



Advance Reservation



To help you plan your journey well in advance, Indian Railways offer you the facility of Advance Reservation. About 97% of the advance reservation centres are computerised, making it possible for you to book your ticket from anywhere to anywhere. Given below are the answers to your questions on advance reservation, changes in travel plans, booking of special trains/carriages, etc.



Can I book a ticket from Nagpur to Bangalore at Howrah?

Yes, you can. In fact, you can book your ticket for any train on the Indian Railways network, from any originating station to any destination* at any of the **3358 Computerised Reservation Centres**, across the country. With the network of New Delhi, Mumbai, Kolkata, Secunderabad and Chennai Passenger Reservation Systems, you can now book your onward and return journey tickets from any Computerised Reservation Centre nearest to you - not just from major railway stations. This networking makes reservation of tickets faster and simpler.

Reserved tickets can also be obtained by accessing the website www.irctc.co.in. Payments can be made directly through the website. Please follow the instructions posted on the website and Advance reservation through internet on **Page 323**.

*Reservations can be made subject to distance restrictions and availability of quotas

How many days in advance can I reserve my ticket?

You can reserve your ticket 120 days in advance, excluding the date of journey at the train originating station. At intermediate stations where the train arrives the following day, reservation can be done 121 days in advance. In the case of some intercity day express trains, the advance reservation period is less. Special Trains are planned by Railways where ARP varies from 10 to 60 days. Such Trains may have a higher fare than normal Trains



How do I know the reservation status of my ticket?

The reservation status will be clearly indicated in your ticket. If your ticket is confirmed, your coach and berth numbers will be mentioned on your ticket in all classes other than First Class and AC First Class. For these, the word "Confirmed", will be printed alongside the class of travel. If your ticket is in RAC (Reservation Against Cancellation) / Waitlisted status, the same will be mentioned on the ticket. **Note:** Passengers are requested to kindly note that while every effort will be made to ensure a comfortable, hassle-free journey, Indian Railways are not liable to compensate a passenger due to non-provision of reserved accommodation or for any losses suffered due to late running of trains and other such unintended eventualities which are not wilful or deliberately perpetrated.

Can I board the train with an RAC?

You can board the train with an RAC ticket. You will be provided with sitting accommodation initially and allotted a berth (in case of passengers not turning up) in the train.

Can I board the reserved coach with Waitlisted Ticket.

Waitlisted ticket passenger are not permitted to board the reserved coaches if there ticket is not confirmed at the time of preparation of chart, since no berth/seat has been reserved for his use in these coaches. Such passengers, if found in the reserved coach unauthorisedly, are detained at the next stoppage of train, if no vacant berth is available, (due to non turn up of passengers) to accommodate him. As per Section 155 of Railways Act, if any of passenger, enters a compartment wherein no berth/seat has been reserved for his use or unauthorisedly occupy a berth/seat reserved for the use of another passengers, refuse to leave, he/she shall be removed from the berth/seat/compartment and be punishable with fine which may extend to five hundred rupees.

How can I board a train in the reserved coach if I am not able to get a waitlisted ticket?

Yes. If you don't have any ticket, you may approach the Train Superintendent/ TTE after purchasing an unreserved ticket from the booking office as specified in the following table. The TTE will allot the accommodation, subject to availability.

Category of Train	Class of Travel	Min. Class of Ticket required for boarding the train at originating and intermediate Stations
i) Rajdhani/Shatabdi	IA, FC, 2A, 3A, ACC	1st Class Ordinary
ii) Jan Shatabdi	ACC 2S	1st Class Ordinary 2nd Mail/Express
iii) Mail/Express	FC, IA, 2A, 3A, CC, SL, 2S	1st Class Ordinary 2nd Mail/Express
iv) Garib Rath Express	3A, CC	2nd Mail/Express
v) Double Decker	Executive Class AC Chair Car	1st Class Ordinary AC Chair Car ticket through UTS

However, in case you have a second class ticket and could not get reservation in sleeper class and desire to travel in any upper class, you may approach the on-board ticket checking staff, who can upgrade your ticket accordingly subject to availability of accommodation except in Rajdhani/Shatabdi Express trains.

