face of the ticket, then you can get a refund.

29. If my ticket is lost, misplaced, torn or mutilated, do I have to pay an additional charge to get a duplicate ticket issued?

Yes. You can get a duplicate ticket from the station master after paying a charge. The charges for issuance of a duplicate ticket in case of a lost, misplaced, torn or mutilated ticket are as follows:

| S. No | When duplicate is requested | Charge |
|-------|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | If you request the duplicate ticket before preparation of the reservation chart | INR 50 in case of second and sleeper class and INR 100 in case of other classes |
| 2. | If you request the duplicate ticket after preparation of the reservation chart | 25% (for RAC or wait-listed tickets) and 50% (for confirmed tickets) of the total fare, or the minimum amount (INR 50 or INR 100) mentioned above, whichever is lesser. |

30. If I manage to retrieve a ticket which I had lost or misplaced, can I get a refund of the charge which I had to pay for the duplicate ticket?

If you manage to retrieve the lost or misplaced ticket after a duplicate ticket has been issued, then you can get a refund of the charges collected towards the issuance of duplicate ticket after deducting 5% of the fare subject to a minimum deduction of INR 20. To avail of this refund, you must present the retrieved ticket along with the duplicate ticket before departure of the train.

31. How can I get a refund if I am unable to reach the reservation counter due to unforeseen circumstances?

If you are unable to reach the station or reservation counter or the current counter to cancel the ticket due to a bandh, agitation, flood, or other similar situations, then a TDR will be issued to you which will be valid for 3 days after the scheduled departure of the train. You may apply for a refund within 10 days from the date of the scheduled commencement of the journey to the Chief Commercial Manager (Refunds) under whose jurisdiction the TDR station comes by enclosing the original TDR.

Chapter II: Transfer of Reservation

1. Can I transfer my reservation to someone else?

Yes, you can transfer your reservation to another person, but only if you meet the following conditions:

- A. Your ticket must be confirmed
- B. Your ticket should not be concessional.
- C. You should fall under any one of the following categories:

1. **Family members:** If you need to transfer your reservation to another family member, you must make a request 24 hours before the scheduled departure of the train.
2. **Government servants:** In case you are a government servant required to travel on duty, your reservation can be transferred to another government servant. The authority that approved your travel must make a request at least 24 hours before the scheduled departure of the train.
3. **National Cadet Corps (NCC):** If you are part of the NCC, your reservation can be transferred to another cadet. The Head of the group must make a request at least 24 hours before the scheduled departure of the train.
4. **Students:** If you are a student studying in a recognised educational institution, your reservation can be transferred to another student in the same institution. The Principal or Vice-Chancellor or Dean or another person in-charge of the institution must make a request at least 48 hours before the scheduled departure of the train.
5. **Marriage party:** In case you are travelling as part of a marriage party and need to transfer your reservation to another member, you must make a request 48 hours before the scheduled departure of the train.

2. What is the process for transferring my reservation to another person?

To transfer your reservation to another person, follow these steps:

- Step 1: Check if you meet the conditions mentioned above
- Step 2: Fill in this form
- Step 3: Submit it to the Chief Reservation Supervisor.

Chapter III: Luggage

1. How much luggage can I carry on a train?

You can carry small articles with yourself in the passengers' compartment. You should only carry those articles which can fit in the compartment easily and will not cause inconvenience to other passengers or take up space that is for sitting, walking or sleeping in the compartment. Please note that all articles of luggage are carried only at the owner's risk.

The maximum size of the luggage that you can carry with yourself in the passengers' compartment varies according to the compartment class:

- Air conditioned and first class: 100cm x 60 cm x 25cm, and within 70 kg.
- Second class: The maximum size of such personal luggage should not be more than 100cm x 60 cm x 25cm and within 35 kg.
- AC 3-tier and AC chair car: The maximum size of such personal luggage should not be more than 55 cm x 45 cm x 22.5cm and within 40 kg.
- First Class, AC Sleeper: 50 kg.
- Sleeper Class: 40 kg.

