Citizens' Charter on Passenger Services of Indian Railways

Vision:	Mission:
To make the passenger services: • more efficient, • effective, • accountable, • responsive, • transparent and ethical to its customers.	• 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 Divyangjan passengers for facilitating their convenience.

Proposed Charter for Services

Refund of passenger fare:

Category of tickets	Timelines
PRS counter tickets booked on cash and cancelled across reservation counter.	Immediately on surrendering of the original ticket across the counter.
PRS counter tickets booked on cash and cancelled through 139 or through IRCTC website	Immediately on surrendering of the original ticket across the counter within prescribed time limit.
PRS counter tickets booked through digital transactions through POS and cancelled across reservation counter	Within 7 working days amount is transferred and deposited in the account from which the ticket was booked.
In case of Ticket Deposit receipt (TDR) is filed along-with original reservation counter in case of special circumstances	Within 90 days.
Fully waitlisted e-tickets booked online and Passenger Name Record (PNR) is dropped after preparation of first chart.	within 5 working days.
Fully confirmed e-tickets booked and cancelled online	within 5 working days.
In case of auto cancellation of e-tickets due to cancellation of train services	within 5 working days.
In case of filing of Ticket deposit receipt (TDR) online for e-tickets	Within 90 days.

Lost torn or Mutilated reserved tickets booked across counter:

Type of tickets	Whether refund applicable/time limit for issue of duplicate tickets
Lost/Misplaced tickets	No refund applicable.
Torn or mutilated if genuineness and authenticity are verifiable	Refund of fare as per rule is applicable.
(a) Issue of duplicate ticket in case of lost/misplaced ticket as well as torn or mutilated tickets (Before of preparation of first chart)	For RAC and confirmed reserved tickets subject to applicable charge for issue of duplicate tickets Rs. 50 per passenger for second and sleeper class and Rs. 100 per passenger for other classes.

(b) After preparation of first chart:	(i) For confirmed reserved tickets (lost or misplaced) after preparation of first chart: Duplicate tickets can be issued even after preparation of first chart at the charge of 50% of the total fare. No duplicate tickets after preparation of first chart for RAC status tickets. (ii). For RAC and confirmed reserved tickets (Torn or mutilated): Duplicate tickets can be issued even after preparation of first chart at the charge of 25% of the total fare.

Booking of Luggage:

Issue	Time limit
Booking of excess luggage.	Only 24 hours in advance excluding the date of the scheduled departure of the train.

Deficiency in Ticketing issues:

Services	Issues	Level for redressal of complaint
Unreserved Ticketing	Unreserved Ticketing System (UTS) counters at Railway Stations	Chief Booking Supervisor of the station
	Automatic Ticket Vending Machine ATVM inside Railway premises	Chief Booking Supervisor of the station
	Jansadharan Ticket Booking Sewak JTBS outside Railway premises	Chief Booking Supervisor of the station
	Yatri Ticket Suvidha Kendra YTSK outside Railway premises	Universal Complaint no.139
	UTSONMOBILE App	Helpline no. of each zonal railways given in the HELP section of the mobile app.
Reserved Ticketing	Passenger Reservation System (PRS) counter	Chief Reservation Supervisor
	YTSK outside railway premises	Universal Complaint no.139
	Post Office	Post Master or the nearest PRS center
	Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) website	Customer Care number: 0755-6610661, 0755-4090600, 14646 Email : care@irctc.co.in Cancellation: etickets@irctc.co.in
	IRCTC Rail Connect App	Customer Care number: 0755-6610661, 0755-4090600 Email : care@irctc.co.in

Deficiency in Services:

Services	Issue	Levels	Timelines proposed
Catering	1. Deficiency/complaints in Mobile Catering Units (Pantries) 2. Deficiency/complaints in Static Catering Units (on stations) 3. Deficiency/complaints in E-Catering	1. CMD/IRCTC 2. DRM of the concerned division. 3. CMD/IRCTC	Prompt & immediate action depending upon the nature of complaint.

