

granted on the tickets booked under Tatkal scheme under certain circumstances like non-attachment of coach, cancellation of train, as explained below:-

- 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 passenger is not willing to travel.
 - iii. If the train is to run on diverted route and boarding station or the destination 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.
- i. 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 Tatkal Charges (in ₹)	Maximum Tatkal Charges (in ₹)
Reserved Second Sitting (2S)	10	15
Sleeper	90	175
AC Chair Car	100	200
AC-3 tier	250	350
AC-2 tier	300	400
Executive	300	400

- j. Tatkal tickets are issued for actual distance of travel, subject to the distance restriction applicable to the train.
- k. Agents / RTSAs have been restricted from the booking Tatkal tickets at the counters between 1000 hours and 1200 hours. This restriction is enforced through frequent inspection at the counters. The agents both web service agents and web agents have also been restricted from booking Tatkal tickets on the internet between 1000 hours and 1200 hours.
- l. It is possible to book a maximum of only four passengers per PNR for Tatkal tickets.
- m. The web services agents of IRCTC have been permitted to book only one Tatkal ticket per train per day on the internet.

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.