You are given a free allowance for luggage of this size/weight. However, for any luggage that exceeds this limit, you must book it to be carried in a brakevan and you will have to pay a fee for it. However, if you are travelling in first class or air-conditioned compartments, you can carry big articles of luggage in the passengers' compartment.

Please note that for the Matheran Hill section of the railways, you are allowed to carry only one small handbag, umbrella, a walking stick or similar items free of cost. You will have to pay a fee to carry any other articles of luggage. The following free allowance will be provided:

- Rail motor: 11.5 kg.
- First class: 7.5 kg.
- Second class: 5 kg.

2. How much luggage can I carry on a seasonal ticket?

If you have a monthly or quarterly season ticket, you can carry the luggage of the following weight with yourself in the passengers' compartment:

- First class: 15 kgs.
- Second class: 10 kgs.

In case of monthly or quarterly seasonal tickets for EMU trains, you cannot carry more than 15 kgs of luggage for first class and 10 kgs for second class in the passengers' compartment. However, you can carry more luggage in the brakevan or the vendor's van in this case.

3. What will happen if I carry large articles of luggage with myself in the passengers' compartment?

If you carry articles of luggage which are higher than the measurements and weight given in Question 1 in the passengers' compartment, the luggage will be charged on its full weight and you will not get any free allowance.

If such luggage is detected en route and is then transferred to the brakevan, free allowance will be granted only for the distance in which the luggage was in the brakevan. For the distance during which the luggage was in the passengers' compartment, no free allowance will be granted and the fee due for the full chargeable weight will be charged.

4. What luggage do I have to get weighed and booked?

You have to get all your luggage booked and weighed, whether you are carrying it with yourself in the passengers' compartment or in the brakevan. However, you do not have to get the following articles weighed:

- For Air-Conditioned First Class and First Class tickets, the following items will not be weighed: Tiffin baskets including small ice boxes, small hand bags or attached cases (not including suitcases), walking sticks, and umbrellas.
- For Second Class tickets, the following items will not be weighed: walking sticks, umbrellas, and other articles of food which may be required on the journey.
- Household items like furniture which have been booked in a wagon, as mentioned in Question 21.

5. What is the maximum weight that can be carried on a child's ticket or half ticket?

On a child's (half) ticket, you can carry half of the weight mentioned in Question 1 in the passengers' compartment that will be given free allowance. This means that the following weight can be carried according to the compartment class:

- Air conditioned and first class: 35 kg
- Second class: 17.5 kg
- AC 3-tier and AC chair car: 20 kg.
- First Class, AC Sleeper: 25 kg
- Sleeper Class: 20 kg

6. If I have a combined ticket, what is the maximum weight I can carry on which free allowance will be provided?

If you are travelling on a combined ticket, the free allowance of luggage for you will be on the basis of the higher class of the combined ticket. For example, if you have a combined ticket of AC 3-tier and AC First Class, the free allowance will be on the basis of the maximum weight you can carry in AC First Class, and not AC 3-tier.

7. Can I purchase more than one ticket so that I can carry extra luggage or avail free allowance?

No, you cannot do this. If you are found to be holding more than one ticket to avail of free allowance or to carry extra luggage, you will be given free allowance only on one ticket, and the other ticket will be cancelled. Further, the extra weight of your luggage will be charged at 6 times the tariff rate at Scale-L, Scale-R, Scale-P and Scale-S, depending on the relevant scale. This fee will be at least Rs. 50.

8. What can I do if I have excess luggage?

If you have excess luggage, you can book it to be carried in the brakevan. In any class of compartment, you can carry a maximum of 150 kilograms of luggage in the brakevan. In addition to this, you can also carry one personal motorcycle or two-wheeled scooter or bicycle.