How do I find out the current status of my unconfirmed ticket?

You can contact the Reservation Enquiry Counters at your nearest Computerised Reservation Centre or call the Interactive Voice Response System, available at major stations. Remember to always quote the 10 digit PNR Number indicated on the upper left hand corner of your ticket, to find out the current status.

The current status of your ticket can also be obtained from the Indian Railways Passenger Information **Website: www.indianrailways.gov.in**. This site also provides real-time information relating to availability of seats (and berths in a train even between a pair of stations), timetable and train fares etc. For general information on Indian Railways, passengers can access the Indian Railways **website : www.indianrailways.gov.in**

Indian Railways provide telephonic enquiry services through a universal number "139" which is accessible from any where in the country without dialing any STD code. This number can be accessed from any type of phone (mobile, landline, WLL etc). Information with regard to arrival/ departure/running position of trains, accommodation availability, current status of ticket, fare enquiry etc. are disseminated through this number. After getting connected to "139", the information with regard to arrival/ departure of a train at a particular station can be obtained by dialing the train no. and STD code of that station.

Facility of Enquiry by sending SMS on 139

The current status of the ticket, status of arrival/departure of train, availability of train accommodation, fare enquiry, etc. can also be obtained by sending SMS to 139. For details kindly visit website www.irctc.co.in

Am I required to carry proof of identity during journey in Reserved Classes?

Any one of the passengers/ the passenger booked on the tickets issued from Computerised Passenger Reservation System (PRS) and internet (I-ticket), undertaking journey in reserved classes, have to carry anyone of the ten prescribed proof of identity (in original) during the journey and produce the same as and when required failing which all the passengers booked on that ticket will be treated as without ticket and charged accordingly.

The list of valid proofs of identity are as under:

- i. Voter Photo Identity Card issued by Election Commission of India.
- ii. Passport.
- iii. PAN Card issued by Income Tax Department.
- iv. Driving Licence issued by RTO.
- v. Photo Identity Card having serial number issued by Central/ State Government.
- vi. Student Identity Card with photograph issued by recognized School/ College for their Students.
- vii. Nationalised Bank Passbook with photograph.
- viii. Credit Cards issued by Banks with laminated photograph. and
- ix. Unique identification Card "Aadhar".
- x. Photo identity cards having serial number issued by Public Sector Undertakings of State/Central Government, District Administrations, Municipal bodies and Panchayat Administrations.
- xi. In case of reserved tickets booked through computerised Passenger Reservation System (PRS) counters, for undertaking journey in Sleeper (SL) & Second Reserved Sitting (2S) classes, attested photocopy of Ration Card with photographs and Nationalized Bank Passbook with photograph are also accepted.

Note: The above said provision is not applicable to Tatkal ticket which is governed by separate instructions.

Tatkal Scheme

With a view to provide reservation to those passengers who have to undertake journey at short notice and to save such passengers from the clutches of unscrupulous elements/touts, Tatkal Reservation Scheme was initially introduced in December, 1997. Initially this scheme was available only in around 110 trains and mainly in Sleeper Class. At that time an extra coach was to be attached for this purpose. This scheme was thoroughly revised in August 2004 and some modifications were made from time to time. The salient features of this scheme as on date are as under:-

- a. Tatkal booking for AC classes opens at 1000 hours on the previous day of journey excluding date of journey from the train originating station. For non-AC classes, Tatkal booking starts at 1100 hours on the previous day of journey excluding date of journey from the train originating station. For example, if train is to depart from the originating station on the second of the month, the Tatkal quota for that particular train shall open at 1000/1100 hours on the first of the month.
- b. The reservation under this scheme is available only upto the time of preparation of charts. At the time of preparation of charts, the vacant Tatkal accommodation is released to the RAC/waitlisted

