

भारत सरकार / GOVERNMENT OF INDIA
रेल मंत्रालय / MINISTRY OF RAILWAYS
रेलवे बोर्ड / RAILWAY BOARD

No. 2018/Transf.Cell/Tfc-Comm1/Citizen Charter

Dated: 23.03.2018

**The General Manager
All Indian Railways.**

Sub: Citizen's Charter for Passenger Services

Please find enclosed the Indian Railways "Citizen's Charter for Passenger Services". The enclosed charter has the approval of Board (CRB and MT).

Since Citizen's Charter for Passenger Services defines the rights of rail passengers, due publicity may be given to the same.

Niraj Sahay
23/03/18

(Niraj Sahay)
Executive Director (Traffic)
Transformation Cell

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No.2018/Transf.Cell/Tfc-Comml/Citizen Charter

Dated:23.03.2018


(Niraj Sahay)
Executive Director (Traffic)
Transformation Cell

Citizen's Charter for Passenger Services

Preface

Indian Railways (IR) has the fourth largest rail network in the world. It runs nearly 21000 trains, including 13000 passenger trains that carry more than 23 million passengers per day. Considering such a huge customer interface, provision of Passenger Amenities and convenience in travel is one of the most important objectives of Indian Railways, both in terms of business ethics as well as social obligation.

Improvement, augmentation and maintenance of amenities at Railway Stations and other travel related facilities for ease of passengers on IR is a continuous process. They are also improved on the basis of public feedback from various channels and through continuous and constructive engagement with the users through institutionalized mechanisms such as Railway Consultative Committees at all levels – Ministry, Zones and Divisions.

Vision

As part of its commitment towards making the passenger services more efficient, effective, accountable, responsive, transparent and ethical to its customers, the Citizen's Charter for Passenger Services defines the rights of rail passengers.

Mission Statement

IR shall endeavor to deliver the following services to its passengers:

- safe and dependable train services
- courteous and customer friendly services
- adequate level of passenger amenities in trains and at railway stations
- responsive and effective grievance redressal machinery at various levels for time bound resolution for passenger grievances and complaints
- notify standards for various services, wherever possible
- clean and environment friendly atmosphere in trains and railway stations in cooperation with its customers
- requisite amenities to females, senior citizens and disabled passengers for facilitating their convenience

Ticketing

In matters of ticketing and its sale, IR shall endeavor to provide:

- User friendly options to avail railway tickets for performing rail journey. Presently, railway tickets can be obtained online on IRCTC website, mobile APP – Rail Saathi, Automated Ticket Vending Machines (ATVMs) and across the counter at railway Booking Office, Reservation Office, PRS in Post Office, Jansadharan Ticket Booking Sevak (JTBS) and Yatri Ticket Suvidha Kendra (YTSK).
- Computerized reservation facilities at all stations with a workload of 75 reservation related transactions.

- Alternative modes of payment to the customers like cash, credit/debit cards, net banking, e-wallets, UPI/BHIM etc.
- Opening of adequate number of ticket windows/counters to ensure reduced waiting time.
- Specified working hours to be clearly displayed at the counters.

Booking of Luggage

- Free Allowance for a passenger upto which he/she can carry luggage in the compartment, free of cost. Children aged 5 and below 12 years are allowed half of the free allowance subject to the maximum of 50 kg. The marginal allowance for passengers are indicated in the table below:

Class	Max Limit (Kgs)	Free Allowance (Max Limit)	Marginal Allowance
AC First Class	150	70 kgs.	15 kgs.
AC 2 Tier Sleeper/First Class	100	50 kgs.	10 kgs.
AC 3-Tier Sleeper/AC Chair Car	40	40 kgs.	10 kgs.
Sleeper Class (Exp/Ordinary)	80	40 kgs.	10 kgs.
Second Class (Exp/Ordinary)	70	35 kgs.	10 kgs.

*If luggage exceeds the free allowance, it is charged at normal rates. Above marginal allowance, penalty is charged, as per extant rules.