9. Do I have to pay a fee to book luggage in the brakevan?

Yes, you have to pay the applicable fee to book luggage in the brakevan. There is no free allowance for this. The fee that must be paid to book luggage in the brakevan is calculated on the basis of the weight of your luggage, as mentioned in Question 10. The minimum fee that you will have to pay is Rs. 30.

10. How much fee will I have to pay to book luggage in the brakevan?

The fee will be determined either on the basis of the actual weight or weight derived on volumetric basis, and the fee will be charged on the higher of the two values. The minimum fee for this will be Rs. 30.

If more than one extra charge has to be levied as the percentage of the basic rate, each extra charge will be calculated separately with reference to the basic rate and not on the top of another extra rate.

11. How is the weight of luggage calculated?

The weight of your luggage will be rounded up in the manner provided below.

| Actual weight of the luggage | Determined weight |
|------------------------------------------|---------------------|
| Not exceeding 10 kg | 10 kg |
| Exceeding 10 kg but not exceeding 20 kg | 20 kg |
| Exceeding 20 kg but not exceeding 30 kg | 30 kg |
| Exceeding 30 kg but not exceeding 40 kg | 40 kg |
| Exceeding 40 kg but not exceeding 50 kg | 50 kg |
| Exceeding 50 kg but not exceeding 60 kg | 60 kg |
| Exceeding 60 kg but not exceeding 70 kg | 70 kg |
| Exceeding 70 kg but not exceeding 80 kg | 80 kg |
| Exceeding 80 kg but not exceeding 90 kg | 90 kg |
| Exceeding 90 kg but not exceeding 100 kg | As far as 1 quintal |

For example, if your weight is 15 kg, it will be assumed to weigh 20 kg.

12. How do I book luggage to be carried in a brakevan?

Luggage can be booked in the brakevan for a minimum distance of 50 kms, which is applicable on the through distance. To book luggage, follow these steps:

Step 1: Securely pack your luggage and label it completely and legibly in Hindi or English. In case the luggage is not properly packed, you or an agent authorised by you must execute a forwarding note which should record any defects with the packaging.

Step 2: If the luggage is to be carried on the same train on which you are travelling, you must present yourself at the luggage office of the station at least 30 minutes before the scheduled departure of the train. In case you have booked your accommodation in advance, the luggage can also be booked in advance at the same time. Please note that if you are travelling on the Northeast Frontier Railway zone or the Darjeeling Himalayan Railway, you must present your luggage for dispatch 24 hours in advance if it exceeds 75 kg in weight or 1.22 m x 0.91 m x 0.60 m in measurement.

Step 3: Pay the applicable fee as discussed in Question 10.

13. Will the luggage that I have booked in the brakevan be carried in the same train in which I am travelling?

The luggage that you have booked in the brakevan may not necessarily be carried in the same train in which you are travelling, and there is no guarantee that the luggage will be conveyed within a definite time period. However, every effort will be made by the railway administration to dispatch the luggage in the same train in which you are travelling.

14. What are bulky articles of luggage?

If any article of luggage exceeds 100 kg in weight or measures more than 1m x 1m x 0.7m, it is considered bulky. An article will be considered bulky even if it is below 100 kg if any one of the luggage's dimensions (length, breadth or height) exceeds the specified measurements by more than 10%.

Such articles can only be carried in the brakevan, and a bulky surcharge is levied, which is charged at double the normal rate that is charged for carrying luggage in the brakevan. Additional charges may also be charged in the following cases:

- If such excess luggage is unbooked, a penalty may be charged at six times the tariff rates scale-R.
- Normal charges may be charged on booked luggage which is found to be excess during the first weighing of the luggage.

15. How should I book my luggage in case I have multiple stops during the journey?

If you are going to stop at one or more stations during the journey, you can book the luggage in one of following ways:

- Carry the luggage along with you for the entirety of the journey.
- Book the luggage (entirely or a part of it) directly at the station for which you have taken tickets. You can then collect your luggage at a break journey station by showing your journey ticket and luggage ticket. The luggage ticket should have the station code initials, station master's initials and the date.