	stations) • Deficiency/complaints in E-Catering		
Cleanliness	• Filthy toilet at station • Cleanliness issue at the stations • Cleanliness in Train having OBHS (06.00-22.00 Hrs)	• Station Director/ Station Manager • Station Director/ station Manager • Environment & Housekeeping on Board	• 30 minutes • One Hour • 45 minutes (during 06.00-22.00Hrs)
Bed Rolls	Non-issue/replacement of linen in trains for AC passengers	Linen attendant	30 minutes
Theft of Luggage	Availability of FIR form	TTEs/Guards or GRP	No time limit can be set.
Security Helpline	An all Indian Security Helpline number '182' is available over Indian Railways.	Security Control Rooms	Prompt & immediate action depending upon nature of complaint, availability of RPF/GRP staff in trains etc.

Facilities Provided to Persons with disabilities (Divyangjan)' Sr. Citizens and Female Passengers:

Category of passengers	**Facilities**	**Where available and whom to contact, if necessary**
Persons with disabilities (Divyangjan)	Availability of ramps	Available at majority of stations.
	May I help you booth for persons with disabilities (Divyangjan)	Available at entry point of stations of certain categories.
	Parking lots for persons with disabilities (Divyangjan)	Two parking lots reserved at main entry for persons with disabilities (Divyangjan)
Female Passengers	Facilities for female passengers	Constructions of waiting halls and washrooms reserved for females.
General Passengers	General Passenger amenities	Amenities like toilets, water etc. are available at stations as per prescribed norms and Station Directors/Station Master (telephone no.) are available for redressal of complaints.

Information related to Train services:

Services	**Issue**	**Levels**	**Time lines proposed/ Remarks**
Train Information	Train enquiry and Information	Station	• The position of running of trains are updated regularly and made available to public through Display Boards, Public Address System at important stations and also made available on telephone on personal enquiries. • Computerized Interactive Voice Response System is also available at important stations. • Railway Time Tables provide information for different trains.
		Website	• The information regarding trains is available at Indian Railways website:- www.indianrail.gov.in/
	Change in Boarding	Website	• As per revised provisions, boarding point can be changed before preparation of first reservation charts across PRS counters/online through IRCTC/through no., 139.

	point		chart (Both online & at PRS counters).
Special Train	Special train enquiry and information	Station	• The position of running of Special trains are updated regularly and made available to public through Display Boards, Public Address System at important stations and also made available on telephone on personal enquiries. • Computerized Interactive Voice Response System is also available at important stations.
		Media	• The information regarding running of Special Trains on special Occasions are given in advance through Media and through Display Boards & Public Address System.
		Website	• The information is also available at Indian Railways website:- www.indianrail.gov.in/
Train Running Information	Train running status	Station	• The position of train running status is announced on the Public Address System at important stations and also made available on telephone on personal enquiries. Computerized Interactive Voice Response System is also available at important stations.
		Website	• The position of running of train is available at Indian Railways website:- https://enquiry.indianrail.gov.in/ntes/
		SMS alert	• Presently, facility of SMS to passengers for delayed trains have been introduced in 1373 trains and it is planned to gradually extend the same in all trains.

Public Grievances Redressal		
Services	**Issues**	**Level**
• **For emergency, assistance or Grievances on train or station service** • **For Grievances/complaints of other nature**	A) Such grievances may be lodged through RailMadad which can be accessed through the following modes • Helpine 139 • Social Media - Facebook and Twitter@RailMinIndia • Web portal: http://railmadad.gov.in • Mobile App: Android and iOS • SMS to 139 <Madad><space><Complaint text> • Email: railmadad.gov.in • Complaints & Suggestion Book available with Ticket checking staff and with Station Master/Manager. b) Such grievances may be lodged online through • CPGRAMS Portal i.e www.pgportal.govin • By sending written communication • By sending emails	• **At Divisional level** - Addition divisional Railway Manager • **At Zonal Hq**- Additional General Manager • **At Zonal Board** - Executive Director public grievances (EDPG), Ministry of Railways, Railway Board, New Delhi