Refunds

- Provide user friendly option to claim refund of ticket fare by cancellation of tickets within permissible time limit as notified under the refund rules. Presently, tickets can be cancelled across the ticket counters, IRCTC website and through 139.
- As far as possible, for PRS counter tickets, refunds would be made across the counter, provided the ticket is surrendered within the specified time limit. In case ticket is cancelled through 139 or IRCTC, refund amount should be collected on surrendering of the original ticket across the reservation counter within the prescribed time limit.
- For online cancellation of tickets, the refund amount admissible would be credited to the customer's account within 5 working days. For tickets cancelled across the counter, refund amount shall be paid across the counter except in case of tickets booked on credit/debit card using POS machines. The refund amount of tickets in such cases will be a maximum of 7 days.
- In case of failure of air-conditioning system in AC coaches, difference of fare between air-conditioned and non air-conditioned class of travel for the portion travelled without air-conditioning shall be refunded across the counter on the basis of a Certificate obtained from Guard/TTE of the train.

- Station Masters/Managers of certain important stations/reservation offices have special discretionary powers to grant refund on unused tickets where refund is not admissible at the station due to expiry of the time limit prescribed in the rules. The list of stations, where this facility is available, is published in the respective Zonal Railway Timetable.
- For refund of fare under circumstances, other than those specified in Refund Rules like bandh agitation, flood etc., and in cases where the passenger could not reach the reservation counter within the prescribed time limit, Ticket Deposit Receipt (TDR) can be filed within 3 days and passenger shall be allowed to apply to CCM (Refund) for refund of fare. Refund of TDR cases will be made within a maximum of 90 days.

Lost, Torn Or Mutilated Tickets

- No claim for refund shall be entertained by Indian Railways in case of lost or misplaced tickets.
- Refund of fare will be granted in respect of a torn or mutilated ticket if the authenticity is verifiable on the basis of the particulars visible on the face of the ticket.
- If the ticket Lost or Misplaced is confirmed/RAC, the Railways will issue duplicate ticket permit travel on the same reservation within prescribed time limit on payment of charges fixed from time to time and observing other formalities as prescribed.

Concessions

- Different types of concessions to eligible passengers and other relevant passenger information is made available through the Railway Time-Table at Railway Stations and Book Stalls on payment of charges printed on the time-table.

Special Trains

- Railways run special trains on various festive occasions. Information will be given in advance through media for running of special trains on special occasions. These can also be seen on the IRCTC railway ticketing website and CRIS website.

Enquiry and Information

- Information related to train services and related information can be obtained from Railways, time tables (Trains at a Glance and Zonal Railway Time Tables), websites: www.irctc.co.in, www.cris.org and www.indianrail.gov.in. Computerized Interactive Voice Response System on 139 and information displayed at important stations.
- The position of running trains will be updated regularly and announced on the Public Address System at important stations and also made available on telephone for personal enquiries. The current status of train running can also be obtained

through National Train Enquiry System (NTES) through internet and seen online on www.trainenquiry.com.

Catering

- Indian Railways shall provide catering services through mobile and static units.
- Passengers travelling on trains can avail food of their choice through e-catering services by booking their food online on www.irctc.co.in and on phone by calling 1323.
- The Menu and price list for items approved to be sold on train by IR can be seen at IRCTC website (<http://contents.irctc.co.in/en/StandardMenuRates.pdf>)

Cleanliness

- Every effort shall be made to keep railway premises (stations and trains) clean and hygienic in cooperation with the passengers.
- Pay and Use toilets have also been made available at some major stations.
- On board cleaning staff are available on most of the long distance trains to maintain cleanliness on running trains and cleaning of trains is done en-route at nominated stations called "Clean Train Station". Passengers can also avail these services by sending their PNR number on SMS to '58888'.