If you opt to carry the luggage along with you, then you must inform the Luggage Clerk about the station(s) that you will break at to ensure that the name of the breaking station(s) is entered on the back of your luggage ticket.

16. Are there any consequences if I don't book my luggage?

In case luggage is found to be unbooked or partially booked, either en route or at the destination station, then the entire luggage will be weighed and free allowance will only be available on the weight of the luggage that does not exceed the admissible free allowance, by more than the following:

- Air-conditioned First class: 15 kgs
- A.C 2-tier sleeper, First class: 10 kgs
- AC. 3 tier/Air-conditioned chair car class: 10 kgs
- Sleeper class/Second class: 10 kgs.

The remaining luggage will be charged 6 times the tariff rate at Scale-L, Scale-R, Scale-P and Scale-S, as would be applicable. The minimum fee for this will is Rs. 50.

If you have a single journey ticket and are carrying unbooked or partially booked luggage weighing more than free allowance of luggage but within the allowance mentioned above, you will be charged for the weight exceeding free allowance of luggage at Scale-R, Scale-P, Scale-S and Scale-E rates, as would be applicable. The minimum fee for this is Rs. 30.

17. What will happen if I don't pay the charges for unbooked luggage?

If you refuse or are unable to pay the due freight charges on demand, your luggage will be transferred under a cash on delivery way-bill to the nearest station and subsequently transferred to your destination in a brakevan. The receipt will be handed over to you and you will only be able to collect your luggage after paying all charges due.

However, if there is not enough time to transfer the luggage to your destination, then your luggage will be detained and transferred to the cloak-room. You can collect your luggage on payment of the charges due, including cloak-room charges.

18. What will happen to my luggage if I travel beyond the station that I have bought the tickets for?

If you travel beyond the station for which you hold tickets, then your luggage, to the extent the weight is in excess of the free allowance, will be charged as follows:

- If you inform the railway administration beforehand about your intention to travel beyond the booked destination (called override), then you will

have to pay the difference between the luggage rates, (i) from and to the stations for which the ticket is held; and (ii) from the starting station till the station you override.

- If you are found to be travelling beyond the authorised distance, then you will have to pay for the distance overridden at six times the luggage charges, subject to a minimum of INR 50. However, if the luggage was not booked, charges will be recovered from the starting station to the station you override, at six times the luggage scale rate subject to a minimum of INR 50.

19. Can I carry large items like furniture on the railways?

Yes, you can carry large household items on the railways. While these cannot be accommodated in the passengers' compartment or the brakevan, you can book them in a full wagon to transport them. To transport such items, you have to comply with a minimum weight limit, which is as follows:

- 1.60 quintals per four-wheeled vehicle over broad gauge
- 2.45 quintals per four-wheeled vehicle over metre gauge
- 3.35 quintals per four-wheeled vehicle over narrow gauge

The fee that you will have to pay will be according to the weight you are transporting.

However, assembled charpoys can be carried by passenger trains. To carry a charpoy, you must book it, and it will be carried at the owner's risk. A charpoy will be considered to weigh 40 kg. For example, even if the charpoy weighs 20 kg or 60 kg, it will be treated as if it weighs 40 kgs. You will have to pay a fee to carry a charpoy. This fee will be determined according to the kind of parcel service you are availing, that is, Scale-L, Scale-R, Scale-P, and Scale S. You will not be provided with free allowance for this.

If you carry a charpoy without booking it, you will have to pay a fine based on when it is detected.

- If it is detected during the journey:
 - For the distance you carried the charpoy without being detected: You will have to pay 6 times the normal rate that would have been applicable on the charpoy. The minimum fee will be Rs. 50.
 - For the distance that the charpoy was carried after being detected till the destination station: Once the charpoy has been moved to the brakevan, you will have to pay the normal fee that is applicable on the charpoy. The minimum fee will be Rs. 50.