- c. passengers and no Tatkal charges are realised from such passengers.
- c. The facility of change of name is not permitted on the bookings made under Tatkal scheme.
- d. No duplicate Tatkal tickets are issued. Duplicate Tatkal tickets are issued only in exceptional cases on payment of full fare including Tatkal charges.
- e. The reservation under this scheme can be sought by **full fare paying passengers only and no passenger holding concessional ticket** is allowed to avail reservation under this scheme.
- f. In case of tickets booked under Tatkal scheme, during the journey, one of the passengers booked on that ticket is required to produce any one of the prescribed proof of identity mentioned below (in original), failing which all the passengers booked on that ticket are considered as travelling without ticket and charged accordingly:-
 - i. Voter Photo Identity Card issued by Election Commission of India.
 - ii. Passport
 - iii. PAN Card issued by Income Tax Department
 - iv. Driving Licence issued by RTO
 - v. Photo Identity Card issued by Central /State Government
 - vi. Student Identity Card with photograph issued by recognized School/ College for their students
 - vii. Nationalised Bank Passbook with photograph and
 - viii. Credit Cards issued by Banks with laminated photograph.
 - ix. Unique Identification Card "Aadhar".
 - x. Photo identity cards having serial number issued by Public Sector Undertakings of State/Central Government, District Administrations, Municipal bodies and Panchayat Administrations.
- g. Keeping in view the short Advance Reservation Period and with a view to make this scheme economically unviable for unscrupulous elements/touts, refund rules of the scheme have been made stringent in which no refund is granted on the confirmed Tatkal tickets. However, full refund of fare and Tatkal charges is 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.
- h. 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 ₹)	Minimum Distance for charge (in Km)
Reserved Second Sitting (2S)	10	15	100
Sleeper	100	200	500
AC Chair Car	125	225	250
AC-3 tier	300	400	500
AC-2 tier	400	500	500
Executive	400	500	250

Can I book my tickets on a Credit Card?

Yes. For your convenience, Indian Railways have exclusive counters where you can reserve your ticket through credit cards. This facility is presently available only at important Computerised Reservation Centres. An additional service charge of Rs. 30/- is levied when you reserve your tickets on a credit card.

Can I book my tickets through Mobile Phone?

Yes. You can book reserved tickets through mobile phones. The procedure for booking is similar to that of booking tickets through Internet. For details, please visit www.irctc.co.in

Can I book my tickets through Travel Agents?

Yes, you can approach authorised Agents, who will book your tickets on payment of prescribed charges. No separate reservation quotas have been assigned to these agents.

Can I book meals through E-catering?

Yes, E-catering service has been started by Indian Railway Catering and Tourism Corporation (IRCTC) at all 408 A1 & A Category Stations and trains without pantry where passengers can book preferred meal of reputed brands through e-catering website as well as through phone and SMS. The website address is www.ecatering.irctc.co.in and phone numbers are 1800-1034-139 (Toll-free), 0120-4383892-99 (Toll) and SMS MEAL to 139. Further, a four digit all Indian Toll free no.1323 is operational along with a Mobile APP launched for this service. The list of the trains in which e-catering facility is available are shown in the above website.

Are there any special facilities provided by Indian Railways for foreign tourists?

Yes. Foreign tourists who wish to experience Indian by train, can enjoy the special facilities earmarked for them. These are explained below in greater detail:

Special Quota: Several important trains have a special quota for foreign tourists. This can be availed on payment of US Dollars or Pound Sterling. Tourists without foreign currency, will be allotted the special quota on production of the exchange certificates issued by an nationalised bank. At the time of reservation, the passport number and the country of origin should be mentioned.

Assistance Cells: Major Reservation Centres have special Cells to help foreign tourists plan their itinerary, reserve their tickets and render any assistance required.

