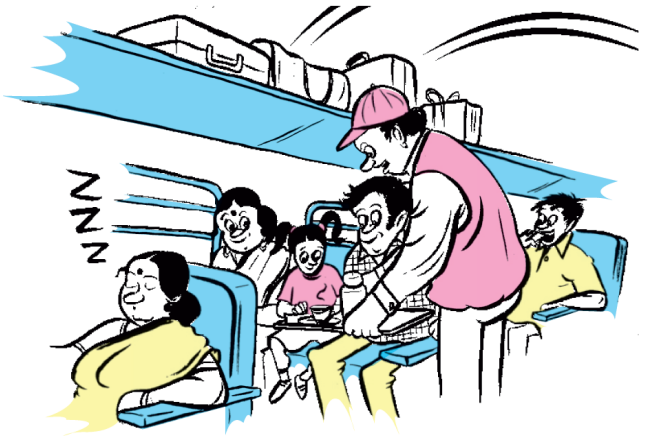
Passenger Amenities



To make your travel comfortable and enjoyable, Indian Railways provide several amenities - both in trains as well as at stations. Here, we answer your questions on the services offered during your journey.

Are bedrolls given free to passengers travelling in AC Coaches?

Yes, bedrolls are supplied free of cost, to all passengers travelling in AC First Class, AC 2-Tier and AC 3-Tier.

Do you provide catering facilities in all the trains?

Yes, we do. Most of the important trains have Pantry Car facilities. The details of trains which offer pantry car service are indicated in the timetables by 'P'. Catering services are also provided in trains where this facility is not available, through Train Side Vending (TSV), Static Units at en-route stations and E-Catering Services.

How do I avail of the catering facilities on board?

You could contact the train conductors/coach attendants or other authorised catering staff of IRCTC. While travelling in the train, food can also be ordered through e-catering services in the following ways:

1. IRCTC website, 'www.ecatering.irctc.co.in'
2. Dial 1323
3. 'Food on Track' App.

What about the catering facilities at stations?

Catering services at stations can be availed through catering units like Refreshment Rooms, Jan Ahaars, Food Plazas, Food Courts, Fast Food Units, Tea Stalls, Milk Stalls, etc. The detailed menu and tariff are displayed in these units.

Rail Coach Restaurants have been opened at various Railway Stations to enhance the experience of passengers and public visiting railway stations.

How can I be sure of the quality of catering services on trains and at stations?

To ensure good quality and hygienic catering services on trains and at stations, passengers are requested to:

1. Place their orders for meals well in advance, with the Coach Attendant/Conductor or Waiters in Trains to facilitate information being sent to the serving stations.
2. Insist on a cash memo for all catering services ordered.
3. Consult the menu and tariff cards displayed in or available at catering units/in trains.
4. Record their suggestions or complaints in the book maintained for this purpose with the Station Superintendent, Train Manager and Pantry Car Manager. It may be called for, at any time, by the passenger. Complaints on catering services provided on trains may be lodged through Rail Madad Portal, Twitter, CPGRAM, E-mail and SMS.

Is medical assistance available on trains?

Guards /Trains Superintendents or Pantry car Managers are equipped with First Aid Boxes/Medical Boxes. The Front line staffs are also trained to administer First Aid to sick persons. In case of any medical emergency, you can approach Travelling Ticket Examiner/ Train Superintendent who will try to arrange relief through on-board facilities and try to locate Doctors among passengers of train.

If required Travelling Ticket Examiner/ Train Superintendent shall transmit message to one of the oncoming stations. Details of nearby medical practitioners and hospitals along with their addresses are maintained by Stations Masters/ Deputy Station Superintendents. Efforts will be made to arrange Doctor/ medical relief at the coming stations. Medical treatment will be provided by the doctor on payment as per extant rule. In case hospitalization is required, the passenger may have to discontinue their journey.

If I am breaking my journey or waiting for a connecting train, can I keep my luggage in the Cloak Room?

Yes, you can. Cloak Rooms and Safety Lockers are available at major stations where your luggage can be kept in safe custody. But do remember, only luggage that has been locked will be accepted in the Cloak Rooms.

Your luggage, duly locked, can be kept in the Cloak Room for a maximum period of one month, on payment of prescribed charges.

Do I need to pay to use the Waiting Room at a station?

Waiting rooms are available at railway stations for the use of genuine passengers and can be used 'free of cost' on production of journey tickets for a few hours till the connecting train arrives. In addition, AC Waiting Rooms at important stations are being outsourced by Railway to provide better passenger facilities to railway passengers thereat and for this purpose users have to pay nominal charges.

Is there any transit accommodation available at stations?

