Railways Department - 30 Unique FAQs (Sample Contacts)

Note: Toll-free numbers and emails shown are SAMPLE placeholders. Replace with official Indian Railways helplines and emails before use.

Q1. How to book train tickets online

The process for how to book train tickets online starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-301 (sample)
railway.service1@railways.gov.in (sample)

Q2. How to cancel a train ticket and get a refund

The process for how to cancel a train ticket and get a refund starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-302 (sample)
railway.service2@railways.gov.in (sample)

Q3. How to check PNR status

The process for how to check pnr status starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-303 (sample)
railway.service3@railways.gov.in (sample)

Q4. How to book Tatkal tickets

The process for how to book tatkal tickets starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-304 (sample)
railway.service4@railways.gov.in (sample)

Q5. How to apply for senior citizen concession

The process for how to apply for senior citizen concession starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-305 (sample)
railway.service5@railways.gov.in (sample)

Q6. How to claim lost luggage in trains

The process for how to claim lost luggage in trains starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-306 (sample)
railway.service6@railways.gov.in (sample)

Q7. How to lodge a complaint about train services

The process for how to lodge a complaint about train services starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-307 (sample)
railway.service7@railways.gov.in (sample)

Q8. How to apply for season ticket

The process for how to apply for season ticket starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-308 (sample)
railway.service8@railways.gov.in (sample)

Q9. How to book platform tickets online

The process for how to book platform tickets online starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The

passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-309 (sample)
railway.service9@railways.gov.in (sample)

Q10. How to get duplicate train ticket

The process for how to get duplicate train ticket starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-310 (sample)
railway.service10@railways.gov.in (sample)

Q11. How to apply for railway pass for students

The process for how to apply for railway pass for students starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-311 (sample)
railway.service11@railways.gov.in (sample)

Q12. How to apply for railway employee pass

The process for how to apply for railway employee pass starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-312 (sample)
railway.service12@railways.gov.in (sample)

Q13. How to book wheelchair assistance for elderly passengers

The process for how to book wheelchair assistance for elderly passengers starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline,

or at the reservation counter.

Toll-free: 1800-400-313 (sample)
railway.service13@railways.gov.in (sample)

Q14. How to book special assistance for differently abled passengers

The process for how to book special assistance for differently abled passengers starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-314 (sample)
railway.service14@railways.gov.in (sample)

Q15. How to apply for group booking

The process for how to apply for group booking starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-315 (sample)
railway.service15@railways.gov.in (sample)

Q16. How to apply for railway parcel service

The process for how to apply for railway parcel service starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-316 (sample)
railway.service16@railways.gov.in (sample)

Q17. How to book a retiring room at railway stations

The process for how to book a retiring room at railway stations starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-317 (sample)

Q18. How to report theft on trains

The process for how to report theft on trains starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-318 (sample)
railway.service18@railways.gov.in (sample)

Q19. How to file complaint against catering services

The process for how to file complaint against catering services starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-319 (sample)
railway.service19@railways.gov.in (sample)

Q20. How to apply for ticket refund after train delay

The process for how to apply for ticket refund after train delay starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-320 (sample)
railway.service20@railways.gov.in (sample)

Q21. How to apply for ticket refund after train cancellation

The process for how to apply for ticket refund after train cancellation starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-321 (sample)
railway.service21@railways.gov.in (sample)

Q22. How to change boarding station

The process for how to change boarding station starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-322 (sample)
railway.service22@railways.gov.in (sample)

Q23. How to transfer train ticket to another person

The process for how to transfer train ticket to another person starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-323 (sample)
railway.service23@railways.gov.in (sample)

Q24. How to claim refund for partially travelled ticket

The process for how to claim refund for partially travelled ticket starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-324 (sample)
railway.service24@railways.gov.in (sample)

Q25. How to apply for luggage booking in trains

The process for how to apply for luggage booking in trains starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-325 (sample)
railway.service25@railways.gov.in (sample)

Q26. How to apply for pet travel in trains

The process for how to apply for pet travel in trains starts with visiting the official Indian

Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-326 (sample)
railway.service26@railways.gov.in (sample)

Q27. How to book meals online while travelling

The process for how to book meals online while travelling starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-327 (sample)
railway.service27@railways.gov.in (sample)

Q28. How to use UTS app for unreserved ticketing

The process for how to use uts app for unreserved ticketing starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-328 (sample)
railway.service28@railways.gov.in (sample)

Q29. How to avail military concession in trains

The process for how to avail military concession in trains starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-329 (sample)
railway.service29@railways.gov.in (sample)

Q30. How to book executive lounge at stations

The process for how to book executive lounge at stations starts with visiting the official Indian Railways booking website, mobile application, or the nearest railway reservation counter. The passenger must provide valid ID proof, accurate journey details such as train

number, class, date, and passenger information. After completing the formality and paying the required fees or charges, an acknowledgment or ticket is issued with a reference number. The passenger can track the status or follow up through the official portal, helpline, or at the reservation counter.

Toll-free: 1800-400-330 (sample)
railway.service30@railways.gov.in (sample)