The International Tourist Bureau situated on the first floor of New Delhi Railway Station provides personalised service and assistance to foreign tourists and NRIs regarding reservations, itinerary planning and other enquiries. This Bureau is manned by trained staff and tourist guides, fluent in foreign languages. For any assistance, please contact: **The Manager**, International Tourist Bureau, I Floor, New Delhi Railway Station, New

Delhi-110 001. Tel : 011-23405156, 23346804. Fax : 011-23343050.

Indrail Pass: This travel-as-you-please ticket has been created especially for foreign tourists and Indian nationals residing abroad. This ticket is available for a specified time period from 1/2 day to 90 days. Indrail Passes should be used within one year of issue. Validity period starts from the date of the first train journey and ends on the midnight of the last journey.

During the period of validity, foreign tourists can travel from anywhere to anywhere on the Indian Railways network without route or train restrictions and without payment of any additional charges.

What is the cost of the Indrail Pass?

The cost of the Indrail Pass varies with the class of travel and the validity period. For your convenience, the details are given as follows:

Period of Validity & Fare Structure (Fares in U.S. Dollars)

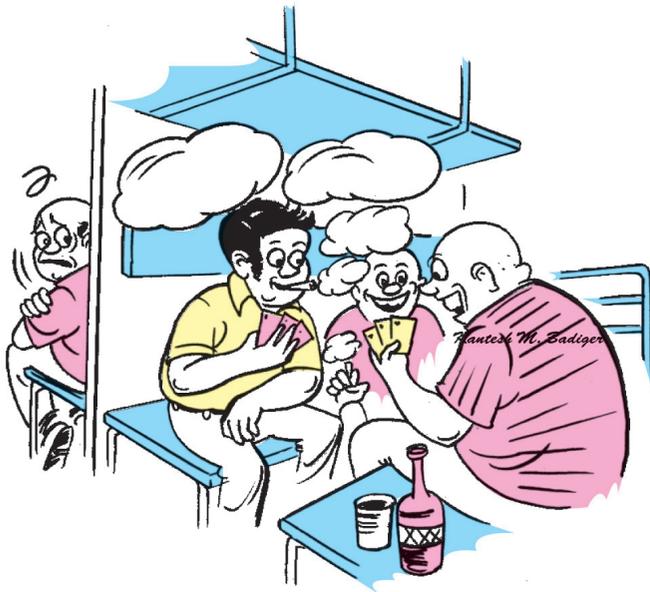
Period of Validity	A.C. First Class		First Class/ AC-2 Tire/ AC-3 Tier/AC Chair Car		Sleeper Class Second Class (Non-AC)	
	Adult	Child	Adult	Child	Adult	Child
1/2 day*	57	29	26	13	11	6
1 day*	95	47	43	22	19	10
2 days*	160	80	70	35	30	15
4 days*	220	110	110	55	50	25
7 days	270	135	135	68	80	40
15 days	370	185	185	95	90	45
21 days	396	198	198	99	100	50
30 days	495	248	248	126	125	65
60 days	800	400	400	200	185	95
90 days	1060	530	530	265	235	120

* For sale only by General Sales Agents. Please note: Fares are subject to revision.

Indrail Passes are also sold through General Sales Agents in Bahrain, Bangladesh, Finland, Germany, Kuwait, Malaysia, Nepal, Oman, South Africa, Sri Lanka, Thailand, the DAE and the UK.

Where are Indrail Passes available?

In India, Indrail Passes are available for sale in Railway Reservation Offices at: Ahmedabad, Aurangabad, Bangalore, Howrah, Chennai, Gorakhpur, Hyderabad, Jaipur, Mumbai, New Delhi, Pune, Secunderabad, Thiruvananthapuram Central, Vadodara, Varanasi and Vasco-da-Gama. Certain recognised Travel Agents are also authorised to sell these Passes in Delhi, Mumbai, Kolkata and Chennai.