- If it is detected at the destination station: You will have to pay 6 times the normal rate that would have been applicable on the charpoy. The minimum fee will be Rs. 50.

20. Do I need to inform railway authorities before carrying any object?

You only need to inform railway authorities if you are carrying any of the following objects:-

- (a) Dried blood
- (b) Corpses
- (c) Animal carcasses
- (d) Bones which have not been bleached and cleaned
- (e) Municipal or street sweepings or waste
- (f) Non-chemical manures of any kind, including mycelium
- (g) Rags, but not oily rags
- (h) Any decayed animal or vegetable matter
- (i) Human ashes
- (j) Human skeletons and human body parts

For carrying other objects, no information is necessary.

21. What objects am I not allowed to carry on a train?

You are not allowed to carry the following objects on the train:

1. Offensive articles, such as wet skins, hides, etc. However, you can carry skins of wild animals that are securely packed in air-tight boxes and carried at the owner's risk.
2. Explosives, dangerous and inflammable articles. However, you can carry safety base cinematograph films and safety cartridges as part of personal luggage.
3. Empty gas-cylinders. However, these can be carried in the brakevan.
4. Substances like oil, grease, paint, etc., which, if carried in a package, might damage other articles by contact, breakage or leakage.
5. Any variety of dry grass, dry leaves, and waste paper.
6. Dead poultry and game.
7. Acids and other corrosive substances.

22. Are there any special instructions for certain objects?

Yes, you have to follow special instructions for certain objects as follows:

1. Ghee: Ghee which is over 20 kg must be packed properly and carried in the brakevan. You can carry ghee less than 20 kg with yourself in the passengers' compartment even if it has not been packed properly.

2. Musical instruments: You can carry one musical instrument per passenger in the passengers' compartment. For this, you must get the musical instrument weighed and free allowance will be given to you according to the weight.
3. Television set: You can carry one television set per passenger in the passengers' compartment. For this, you will be provided with free allowance depending on the weight or measurement of the television set, whichever is higher.
4. Children's tricycle: You can carry one tricycle per passenger in the passengers' compartment.
5. Statues: You can carry statues in the passengers' compartment. For this, you will have to pay a fee and you will not be given free allowance. The size of such a packed statue should not exceed 26" × 15" × 12" and its weight should not be more than 50 kg.
6. Personal computer: You can carry a personal computer (tabletop computer/desktop computer) and its associated gadgets (charging cable, mouse etc.) inside the passengers' compartment. However, you will not be provided with free allowance for this, and you cannot claim any loss or damage for it. While you can carry the monitor and CPU separately, the keyboard and the UPS must be carried inside a suitcase. Further, a television set cannot be carried alongside a personal computer.
7. Oxygen cylinder: You can carry an oxygen cylinder and its supporting stand in the passengers' compartment. For this, the patient must be carrying a medical certificate. Free allowance will be available on the oxygen cylinder and the supporting stand.

23. Can I carry necessary medical devices such as a wheelchair or oxygen cylinders on the train?

Yes, you can carry necessary medical devices. For passengers with locomotor disabilities, assistive devices such as children's pushchairs, wheelchairs, hand-operated auto tricycles, motorised tri-wheeler, etc. in the passengers' compartment for free. However, the following conditions must be met:

1. You must present a note by a government doctor stating that the passenger has a locomotor disability and cannot travel without the assistive aid;
2. The assistive aid should be foldable and should be able to be accommodated inside the compartment, else it will have to be carried in the brakevan;
3. The other passengers in the compartment must consent to such carriage.

Further, passengers who require an oxygen cylinder can carry the cylinder and its supporting stand on the train in the passengers' compartment, and you will receive free allowance for this, as mentioned in Question 1. To carry this, you must possess a medical certificate. Please note that you do not necessarily have to be accompanied by a medical attendant or nurse.