Passenger Amenities

- At stations, Passenger Amenities are provided as per scale depending upon the defined category of the station.
- Basic facilities like booking arrangements, waiting hall, seating, lighting, drinking water, urinals/toilets, shade/shelter is available at all the regular stations.
- Additional facilities like AC Waiting Hall, Retiring Rooms, Dormitory, Cloak Room, Refreshment Halls, Escalators/Lifts, Wifi etc. are available at bigger stations.
- On board amenities are provided as per the class of accommodation. The rules related to these facilities are available with the TTE/Train Superintendent. Train lighting & fans, cushioned seats/berths and toilets are available in all coaches.
- For any complaint/suggestion regarding onboard amenities, train watering etc. passengers can contact 138 and the same shall be addressed at the earliest.

Bed Rolls

- Bedrolls are supplied free of cost to all passengers travelling in AC First Class, AC-2 Tier and AC-3 Tier. However, in Garib Rath Express, Bedrolls are provided on demand on specified payment per bedroll set.

Medical Assistance on Train

- Guards/Train Superintendents or Pantry Managers are equipped with First Aid Boxes. The frontline staff are also trained to administer First Aid to sick persons. In case of any medical emergency, a passenger can approach Travelling Ticket Examiner/Train Superintendant to arrange for relief through on board facilities or locate a doctor among travelling passengers.

Cloak Rooms and Safety Lockers

- Cloak Rooms and Safety Lockers are available at major stations where luggage of bona fide passengers can be kept in safe custody. However, only locked luggage will be accepted in the cloak rooms which can be kept for a maximum period of one month on payment of specified charges.

Waiting Room and retiring Room at Stations

- Waiting Rooms are available at major stations for use by genuine passengers. These can be used free of cost on production of your journey tickets for a few hours till the connecting train arrives. A bona fide passenger can stay in the AC or Non AC Retiring Rooms or Dormitories, available at important stations. This transit accommodation can be availed by passengers holding valid tickets on payment of prescribed charges. At present, online booking of Retiring Rooms through IRCTC website is commissioned at about 497 railway stations so far for seeking advance booking on payment of prescribed charges.

Public Grievance Redressal

- Railway Administration would ordinarily reply to the complaint within 90 days, where detailed enquiries are not required to be made and within 120 days, in case of complaints where detailed enquiries are warranted.
- Railways offers passengers different medium for redressal of grievances and sharing their experience which include CPGRAMs Portal (<https://pgportal.gov.in> or at Indian Railways website: www.coms.indianrailways.com), Complaints & Suggestion Books available with Ticket checking staff on trains and with Station Master/Manager at stations, Dedicated phone numbers like 138, social media platforms like Facebook ([ministryofrailways-india](https://www.facebook.com/ministryofrailways-india)) and Twitter (@railminindia).
- A passenger can also record his/her grievances in the Complaint Book kept with Town Booking Offices, Reservation Offices, Refreshment Rooms and Manager of the Pantry Cars for specific complaints.

Theft of Luggage

- A Prescribed FIR Form is available with TTEs/Guards or GRP escort. After filling it up, the Form may be handed over to one of the officials viz., TTE, Guard or GRP escort for registration of the report at the next Police Station.

Security Helpline

- An All India Security Helpline 182 is available through Security Control Rooms of RPF to provide round the clock security related assistance to passengers. Another Security Helpline 1800-111-322 is also provided from Railway Board/New Delhi to render security related assistance to passengers.

Facilities Provided to Female Passengers, Sr. Citizens and Persons with disabilities

- Details of facilities provided to female passengers, Sr. Citizens and Persons with Disabilities are available on Indian Railways official website (http://www.indianrailways.gov.in/railwayboard/view_section.jsp?lang=0&id=0,1,304,366,555,737)

Co-Operation from Passengers

- Co-operation of general public is sought to maintain cleanliness, avoid unnecessary chain pulling, maintain cordial relations with fellow passengers and railway staff coming in their contact, abstain from carrying inflammable items and discourage touts.

23 March 2018