Be considerate towards your fellow-passengers. Avoid smoking, gambling or creating noisy scenes in your compartment. Let your travel be a pleasure for others too, not only for yourself.

Change in travel plans? Let's answer your questions...

Can I prepare or postpone my reservation?

The date of journey on Confirmed/RAC/waitlisted tickets can be preponed or postponed in the same/higher class or for the same destination on payment of prescribed charges. This facility can be availed only once, irrespective of whether the accommodation available is reserved or RAC or Waitlisted.

If you want to prepone or postpone the date of your journey, you should surrender your tickets during working hours of reservation office atleast forty eight hours before the scheduled departure of the train in which originally booked subject to restriction during 1st hour of advance reservation period opening if any.

Can I change the boarding station?

Yes, you can. All you have to do is submit a written request to the Station Manager of the original boarding station or contact any Computerised Reservation Centre, at least 24 hours before the departure of the train. However, no refund is permissible for the unused portion of the journey. The change of station once made will be final i.e. in case a passenger has changed the boarding point, he/she will loose all rights to board the train from the original boarding point. If found travelling without any proper authority to travel, he/she will have to pay fare with penalty between original

boarding point to changed boarding point.

Can I break my Journey at any Intermediate station?

If you hold a journey ticket for more than **500 kms**, you can break your journey once for two days at any station enroute. This facility can be availed only after travelling 500 kms from the starting station. If your ticket is for more than **1000 kms**, you will be allowed to break your journey twice.

The day of arrival and departure must be excluded while calculating the number of eligible days for break of journey. And remember to get your ticket endorsed by the **Station Manager/Ticket Collector** at the station where you intend to break your journey.

Note:

This facility is not **available** to passenger travelling by **Rajdhani/ Shatabdi/Jan Shatabdi** Express trains.

This facility is **not permitted** short of the station up to which reservation has been done.

Intention to break journey is to be advised at the time of original booking and not after **obtaining reservation**.

Can I extend my Journey beyond the original destination?

Yes, Indian Railways allow extension of journey. This can be done by approaching the ticket checking staff either before reaching your destination or after completion of booked journey. The fare for the extended portion of the journey will be collected without the benefit of telescopic rates.

Can I upgrade my ticket to a higher class enroute?

Your reserved ticket for a lower class can be upgraded to a higher class for the same train and date, subject to availability of accommodation. The upgrading of accommodation can be done only once on collection of fresh reservation charges and the fare difference. This can also be done during the journey by approaching the Travelling Ticket Examiner.

Can my confirmed ticket be transferred to somebody else?

If you are holding a confirmed ticket and are unable to travel, your ticket can be transferred to your family members viz, father, mother, brother, sister, son, daughter, husband or wife. To transfer your ticket, you must submit your request atleast 24 hours in advance of the scheduled departure of the train.

Tickets can also be transferred:

To another Government Servant travelling on duty, atleast 24 hours in advance of the scheduled departure of the train.

To other students of recognised Educational Institution when the Principal/Head makes a request atleast 48 hours in advance of the scheduled departure of the train.

To other members of the marriage party, if the head of such a party makes a request atleast 48 hours in advance of the scheduled departure of the train. To other cadets of NCC, if the head of the group makes a request **atleast 24 hours** in advance of the scheduled departure of the train. Such changes can be made only once - if the request does not exceed 10% of the total number of group members.

Circular Journey Tickets. Reserving special carriages. Booking a train... Let's help you out.

What are Circular Journey Tickets ?

If you wish to go on a pilgrimage or sightseeing trip to many destinations, Indian Railways provide the facility of booking Circular Journey Tickets. These tickets offer you unique travel flexibility, as they are issued for all journeys (other than regular routes) which begin and end at the same station. Circular Journey Tickets can be purchased for all classes of travel. A maximum of **eight** break of journeys will be admissible on these tickets. Endorsements for break journeys are not needed.

