

## **Salient Features of Special Trains**

### **being run by Indian Railways under COVID 19**

#### **Booking:**

1. Indian Railways plans to gradually restart passenger train operations from 12th May, 2020, initially with 15 pairs of trains (30 return journeys). These trains will be run as special trains from New Delhi Station connecting Dibrugarh, Agartala, Howrah, Patna, Bilaspur, Ranchi, Bhubaneswar, Secunderabad, Bengaluru, Chennai, Thiruvananthapuram, Madgaon, Mumbai Central, Ahmedabad and Jammu Tawi.
2. Special Train will be booked on IRCTC website/App only.
3. Booking of tickets through Agents (both IRCTC and Railway Agents) shall not be permitted.
4. The ARP (advance reservation period) will be maximum 7 days and only confirmed tickets will be booked. Booking of Waitlist and RAC tickets is not permitted.
5. Current, Tatkal and Premium Tatkal bookings are not permitted.
6. Child fare will be applicable as per existing child fare rule.
7. Passengers to report at least 90 minutes before the scheduled departure of the train at boarding station.
8. It is mandatory for passengers to download Aarogya Setu app in their mobile phones. Please download the app before commencing your rail journey.
9. It is advisable to check health advisory of your destination State/UT before commencement of journey.
10. Due to restrictions imposed by Kerala Government, inter-district travel within the state of Kerala by Special trains has been prohibited as per existing COVID-19 protocols. i.e. a passenger boarding as well as deboarding within the state of Kerala will not be permitted by these special trains.

#### **Cancellation and Refund rule:**

11. For train starting date till 21st May 2020: Online cancellation permitted up to 24hrs before scheduled departure of train. Cancellation charge will be 50% of fare.

For train starting date from 22nd May 2020: Railway Cancellation and Refund Rules 2015 shall be applicable.

**Catering:**

- 12. No catering charges are included in the fare.
- 13. Dry Ready to Eat Meals and Packaged drinking water will be available in Special Trains under COVID 19 on payment.

**Linen and Blanket:**

- 14. No blanket and linen will be provided in the train.