Chapter IV: Restricted Activities on Trains & Platforms

1. Are any activities restricted on the railway station or the train?

Yes, some activities are restricted, and can only be done if specific facilities are provided for them:-

- (a) Throwing garbage
- (b) Spitting, urinating, or defecating
- (c) Bathing or washing clothes
- (d) Cooking, or washing utensils or any other objects
- (e) Feeding animal or birds
- (f) Repairing or washing vehicles
- (g) Storing objects

2. Can I put posters or write/draw anything on railway premises?

No, you cannot put posters or write or draw anything on the railway station or the train, unless the authorities have permitted you to do so.

3. Can I be punished for putting up posters or writing/drawing on the railway station or the train without permission?

Yes, you can be punished with a maximum fine of Rs. 500, for putting up posters or writing or drawing anything without permission. You can also be punished if you vandalise railway property in any other manner (for example, if you scratch a wall).

The following persons can collect this fine:

- (a) The Station Master or the Station Manager
- (b) A Commercial Department officer, who at least holds a rank of Ticket Collector
- (c) An Operating Department officer, who at least holds a rank equivalent to Ticket Collector
- (d) Any other official specifically authorised by the Railway Administration

Chapter V: Grievances & Compensation

1. What is the Railway Claims Tribunal?

The Railway Claims Tribunal is a body which decides claims against a railway administration for loss, destruction, damage, deterioration or non-delivery of animals or goods entrusted to it.

It also looks into the refund of fares or freight, and awards compensation for death or injury to passengers resulting from railway accidents.

2. When can I approach the Tribunal?

If you find yourself in any of the following situations, you can approach the Tribunal with a claim against the railway administration:

- If any goods (including animals) which you had entrusted to the railway for carriage are lost, destroyed, damaged, or not delivered.
- If you are unable to get a refund of fare for a passenger ticket or freight.
- If you or any of your family members have died or have been injured as a result of an accident while travelling on a train.

3. What remedy will I get from the Tribunal?

The Tribunal will award you a monetary amount as compensation.

Who can file an application before the Tribunal?

The application has to be filed either by yourself, or through your agent or a lawyer. It must be filed in person or sent by post or email.

4. By when should the application be filed?

The period depends on the nature of your claim as follows:

| S. No | Nature of claim | Period |
|-------|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| 1. | Goods (including animals) which you had entrusted to the railway for carriage are lost, destroyed, damaged, or not delivered | Within 3 years of the date on which the goods were entrusted to the railways |
| 2. | You are entitled to a refund of fare for a passenger ticket or freight | Within 3 years of the date on which the fare or freight was paid to the railways |

- | | | |
|----|-------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| 3. | You or any of your family members have died or have been injured as a result of an accident while travelling on a train | Within 1 year of the occurrence of the accident |
|----|-------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|

5. In case the period for filing the application has elapsed, what can I do?

In case the maximum period for filing the application has elapsed, the Tribunal may still allow you to file the application if you are able to show that you had sufficient cause for not filing the application in time.

6. How many benches does the Tribunal have?

The Tribunal is split into 20 benches situated in the following locations:



You can find the addresses of all the Benches [here](#).

7. How do I know which Bench to approach?

Which Bench you should approach depends on the nature of your claim as follows:

| Sr. No | Nature of claim | Benches | Example |
|--------|------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | Goods (including animals) which you had entrusted to the railway for carriage are lost, destroyed, damaged, or not delivered | <p>The Bench having territorial jurisdiction* over the location where the goods were delivered for carriage, or</p> <p>The Bench having territorial jurisdiction* over the place where the destination station is situated, or</p> <p>The Bench having territorial jurisdiction* over the place where the loss, destruction, or damage occurred.</p> | If you had sent goods from Mumbai to Kolkata, and the goods were damaged near Nagpur, then you can approach either the Kolkata Bench or the Nagpur Bench. |
| 2. | You are entitled to a refund of fare for a passenger ticket or freight | <p>The Bench having territorial jurisdiction* over the location where the fare or freight was paid, or</p> <p>The Bench having territorial jurisdiction* over the place where the destination station is situated.</p> | If you were scheduled to travel from Bengaluru to Delhi, but you paid your fare at Chennai, then you can approach either the Chennai Bench or the Delhi Bench. |
| 3. | You or any of your family members have died or have been injured as a result of an accident while travelling on a train | <p>The Bench having territorial jurisdiction* over the location where the accident occurred, or</p> <p>The Bench having territorial jurisdiction* over the place where you normally reside</p> | If you are a resident of Bhubaneswar travelling from Patna to Jaipur, and you were injured while crossing Lucknow, then you can approach either the Lucknow Bench or the Bhubaneswar Bench. |