Standard Circular Journey Tickets are also offered by Zonal Railways. These cover popular destinations for the convenience of tourists. The details of route, fare etc., for these tickets can be obtained from nominated stations in each Zonal Railway. You can purchase these tickets if any one of the standard routes suits your convenience. Otherwise you can inform the Zonal Railways about your itinerary and Circular Journey Tickets can be drawn up to suit your requirements.

What are the advantages of booking a Circular Journey Ticket?

Circular Journey Tickets give you the benefit of **telescopic rates**, which are considerably lower than regular point-to-point fare. These rates are calculated on Mail/Express Fares.

With these tickets, you not only save time but also the inconvenience of booking tickets for each leg of the journey.

What is the booking procedure for Circular journey Tickets?

Once your itinerary is finalised, you can approach the **Divisional Commercial Managers** of the Division or Station Managers of certain major stations to which the journey commencing station belongs.

The Divisional Commercial Manager or the station authorities will then calculate the cost of the tickets based on your itinerary. He will also inform the **Station Manager** concerned of the same, in the prescribed format. You can purchase Circular Journey Tickets by presenting this form at the Booking Office of the station from where you propose to start your journey. After purchasing the Circular Journey Ticket, you must approach the **Reservation Office** to reserve your accommodation for various laps of your journey. You will then be issued reserved tickets for the journey.

Reserving Special Carriages: Tell me about Tourist Cars and Reserved Carriages...

For large groups travelling together, Indian Railways provide exclusive coaches that can be attached to regular trains* according to your programme. Besides the convenience of travelling according to your own itinerary, you can also enjoy total privacy and comfort.

These Tourist Cars are available in Second Class, Sleeper Class, First Class and Air-conditioned First Class with facilities for cooking. The upper class coaches have amenities such as linen, bathroom, sitting cum dining room, attendants compartment, etc.

*Special coaches cannot be attached to certain trains due to operational restrictions.

How do I book a Tourist Car/Reserved Carriage?

You must apply to the **Chief Passenger Transportation Manager** at least **30 days** in advance and not more than 6 months prior to the commencement of the journey. On zonal Railways wherever online facility will be available you may apply online

Your application must include details such as destination, route to be followed, halts enroute and the specific train to which the Tourist Car/Railway Carriage is to be attached.

How much does it cost to book a Tourist Car/Reserved Carriage?

Remarks: Initially, you need to pay **Rs. 50,000/-** per coach as security deposit to the **Station Manager** of the originating station.

Charges will then be calculated on a point-to-point basis. Full adult Mail/Express fares will be charged for actual number of persons travelling or the marked carrying capacity of the coach, whichever is higher.

The charges must be paid in full, atleast **48 hours** in advance of the departure of the train to which these coaches are to be attached.

The charges will include fare, detention charge and empty haulage charge, superfast charge in case coaches are attached in superfast trains. Service tax in case of First Class/ AC class coaches.

How can I book a Special Train?

For the convenience of passengers travelling in large groups, Indian Railways allow for the booking of Special trains for a minimum distance of 500 kms and minimum composition of 18 coaches.

Here are some guidelines to help you book a special train:

Submit an application, in the prescribed form to the **Chief Passenger Transportation Manager** through the **Station Manager** of the station from where the journey is to commence or on Zonal Railways wherever online facility will be available you may apply through online.

In your application given details such as destination, route to be followed and halts enroute.

The application must be submitted at least 30 days in advance and not more than six months prior to the commencement of the journey.

The application should be accompanied by a Security Deposit of Rs. 50,000/- per coach, paid at the station from where the journey is to commence.

The cost of booking a special train will vary with the distance to be covered. The charges will include fare, service charge, detention charge, empty haulage charge, service tax in case of First class/AC class coaches. The stipulated charges must be paid in full atleast 48 hours in advance of the departure of the train.

