

- 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 almost Mail/Express trains.
- 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.
- In case there are not enough eligible confirmed passengers who have opted for upgradation, RAC/Waiting list passengers can be upgraded irrespective of the choice given by them.
- 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.

- With a view to provide confirmed accommodation to waitlisted passengers and also to ensure optimal utilisation of available accommodation, Alternate Train Accommodation Scheme (ATAS) known as 'VIKALP' has been introduced in all Mail/Express trains. In this Scheme wait listed passenger has to give an option at the time of booking of ticket. Broad features of the scheme are as under:-
- The passengers can exercise the option for getting shifted to a train upto 72 hours of scheduled departure of original train in which waitlisted ticket was booked.
- All the passengers booked under the scheme are given an option for getting alternate accommodation irrespective of the fact whether the boarding/ destination station of the passenger are originating/ terminating/roadside station.
- No extra charges are taken from passenger or any refund is provided for difference of fare.
- Only those VIKALP opted passengers who remain fully Waitlisted after charting are considered for allotment in the alternate train.
- Either all passengers of a PNR or none is transferred to alternate train in same class. The passenger can be considered for shifting to a train leaving from any station amongst the cluster of stations defined by Railways based on the convenience of the passengers to a station serving the destination station on the same analogy.
- Waitlisted passengers of original train are not allowed to board the original train if allotted alternate accommodation.
- Passengers once provided alternate accommodation in alternate train are treated as normal passengers in alternate train and are eligible for up gradation.
- When a VIKALP opted passenger opts to cancel, after he/she has been given an alternate accommodation, he/she is treated as a CONFIRMED passenger and the cancellation rules will apply accordingly.
- No refund for difference of fare between the original train and the alternate train, including Tatkal charges, if any, is given to re-allocated passengers or realisted from them.
- Once a VIKALP passenger has been allotted alternate accommodation, journey modification is not permitted.
- When a passenger who has been allotted alternate accommodation has not performed his journey in the alternate train, he can claim for refunds by filing a TDR request.

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- 1 The Passenger Name Record (PNR) Number printed on your ticket is a unique Name 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. 1A-First AC; EA-Anubhuti; EV-Vistadome (AC); **VS-Vistadome (non-AC)**; AC-2Tier AC Sleeper; 3A-3TierAC; 3E-AC 3Tier Economy; Garib Rath AC-3Tier (3A), EC- Executive Class; CC- AC Chair Car; Garib Rath Chair Car (CC) FC-First Class; SL- Sleeper Class; II-2S Second Class.
- 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 shall be informed through SMS.
- 6 Indicates your waitlist 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 check the status of your ticket online/through 139 or across enquiry counter at Railway stations before boarding the train.  
  
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.