*Territorial jurisdiction – to know which Bench has jurisdiction over which territories, refer to Schedule I on page 54 of the document here.

8. What is the procedure for filing an application?

To file an application, follow these steps:

Step 1: Choose the correct form

The form which you have to fill depends on the nature of your claim:

| S. No | Nature of claim | Form |
|-------|------------------------------------------------------------------------------------------------------------------------------|----------|
| 1. | Goods (including animals) which you had entrusted to the railway for carriage are lost, destroyed, damaged, or not delivered | Form I |
| 2. | You are entitled to a refund of fare for a passenger ticket or freight | Form III |
| 3. | You or any of your family members have died or have been injured as a result of an accident while travelling on a train | Form II |

The Forms are available [here](#).

Step 2: Fill in the form

Fill in the application form legibly. The form must be typed with double spacing and printed on good quality paper.

Step 3: Prepare a packet of documents

Prepare a packet with the following documents, attested by a lawyer or a Gazetted Officer of the Central Government or a State Government:

- At least three copies of the form. In case there is more than one respondent, submit extra copies of the application equal to the number of extra respondents. For example, if there are two respondents, submit four copies of the application, if there are three respondents, submit five copies of the application, and so on.
- File-size envelopes on which the address of each respondent is written.
- A copy of the railway receipt or parcel way bill or luggage ticket.
- The original sale invoice (Bijak), if any.
- A copy of the order/letter, if any, of the railway administration deciding the claim.
- A copy of the original certificate issued by the railway administration on the loss, destruction or damage to the goods, at the time of granting open delivery or assessment delivery.

- A copy of a notice issued by you to the railway administration for the loss, damage, destruction or non-delivery of goods or animals. This notice must be served within 6 months of entrusting the goods or animals to the administration.
- Copies of any other documents that you may consider relevant.

Step 4: Determine the fees payable

If your claim is not about injury or death resulting from an accident, then you have to pay a certain fee along with your application. The amount of fees required depends on the value of your claim. The list of values and corresponding fees is available in Schedule II on page 56 of the document [here](#).

Step 5: Submit the Form, the documents, and the fees (if applicable)

The form and the documents should be submitted to the office of the Registrar, the Additional Registrar or the Assistant Registrar of the relevant Bench. You can also send the form along with the documents to the office by registered post or by email. If you have sent the documents via email, then you must also send them via registered post.

9. Can a lawyer appear on my behalf?

Yes, a lawyer can assist you in getting relief from the Tribunal. This means that the lawyer can submit your applications and other documents and also argue your case before the Tribunal.

You can also choose to appear in person without a lawyer.

10. If I am not satisfied with the decision of the Tribunal, what can I do?

If you are not satisfied with the decision of the Tribunal, you can appeal before the High Court. You must keep the following points in mind:

- The appeal can only be against the final order, and not against any interim orders.
- You must file the appeal within 90 days of the date of the final order.
- If the Tribunal passed the final order with the consent of both the parties, then you cannot file an appeal.

11. How do I know which High Court to approach?

The High Court will depend on which Bench of the Tribunal has decided your case. Whichever High Court has jurisdiction over the territory in which that

Bench is located, will be the High Court before which you can file your appeal.

For e.g., if the Jaipur Bench has decided your case, then you can file an appeal before the Rajasthan High Court.



