

Railways Department - 30 Unique FAQs (Sample Contacts)

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

Q1. How can I book a train ticket online?

Visit the official IRCTC website or mobile app. Create an account or log in with your credentials. Enter journey details such as source, destination, date, and class. Choose a train, select seats, and proceed to payment. After successful payment, download and print the e-ticket or save the digital copy for boarding.

Toll-free: 1800-400-301 (sample)

Email: railway.service1@railways.gov.in (sample)

Q2. How do I cancel a train ticket and claim a refund?

Log into your IRCTC account and go to 'My Bookings'. Select the ticket you wish to cancel and click on the cancel option. Confirm cancellation and note the cancellation charges deducted. Refund will be credited automatically to your original payment method within a few working days.

Toll-free: 1800-400-302 (sample)

Email: railway.service2@railways.gov.in (sample)

Q3. How can I check my PNR status?

Go to the Indian Railways website or IRCTC app and open the 'PNR Status' section. Enter your 10-digit PNR number printed on the ticket. The system will display your booking status, coach, and seat details along with waitlist or confirmation updates.

Toll-free: 1800-400-303 (sample)

Email: railway.service3@railways.gov.in (sample)

Q4. How do I book Tatkal tickets?

Log into IRCTC exactly one day before travel after 10:00 AM for AC classes and after 11:00 AM for sleeper classes. Enter journey details, select Tatkal quota, and fill passenger details. Proceed quickly to payment as Tatkal tickets are limited and subject to availability.

Toll-free: 1800-400-304 (sample)

Email: railway.service4@railways.gov.in (sample)

Q5. How can I apply for a senior citizen concession on train tickets?

While booking tickets online, select the senior citizen option and provide age and ID proof details. For counter bookings, carry valid proof of age such as Aadhaar or voter ID. The concession will be applied automatically, and reduced fare tickets will be issued.

Toll-free: 1800-400-305 (sample)

Email: railway.service5@railways.gov.in (sample)

Q6. How can I lodge a complaint during a train journey?

Download the RailMadad app or visit the RailMadad website. Log in with your PNR number or train details. Submit your complaint by selecting the issue type such as cleanliness, catering, or

safety. Track your complaint status online and receive updates until resolution.

Toll-free: 1800-400-306 (sample)

Email: railway.service6@railways.gov.in (sample)

Q7. How do I apply for a season ticket for local trains?

Visit the suburban railway counter or use the UTS mobile app. Fill the season ticket application with route and class details. Provide a photo ID proof, make payment, and collect your pass. Digital season tickets can also be accessed on the UTS app.

Toll-free: 1800-400-307 (sample)

Email: railway.service7@railways.gov.in (sample)

Q8. How can I book a retiring room at railway stations?

Log into the IRCTC retiring room booking portal. Enter PNR details, station name, and required duration. Choose the room type, complete payment, and collect the booking receipt. Present your ticket and ID proof at the station to check in.

Toll-free: 1800-400-308 (sample)

Email: railway.service8@railways.gov.in (sample)

Q9. How do I file a complaint about catering services on trains?

Dial the toll-free catering helpline, tweet @IRCTCofficial, or use the RailMadad app to lodge complaints. Provide train number, PNR, and details of the issue. The catering manager onboard will be informed, and corrective action will be initiated promptly.

Toll-free: 1800-400-309 (sample)

Email: railway.service9@railways.gov.in (sample)

Q10. How can I get a refund for train delays over three hours?

If your train is delayed by more than three hours and you decide not to travel, cancel the ticket online before the actual departure. The system will process a full refund without cancellation charges. Refund is credited to your original payment method automatically.

Toll-free: 1800-400-310 (sample)

Email: railway.service10@railways.gov.in (sample)

Q11. How can I change my boarding station?

Log into your IRCTC account and open your booked ticket details. Select the option 'Change Boarding Point'. Choose the new boarding station from the list available on your route. Save the change at least 24 hours before scheduled departure to make it valid.

Toll-free: 1800-400-311 (sample)

Email: railway.service11@railways.gov.in (sample)

Q12. How do I transfer a train ticket to a family member?

Submit a written request with ID proofs at the reservation counter at least 24 hours before departure. Railways allow ticket transfer to immediate family members like parents, spouse, or children. The updated ticket will be reissued in the family member's name.

Toll-free: 1800-400-312 (sample)

Email: railway.service12@railways.gov.in (sample)

Q13. How can I book meals online while travelling?

Visit the IRCTC e-catering website or app and enter your PNR number. Choose from available vendors at your station and select your meal. Pay online and note the delivery time. Your meal will be delivered directly to your seat at the chosen station.

