

Citizen Charter

PREAMBLE

This Charter is a commitment of the Indian Railway Administration to:

1. Provides safe and dependable train services
2. Set notified standards for various services wherever possible
3. Provide courteous and efficient counter services
4. Ensure adequate passenger amenities in train and at railway stations
5. Set up a responsive and effective grievance redressal machinery, at various levels for time bound resolution of complaints and grievances as far as possible.

RESERVATION

1. Provision of computerized reservation facilities at all stations with a workload of 300 reservation related transaction.
2. Opening of adequate number of counters to ensure reduced waiting time.

BOOKING

1. Opening of ticket booking counters with adequate working hours to facilitate issue of tickets to the public. The working hours will be clearly displayed at the counters

REFUNDS

1. As far as possible, refunds would be made across the counter, provided the ticket is surrendered within the specified time limit. Such refunds can be obtained at the computerised counters of any station provided it is linked with the ticket issuing station and the ticket is presented within the prescribed limit.
2. In case of failure of air-conditioning equipment, difference of fare between air-conditioned and non air-conditioned class of travel for the portion traveled without air-conditioning shall be refunded for which a Certificate may be obtained from Guard/TTE.

3. Station Masters of certain important stations/reservation offices have been granted special discretionary powers to grant refund on used tickets issued from their stations where refund is not admissible at the station due to expiry of the time limits prescribed in the rules. The list of stations, where this facility is available, is published in the respective Zonal Railway Timetable.

4. In case where refund is not permissible across the counter, the Railway Administration shall provide the passenger with a Ticket Deposit Receipt. Refund as admissible in such cases will ordinarily be settled within 90 days of the submission of the claim.

LOST, TORN OR MUTILATED TICKETS

1. No claim for refund is entertained by Indian Railways in case of lost or misplaced tickets.

2. Refund of fare will be granted in respect of a torn or mutilated ticket if the authenticity is verifiable on the basis of the particulars visible on the face of the ticket.

3. If the ticket is confirmed/RAC, the Railways may permit travel on the same reservation, on payment of charges fixed from time to time.

CONCESSIONS

Handy information pamphlets in local languages containing details of different types of concessions to which passengers are eligible and other relevant passenger information will be made available at Book Stalls and Railway Counters on payment of nominal charges.

SPECIAL TRAINS

Information will be given in advance through media for special trains on special occasions

ENQUIRY AND INFORMATION

1. Railway Timetables provide information for different trains, computerized Interactive Voice Response System is also available at important stations.

2. The position of running of trains will be updated regularly and announced on the Public Address System at important stations and also made available on telephone or personal enquiries.

CATERING

Indian Railways shall provide catering services through mobile and static units.

CLEANLINESS

Every effort shall be made to keep railway premises clean and hygienic with provision of safaiwalas. Pay and Use toilets are also available at certain stations.

PASSENGER AMENITIES

Basic facilities like booking arrangements, waiting hall. Benches lighting, drinking water, platform, urinals, shady trees shall be available at all the regular stations. On board a train, lighting and fans, cushioned berths, toilets, reservation charts and destination board will be available. TTEs/Conductors, etc. shall also be available to attend to complaints/grievances.

PUBLIC GRIEVANCES

Railway Administration would ordinarily reply to the complainant within 90 days, where detailed enquiries are not required to be made and within 120 days, in case of complaints where detailed enquiries are warranted.

THEFT OF LUGGAGE

A Prescribed FIR Form is available in the Timetable or with TTEs/Guards or GRP escort. After filling it up, the Form may be handed over to one of the officials viz., TTE, Guard or GRP escort for registration of the report at the next Police Station.

CO-OPERATION FROM PASSENGERS

Co-operation of general public is sought to maintain cleanliness, avoid unnecessary chain pulling, maintain cordial relations with fellow passengers and railway staff coming into their contact, abstain from carrying inflammable items, discourage touts.