

RAILWAY BOOKING SYSTEM

Official Guidelines & Policies

1. CANCELLATION AND REFUND POLICY

1.1 Cancellation Timeline and Refund Structure:

All cancellations must be made through the official booking channels. The refund amount depends on the time of cancellation before the scheduled departure:

- Cancellations made 24 hours or more before departure: 75% refund of the total ticket price
- Cancellations made between 12-24 hours before departure: 50% refund of the total ticket price
- Cancellations made less than 12 hours before departure: 25% refund of the total ticket price
- No refund will be provided for no-shows (passengers who fail to board the train)

1.2 Refund Processing Details:

- All approved refunds are processed within 7-10 business days from the date of cancellation
- Refund will be credited to the original payment method used during booking
- A standard processing fee of ■50 applies to all cancellations regardless of timing
- For cash bookings made at railway counters, refund will be issued as a railway credit note valid for 6 months
- Credit/debit card refunds may take additional 3-5 business days to reflect in your account

1.3 Special Circumstances for Full Refund:

Full refund of ticket price (minus processing fee) is available in the following cases:

- Medical emergencies: Submit a valid medical certificate from a registered practitioner within 48 hours of scheduled departure
- Train cancellations by railway: Full refund is automatically processed within 3-5 business days
- Natural disasters or government-imposed travel restrictions: Case-by-case review, typically results in full refund
- Death in immediate family: Submit death certificate within 7 days for full refund consideration
- Train delays exceeding 3 hours: Eligible for full refund if passenger chooses not to travel

2. TICKET MODIFICATION POLICY

2.1 Date and Time Changes:

Passengers may request changes to their travel date and time subject to the following conditions:

- Date changes are allowed up to 24 hours before the original scheduled departure
- A modification fee of ■100 per passenger applies to all date change requests
- Changes are subject to seat availability on the requested new date and time
- If the new ticket price is higher, passenger must pay the fare difference
- If the new ticket price is lower, the difference will be refunded minus ■100 processing fee
- Maximum of 2 date changes are allowed per booking. Third change requires cancellation and new booking

2.2 Name Correction Policy:

- Minor spelling corrections (up to 3 characters) are allowed free of charge up to 4 hours before departure
- Complete name changes are not permitted once booking is confirmed
- In case of name error, passenger must cancel and rebook
- Name must match government-issued photo ID for boarding

2.3 Class Upgrades and Downgrades:

- Class upgrades are available subject to seat availability in the higher class
- Upgrade requests must be made at least 6 hours before departure
- Passenger must pay the fare difference plus ■150 upgrade processing fee
- Downgrades result in refund of fare difference minus ■150 downgrade processing fee
- Downgrade requests must be made at least 12 hours before departure

3. BOOKING RULES AND REQUIREMENTS

3.1 Advance Booking:

- General booking window: 120 days (4 months) in advance
- Tatkal (emergency) booking: Opens 24 hours before departure with additional charges
- Premium Tatkal: Opens 24 hours before departure with dynamic pricing
- Senior citizens and persons with disabilities: 120 days advance booking with priority allocation

3.2 Identification Requirements:

All passengers must carry valid government-issued photo identification:

- Acceptable IDs: Passport, Aadhaar Card, Voter ID, Driving License, PAN Card
- Student ID cards are NOT accepted as valid identification
- Children under 5 years do not require ID but must be accompanied by an adult
- Foreign nationals must carry passport and valid visa

3.3 Group Booking Policy:

For groups of 4 or more passengers traveling together:

- Minimum 4 passengers, maximum 12 passengers per group booking
- 10% group discount applies automatically for groups of 6 or more
- 15% group discount for groups of 10 or more
- All group members must travel on the same train and class
- Group bookings require full payment at time of booking
- Cancellation charges apply per person according to standard policy
- If any member cancels from a group that qualified for discount, the discount may be forfeited

3.4 Child and Senior Citizen Concessions:

- Children under 5 years: Free (no seat, must share with adult)
- Children 5-12 years: 50% discount on base fare
- Senior citizens (60+ years): 40% discount on base fare
- Senior citizen discount does not apply to Tatkal bookings

4. LUGGAGE AND BAGGAGE POLICY

4.1 Free Luggage Allowance:

Each passenger is entitled to carry luggage free of charge within specified limits:

- First Class / AC First Class: 70 kg per passenger
- AC 2-Tier / AC 3-Tier: 50 kg per passenger
- Sleeper Class: 40 kg per passenger
- Second Sitting: 35 kg per passenger

4.2 Excess Luggage Charges:

Luggage exceeding free allowance will be charged as follows:

- ■10 per kg for distances up to 100 km
- ■15 per kg for distances between 100-500 km
- ■20 per kg for distances above 500 km
- Maximum total luggage (including free allowance) cannot exceed 150 kg per passenger