Refund: Station Manager of the journey originating station will refund the security deposit & over charges if any provided that the party has deposited the folder within 30 days of the completion of tour. If folder is submitted after the normal time limit to 30 days but within 6 months of the completion of tour, 50% refund of security deposit can be granted with the approval of CCM. While granting refund, the Station Manager will ensure personally that no undercharges is pending from the partu and the Coach/Saloon/Tourist Car has been returned to Railway in sound conditions. Refund will be granted after deducting all due charges, including charges for excess detention, under-charges, etc., if any. No Refund will be granted if the folder and/or the ticket is lost or both are not deposited in original.

Now let's tell you about booking your luggage-

Booking of Luggage:

How much luggage am I allowed to carry?

Each passenger is allowed a **Free Allowance** up to which he can carry luggage with him in the compartment, free of cost. The Free Allowance varies for different classes of travel. Children aged 5 and below 12 years are allowed half of the Free Allowance

subject to the maximum of 50kg. You are also permitted a **Marginal Allowance** as indicated in the table.

Class	Maximum Limit (Kgs)	Free Allowance (Maximum Limit)	Marginal Allowance for luggage
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.

Luggage beyond the above quantity can be booked in advance and carried in the brake-van.

What if my luggage exceeds the Free Allowance?

If your luggage marginally exceeds the Free Allowance, you will be charged at normal rates. Above marginal allowance penalty will be charged, if detected. Make sure to book your excess baggage in the Luggage Office, pay the prescribed charges and get your tickets endorsed by cross-referencing the luggage ticket details, before commencing your journey. Please note that Free Allowance is not admissible for articles such as scooters, cycles, etc.

What if my luggage gets stolen en route?

In case of theft of luggage, robbery/dacoity in running trains, you can approach train conductors/coach attendants/ guards or GRP escort. They will give you the **FIR Form**, which may be duly filled-in and handed over to them. The complaint will then be forwarded to the **Police Station** for necessary action. You need not break your journey to lodge a complaint with the police. You can also approach the **RPF Assistance Posts** at major railway stations, for any assistance in lodging the complaint.

If my booked luggage is lost or damaged, how much compensation will I get?

Where value of the luggage booked has not been declared beforehand by the consignor and the prescribed percentage charges not paid, the monetary liability of the Railways has been limited to Rs. 100/- per kg. However, where the consignor has declared the value of the consignment and has also paid percentage charges, he will be entitled to get the claimed amount which will not exceed the value of the luggage so declared at the time of booking. The procedure of payment of percentage charge can be enquired from the Luggage Booking Office.

A world of Railway information at your finger tips!

Now you can get all types of information on the Indian Railways on the Internet as well by Logging on to <http://www.indianrailways.gov.in> the official site of Ministry of Railways for general information on the Indian Railways including train schedules. From here you can "Spot-your-train" online over a large part of the railway network Links to the different Zonal Railways websites are provided on <http://www.indianrailways.gov.in>

To get real time information about reservation availability, status of wait listed tickets, train schedule and stoppages, go to <http://www.indianrailways.gov.in>, the Passenger Information Website managed by CRIS (Center for Railway Information Systems). It also provides an easy and innovative train search option.

In most major cities, you can also book your reserved ticket directly on the web, by logging on to the website of Indian Railway Catering and Tourism Corporation (IRCTC) <http://www.irctc.co.in>.

Compensation for Train Accidents / Untoward Incidents:

Indian Railways are liable to pay compensation to rail passengers against death or injury in train 'accident' as defined under Section 124 of the Railways Act, 1989. Similarly, Railways are also liable to pay compensation against death or injury of rail passengers and platform ticket holders on account of 'untoward incidents' as defined under Section 124-A of the Act. Untoward incidents include

death or injury on account of commission of a terrorist act, violent attack, robbery, dacoity, rioting, shootout, arson by any person in train carrying passengers or in the waiting hall, cloak room, reservation or booking office or on any platform or in any other place within the precincts of railway station or accidental falling of any passenger from a train carrying passengers. For claiming compensation the claimants are required to file their claims in Railway Claims Tribunal.