Sleeping pods are also available at various stations for use on payment of nominal charges.

Are there any medical shop facilities at Railway Stations?

Pradhan Mantri Bhartiya Janaushadhi Kendras (PMBJKs) have been opened at 50 stations over Indian Railways to enhance wellness and welfare of passengers and public visiting railway stations and to make available quality medicines at affordable prices.

In addition to concession what are the other facilities provided to persons with disability in trains?

Besides concession in rail fare following facilities are provided to Divyangjan :-

(i) "A reservation quota of four berths in 3AC & Sleeper classes and 4 seats in Second Sitting (2S)/ air-conditioned Chair Car (CC) classes has been earmarked in all reserved Mail/ Express trains including Rajdhani/Shatabdi type trains irrespective of the fact whether concessional fare facility is available to PwDs in such trains or not. Further, the escorts accompanying with PwDs will be allotted berths/seats out of this quota".

(ii) Instructions have also been issued that in the tickets issued through Computerized Passenger Reservation System, to extent feasible, one lower berth should be allotted to the Persons with Disability (Divyangjan) and the person accompanying the Persons with' Disability (Divyangjan) as escort should be allotted middle/upper berths near the Persons with Disability (Divyangjan) subject to availability of accommodation.

(iii) After departure of the train, if there are vacant lower berths available in the train, and if any Persons with Disability (Divyangjan) booked on the authority of Persons with Disability (Divyangjan) concessional ticket, who has been allotted upper/middle berth, approaches for allotment of vacant lower berths, the Conductor/Train Ticket Examiner (TTE) has been authorized to allot the vacant lower berth to them making necessary entries in the chart.

(iv) Specially designed coaches known as SLRD coaches with wider entrance doors to allow a wheel chair to enter, wider aisles, modified toilet, 4 berths, the lower two for Persons with Disability (Divyangjan) and upper berths for attendants have been attached in almost all Mail/Express trains except Rajdhani, Shatabdi, Jan Shatabdi Express Trains and Duronto Express Trains.

(v) Instructions have been issued that in all Mail/Express Trains, the SLRD coaches should be treated as unreserved coaches earmarked for exclusive use of Persons with Disability (Divyangjan) passengers. In case of Garib Rath Express Trains which are fully reserved trains, these coaches are treated as reserved for booking by Persons with Disability (Divyangjan) travelling on Divyangjan concession on payment of fuJl fare of 3 AC class of Garib Rath Express on first come first served basis.

(vi) With a view to facilitate physically challenged persons to avail concessional tickets online, concessional tickets booking facility including online concessional ticket booking facility for the Persons with Disability (Divyangjan) using Photo identity card issue by the Railways has been introduced.

(vii) Separate counters are earmarked at various Passenger Reservation System(PRS) centres for dealing with the reservation requisitions received from Persons with Disability (Divyangjan), Senior Citizens, Ex. MPs, MLAs. accredited journalists and freedom fighters, if the average demand, per shift not less than 120 tickets. In case there is no justification for earmarking of an exclusive counter for any of these categories of persons including Persons with Disability (Divyangjan) one or two counters depending upon the total demand are earmarked for dealing with the reservation requests for all these categories of persons.

(viii) The Wheel Chairs are provided by Railways on its own cost and are given to attendants of the Persons with Disabilities (Divyangjan), Senior Citizens absolutely 'free of cost' to escort them from and to the trains. However, porters (Sahayaks) can also be hired on pre-fixed nominal rate to escort the Divyangjan etc. Information in this regard are also displayed at prominent places in railway station premises.

(ix) Zonal Railways have been authorised to introduce Battery Operated Vehicles (BOVs) at major Railway Stations for Disabled, elderly and ailing passengers on 'first come first served' basis through sponsorship from individuals, NGOs, Trusts, Charitable institutions, Corporates and PSUs/ Corporate Houses under their Corporate Social Responsibility with no charge to passenger or to the Railway. 80 BOVs have already been provided at 54 major railway stations. Further, instructions have also been issued to Zonal Railways to invite Expression of interest for providing the facility of Battery Operated Car service on payment basis initially at all Al category stations keeping in view the financial sustainability of the service. This facility can be availed by passengers on 'first come first served' basis, however, preference shall be given to Sr. Citizens, physically challenged, pregnant women and medically sick passengers.

(x) Disabled friendly toilets, water fountains and ticket counters are available at A-1, A, and B category stations.

(xi) In allotment of STD/PCO booths at Railway Stations, 25% booths have been reserved for persons with disability (including blind) with disability of 40% and above.

(xii) Zonal railways have also been instructed to provide one wheelchair per platform and in case of island platforms one wheel chair per two platforms at all A-I and A category stations.