4.3 Prohibited Items:

The following items are strictly prohibited on trains:

- Firearms, explosives, and weapons of any kind
- Flammable liquids including petrol, kerosene, and similar substances
- Corrosive acids and toxic chemicals
- Dead or live animals (except guide dogs for visually impaired passengers)
- Items with offensive odor that may disturb other passengers
- Goods prohibited under Customs Act

4.4 Valuable Items:

- Passengers are advised to keep valuables like jewelry, cash, and electronics in hand luggage
- Railway is not liable for loss or damage to unattended luggage
- For valuable items exceeding ■1,00,000, passengers should book luggage insurance separately

5. PASSENGER RIGHTS AND RESPONSIBILITIES

5.1 Passenger Rights:

Every passenger is entitled to:

- Clean and hygienic coach with functional amenities
- Timely and accurate information about delays and platform changes
- Access to medical assistance in case of emergency
- Security assistance from Railway Protection Force (RPF)
- Compensation for train delays exceeding 3 hours (as per railway policy)
- Drinking water and basic amenities during journey
- Grievance redressal through customer care within 48 hours

5.2 Passenger Responsibilities:

Passengers must:

- Carry valid ticket and photo identification at all times
- Occupy only the seat/berth assigned in the ticket
- Not cause inconvenience or disturbance to fellow passengers
- Maintain cleanliness and not damage railway property
- Not smoke in non-smoking coaches (fine of ■500 applies)
- Not consume alcohol in public areas of the train
- Follow instructions from railway staff and security personnel
- Report any suspicious activity or unattended luggage to authorities

5.3 Compensation for Service Failures:

- Train delays over 3 hours: Full refund if passenger chooses not to travel
- AC failure for more than 1 hour: 50% of fare for affected portion of journey
- Confirmed berth not provided: Full refund plus ■500 compensation
- Unclean coaches reported within 1 hour of departure: ■200 compensation
- Overbooked tickets: Full refund plus alternative arrangement in next available train

6. SPECIAL SERVICES AND FACILITIES

6.1 Services for Persons with Disabilities:

Railway provides special assistance for passengers with disabilities:

- Wheelchair assistance at stations (request 24 hours in advance)
- Priority booking and lower berth allocation
- 50% discount on basic fare for person with disability and one companion
- Accessible toilets in select coaches
- Braille signage at major stations
- Audio announcements for visually impaired passengers
- Ramps and lifts at major stations

6.2 Medical Facilities:

- First aid kits available in all trains
- Medical assistance available by contacting train staff
- Emergency medical evacuation arranged at next major station
- Dedicated helpline: 139 for medical emergencies

6.3 Women Travelers:

- Ladies only waiting rooms at major stations
- Women security personnel available for assistance
- Dedicated women's helpline: 182
- CCTV surveillance in ladies coaches
- Lower berth preference for female passengers traveling alone

6.4 Food Services:

- Pantry car service in premium trains
- E-catering service: Order food online, delivered at your seat
- Food can be ordered up to 2 hours before departure or during journey
- Vegetarian and non-vegetarian options available
- Special dietary requirements: Request 24 hours in advance
- Water bottles and basic refreshments available from vendors

7. CUSTOMER SUPPORT AND CONTACT

7.1 Helpline Numbers:

- General Enquiry: 139 (24/7 toll-free)
- Reservation Enquiry: 139
- Complaints and Suggestions: 138
- Medical Emergency: 139
- Security / RPF: 182
- Women's Helpline: 182
- Senior Citizen Helpline: 1800-111-321

7.2 Online Support:

- Official Website: www.railway.gov.in
- Email Support: support@railway.com
- Customer Care Email: care@railway.com
- Complaint Registration: complaints@railway.com
- Response Time: 24-48 hours for email queries

7.3 Social Media:

- Twitter: @RailwayOfficial (Quick response during business hours)
- Facebook: Railway Official Page
- Mobile App: Railway Connect (Available on iOS and Android)

7.4 Station Assistance:

- Enquiry counters available at all major stations
- Station Manager's office for urgent issues
- Lost and Found offices at major stations (report within 24 hours)
- Cloak room facilities for luggage storage (charges apply)

7.5 Refund and Cancellation Queries:

- Dedicated refund helpline: 139 (Option 4)
- Email: refunds@railway.com
- Track refund status online using PNR number
- Refund queries resolved within 7 working days
- For delayed refunds beyond 15 days, escalate to Customer Grievance Cell

Important Notes:

- All policies are subject to change with prior notice
- Terms and conditions apply as per Railway Act
- For detailed rules, visit official website
- Last updated: February 2026

This document is for reference purposes. In case of disputes, official railway regulations shall prevail.