

**Government of India (Bharat Sarkar)**  
**Ministry Of Railways (Rail Mantralaya)**  
**Rail Bhawan**

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No2005/TG-I/20/P/Upgradation

New Delhi, Dated: 23/01/2006

The Chief Commercial Managers,  
Central Railway, Mumbai.  
Northern Railway, New Delhi.  
Western Railway, Mumbai.

**(Commercial Circular No.8 of 2006)**

**Sub: Scheme for upgradation of waiting List Passengers.**

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With a view to optimize the utilization of available accommodation in train, a scheme to upgrade full fare paying waiting list passengers to the next higher class against the available vacant accommodation, has been prepared. A copy of the scheme is enclosed. It has been decided to implement this scheme initially on the following two pairs of trains on an experimental basis: -

- i) 2951/2952 Mumbai Central-New Delhi Rajdhani Express
- ii) 2953/2954 Mumbai Central-H.Nizammudin August Kranti Express.

The scheme will be made effective for trains departing from 26/01/2006 onwards from New Delhi, H.Nizammudin and Mumbai Central Stations. Necessary action may kindly be taken to send intimation to all concerned. Wide publicity may be given through all possible means to educate the passengers about this scheme.

U. Hazarika

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Director Passenger Marketing  
Railway Board.

Copy to:

- 1) MD/CRIS, Chanakyapuri, New Delhi.
- 2) CCMs, all Zonal railways except CR, NR and WR.
- 3) CCM/PMs and CCM/PSs, all zonal railways.
- 4) EDV (T), EDFC, OSD/TC, V (SS), TG-V branches of Railway Board.
- 5) Director/PRS, CRIS Chanakayapuri, New Delhi.

- 6) Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- 7) The Principals, Zonal Training Centers, Central Railway/Bhusaval, Eastern Railway Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF Railway, Alipurduar, Southern Railway, Trichy, SE Railway, Sini, Western Railway, Udaipur.
- 8) General Secretary, national Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- 9) General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- 10) Secretary General, Federation of Railway Officers Association (FROA), Room No.365-A, Rail Bhawan, New Delhi.
- 11) Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
- 12) Secretary General, All India RPF Association, Room No.549, Rail Bhawan, New Delhi.

## Scheme For Upgradation Of Passengers

### **Important features of the Scheme**

1. The scheme will initially be applicable on a few selected trains with reserved sleeping accommodation as a pilot project. This scheme will not be offered in trains with only sitting accommodation (2S, CC and EC Classes).
2. The scheme will be applicable only to the passengers who have booked their tickets on full fare. Concessional ticket/free pass holders will not be upgraded. Concessional Tickets include senior citizens traveling on concession.
3. Upgradation will not be done for Block booking transactions.
4. This upgradation will be automatically done by PRS at the time of charting. The Train Conductors/Ticket Examiners will have no authority to upgrade any passenger under this scheme on the train. However, the present system of upgradation on collection of full fare difference by booking, reservation or checking staff will continue as usual.
5. The software to be developed by CRIS should provide for the option of charging additional amount or otherwise for the upgradation.
6. If a passenger, who has been upgraded, cancels his ticket, cancellation charges of the original class only will be payable.
7. Upgradation of passengers will be done in one class above only and will be as per the following sequence :

Booked Class	Upgraded Class
Sleeper to	3AC/FC
3AC to	2AC
2AC to	1AC

8. Upgradation of the passengers from the lower class to the higher class will be done after allotment of berths of all quotas (HO, FT, DF, PH ....) has been done. After all allotment if any of these quota berths remain vacant then these shall be released and RAC and waitlisted passengers of the same class will be adjusted against these vacant berths. If there are berths still vacant after this process then all of these vacant berths except number of berths as mentioned under item 12 below, will be utilized for upgradation of passengers.
9. Upgradations will be done only to the extent of clearance of the combined waiting list of all classes, e.g., if there are 80 vacant berths in 1AC, 2AC & 3AC and the total waiting list of all classes is only 30, then the total number of upgradations will be linked to the clearance of waiting list only. This is being done in order to ensure that, as a result of the upgradation, only waitlisted passengers are provided confirmed seats. The remaining vacant berths will

be transferred for booking on the current counters as per the existing practice. Thus, if there is no waiting list on a train, no upgradation will take place.

1 The upgradation will be done at the originating point and at all intermediate chart preparing points. During Phase – I, it will be done for source location i.e. originating point only.

11. Upgradation will be done only for confirmed (after RAC/WL management) passengers of General and Tatkal quotas

12. Total no. of berths to be kept vacant for current booking in each train will be as follows:-

*at originating station only*

1-AC : (a) only 1 berth in case of Composite 1A + 2A Coach.

(b) only 2 berths in case of Full 1- AC Coach.

2-AC : (a) only 2 berths in case of only Composite AC I + AC II Coach.

(b) only 4 berths in case of Full AC II Coach.

3-AC : only 4 berths.