Compensation for death or permanent disability is Rs.4 lakhs

In case of injuries the minimum amount is Rs.32,000/- and maximum is Rs.3.60 lakhs according to the gravity of injury sustained.

The Railway administration gives ex-gratia relief soon after an Accident/Untoward Incident normally at the following rates:

Death	Rs. 15,000/-
Grievous injury upto 30 days of hospitalization	Rs. 5,000/-
Grievous injury upto further six months of hospitalization	Rs.1000/- per week or part there of the period for indoor treatment.
Grievous injury upto further six month of hospitalization	Rs. 500/- per week or part there of the period for indoor treatment
Simple injury	Rs. 500/-

- The maximum period for which ex-gratia payment is payable to the grievous injured will be 13 months.
- Payments made as ex-gratia not counted towards the amount decreed by Railway Claims Tribunal.

LIST OF ZONAL RAILWAYS AND JURISDICTION OF DIVISIONS

S.No.	Name of the Zone	Head Quarters	Divisions	Websites
1.	Central Railway	Mumbai	Bhusawal, Nagpur, Mumbai (CST), Solapur, Pune	www.cr.indianrailways.gov.in
2.	Eastern Railway	Kolkata	Malda, Howrah, Sealdah, Asansol	www.er.indianrailways.gov.in
3.	East Central Railway	Hajipur	Danapur, Dhanbad, Sonpur, Mughalsarai, Samastipur	www.ecr.indianrailways.gov.in
4.	East Coast Railway	Bhubaneswar	Khurda Road, Waltair, Sambalpur	www.eastcoastrail.indianrailways.gov.in
5.	Northern Railway	New Delhi	Ambala, Firozpur, Lucknow, Moradabad, Delhi	www.nr.indianrailways.gov.in
6.	Northeast Frontier Railway	Guwahati	Katihar, Lumding, Tinsukia, Alipurduar, Rangiya	www.nfr.indianrailways.gov.in
7.	North Eastern Railway	Gorakhpur	Lucknow, Varanasi, Izzatnagar	www.ner.indianrailways.gov.in
8.	North Central Railway	Allahabad	Allahabad, Jhansi, Agra	www.ncr.indianrailways.gov.in
9.	North Western Railway	Jaipur	Bikaner, Jodhpur, Jaipur, Ajmer	www.nwr.indianrailways.gov.in
10.	Southern Railway	Chennai	Chennai, Madurai, Palakkad, Tiruchchirappalli, Thiruvananthapuram, Salem	www.sr.indianrailways.gov.in
11.	South Central Railway	Secunderabad	Secunderabad, Hyderabad, Guntakal, Vijayawada, Guntur, Nanded.	www.scr.indianrailways.gov.in
12.	South Eastern Railway	Kolkata	Kharagpur, Chakradharpur Adra, Ranchi	www.ser.indianrailways.gov.in
13.	South East Central Railway	Bilaspur	Nagpur, Bilaspur, Raipur	www.secr.indianrailways.gov.in
14.	South Western Railway	Hubli	KSR Bengaluru, Mysuru, Hubballi	www.swr.indianrailways.gov.in
15.	Western Railway	Mumbai	Bhavnagar, Mumbai Central, Ratlam, Rajkot, Vadodara, Ahmedabad	www.wr.indianrailways.gov.in
16.	West Central Railway	Jabalpur	Jabalpur, Bhopal, Kota	www.wcr.indianrailways.gov.in
17.	The Metro Railway*	Kolkata	---	www.mtp.indianrailways.gov.in

* Metro Railway (Kolkata) has been declared as a Zonal Railway w.e.f. 29/12/2010