13. The passengers will be selected randomly by the PRS System as follows:-


- i). One PNR from the list of general passengers confirmed after RAC /WL management in charting.
- ii). Next PNR will be randomly selected from the confirmed PNRs booked under the Tatkal scheme.
- iii). The above process of alternately selecting from the General Confirmed list and Tatkal Confirmed List would continue till all eligible vacant seats are filled by upgradation of passengers or till all the Wait-listed passengers have been confirmed.
- iv). (iv)The Remote Location passengers confirmed against source berths will not be upgraded.
- v). (v)The berths of confirmed passengers, who have been upgraded to the higher class, will be allotted to the RAC/WL passengers of that class. If, there are still some berths vacant then these vacant berths will be allotted to the Confirmed passengers of the next lower class.
- vi). All passengers in one PNR (maximum 6) will be upgraded together or none of them will be upgraded in case enough berths are not available to upgrade all of them in the same coach.
- vii). Passengers will be upgraded without asking for their choice e.g. SL to AC/FC coach, Cabin Berth to Side Berth, Lower Berth to Upper Berth, Cabin Level Compact Accommodation to Coach Level Compact Accommodation. However, if any passenger exercises 'No' option for upgradation in the requisition form at the time of booking, his/her PNR will not be considered by the PRS for upgradation. Requisition forms will be suitably amended to opt out of upgradation scheme.
- viii). Party consisting of both full fare paying and concessional passengers will not be upgraded to avoid splitting.

13.1 Original PNR of upgraded passengers will remain unchanged and all information from PRS, IVRS, etc will be provided when enquiry is made with the original PNR.

14. There would be changes in the coach number and berth numbers of passengers, who had earlier been allotted confirmed seat, if they are upgraded. Wide publicity of the Scheme will be required to be done to ensure that all passengers get into the habit of checking their final coach numbers and berth numbers before occupying the berths.

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15. The chart of the original class of passenger will have indication at the bottom of the chart giving original berth nos. which have been upgraded.
16. The final charts of the upgraded class will include the names of upgraded passengers against their allotted upgraded coach and berth number and will have an indication denoting their upgraded status.
17. There would be a separate sheet also -- on the lines of the Waiting-list chart - giving old status and new status for the upgraded passengers.
18. Upgradation of passengers will not be done for the Train in which there is coach replaced or damaged at the time of charting.
17. Some likely scenarios are given in Annexure.



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**Scheme for Upgradation of Passengers – Some Sample Scenarios**

**Scenarios I: Number of waitlisted passenger in SL class is EQUAL to number of vacant berths in higher classes (IA, IIA, IIIA)**

Consider an example, where number of waitlisted passengers are 25 and berths available in each higher class after setting apart the no. of berths for current booking as indicated in para 12 are as follows:

IA	5
IIA	0
IIIA	20
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TOTAL VACANT BERTHS	25

In this case the the upgradation of confirmed passengers will be as follows

- 5 berths of IA are vacant, so 5 CNF psqn of IIA will be shifted to IA, that makes 5 berth of IIA available
- 5 berths of IIA are vacant now, so 5 CNF psqn of IIIA will be shifted to IIA, that makes 25 berth of IIIA available
- 25 berths of IIIA are vacant, so 25 CNF psqn of SL will be shifted to IIIA, that makes 25 berth/RAC of SL class available

From upgradation of passengers to upper class required berths are made available to all the waitlisted passengers of the SL class, which will get the CNF/RAC berths in SL class.

**Scenario II: Number of waitlisted passenger in SL class is GREATER than the number of vacant berths in higher classes (IA, IIA, IIIA)**

Consider an example, where number of waitlisted passengers are 30 and berths available in each higher class after setting apart the no. of berths for current booking as indicated in para 12 are as follows:

IA	0
IIA	8
IIIA	14
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<b>TOTAL VACANT BERTHS</b>	<b>22</b>

In this case the the upgradation of confirmed passengers will be as follows

- No berths are vacant in IA class, so no passengers will be upgraded from IIA to IA
- 8 berths of IIA are vacant, so 8 CNF psqn of IIIA will be shifted to IIA, that makes 22 berth of IIIA available
- 22 berths of IIIA are vacant, so 22 CNF psqn of SL will be shifted to IIIA, that makes 22 berth/RAC of SL class available

From upgradation of passengers to upper class, 22 berths are made available in the SL class, which will be allotted to 22 W/L passengers. 8 passengers will still remain in W/L status.

**Scenario III: Number of waitlisted passenger in SL class is LESS than the number of vacant berths in higher classes (IA, IIA, IIIA)**

Consider a example, where number of waitlisted passengers are 22 and berths available in each higher class after setting apart the no. of berths for current booking as indicated in para 12 are as follows:

IA	3
IIA	9
IIIA	16
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<b>TOTAL VACANT BERTHS</b>	<b>28</b>

In this case the the upgradation of confirmed passengers will be as follows

- 6CNF psqn of IIIA will be shifted to IIA, that makes 22 berths of IIIA available .
- 22 berths of IIIA are vacant, so 22 CNF psqn of SL will be shifted to IIIA,
- 3 berths in 1st AC and 3 berths in 2AC will remain vacant .

From upgradation of passengers to upper class, 28 berths are made available in the SL class. Since there are 22 passengers waitlisted, so all the 22 psqn will be provided CNF berths of the SL class. 6 berths of SL class will remain vacant.