Toll-free: 1800-400-313 (sample)

Email: railway.service13@railways.gov.in (sample)

Q14. How do I apply for a duplicate ticket if I lose the original?

Visit the reservation counter with a valid ID proof and provide journey details. Pay the applicable duplicate ticket charges. The counter will issue a duplicate ticket with the same seat and PNR details as your original booking.

Toll-free: 1800-400-314 (sample)

Email: railway.service14@railways.gov.in (sample)

Q15. How can I book a parcel service through Railways?

Visit the parcel office at the station with your goods, ID proof, and parcel booking form. Weigh the goods and pay the charges as per railway parcel tariff. The parcel clerk will issue a receipt with tracking details for your shipment.

Toll-free: 1800-400-315 (sample)

Email: railway.service15@railways.gov.in (sample)

Q16. How do I apply for a student concession pass?

Collect the concession form from your educational institution and get it attested by the head of the institution. Submit the form along with your ID proof at the railway counter. Pay the concession fare and collect your discounted ticket or pass.

Toll-free: 1800-400-316 (sample)

Email: railway.service16@railways.gov.in (sample)

Q17. How can I claim compensation for lost luggage in trains?

File a complaint immediately with the train guard or ticket examiner. Obtain a complaint receipt and then approach the railway claims office with supporting documents like ticket and ID. Submit a written claim within the stipulated period to process compensation.

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

Email: railway.service17@railways.gov.in (sample)

Q18. How can I book platform tickets online?

Use the UTS mobile app to book platform tickets. Select your station, choose the number of persons, and complete payment digitally. Show the digital ticket on your phone when required at the entry point.

Toll-free: 1800-400-318 (sample)

Email: railway.service18@railways.gov.in (sample)

Q19. How can I book assistance for differently abled passengers?

Visit the station master's office or book assistance while reserving tickets online. Submit your ID and disability certificate details. Wheelchair and escort facilities will be arranged

at the boarding and destination stations.

Toll-free: 1800-400-319 (sample)

Email: railway.service19@railways.gov.in (sample)

Q20. How can I file a theft complaint during train travel?

Contact the Railway Protection Force (RPF) helpline 182 immediately. Provide train number, coach, seat number, and details of stolen items. File a written complaint at the nearest RPF post or station police office for investigation and further action.

Toll-free: 1800-400-320 (sample)

Email: railway.service20@railways.gov.in (sample)

Q21. How do I apply for refund of partially used tickets?

Approach the ticket counter at the station where you terminate your journey. Submit the partially used ticket and ID proof to the counter staff. Refund will be calculated based on rules and issued as per railway refund policy.

Toll-free: 1800-400-321 (sample)

Email: railway.service21@railways.gov.in (sample)

Q22. How can I download a digital ticket booked through IRCTC?

Log into your IRCTC account and go to 'My Bookings'. Select the journey and click 'Download Ticket'. Save the ticket as PDF on your device or print it. The digital ticket is valid along with your original ID proof during travel.

Toll-free: 1800-400-322 (sample)

Email: railway.service22@railways.gov.in (sample)

Q23. How do I book an executive lounge at railway stations?

Open the IRCTC lounge booking portal. Enter station name, date, and time of arrival. Select the lounge service and amenities required. Pay online to confirm booking. Show the confirmation SMS or email at the lounge reception to avail services.

Toll-free: 1800-400-323 (sample)

Email: railway.service23@railways.gov.in (sample)

Q24. How can I pay fines for ticketless travel?

If caught travelling without a ticket, pay the fine immediately to the ticket examiner and collect a receipt. If unable to pay onboard, visit the nearest railway magistrate office to clear dues. Keep the receipt safe to avoid penalties in the future.

Toll-free: 1800-400-324 (sample)

Email: railway.service24@railways.gov.in (sample)

Q25. How do I register a complaint about unclean coaches?

Use the RailMadad app or call the railway cleanliness helpline. Provide your train number, coach number, and PNR details. The onboard cleaning staff will be directed to your coach for immediate action, and you can track the complaint until resolved.

Toll-free: 1800-400-325 (sample)

Email: railway.service25@railways.gov.in (sample)

Q26. How do I request assistance for senior citizens at stations?

Contact the station enquiry counter or pre-book services through IRCTC portal. Submit passenger details, train number, and PNR. Railway staff will provide wheelchair and porter services at boarding and destination stations.

Toll-free: 1800-400-326 (sample)

Email: railway.service26@railways.gov.in (sample)

Q27. How can I check train live running status?

Visit the National Train Enquiry System (NTES) website or mobile app. Enter the train number or name. The system will display real-time updates on arrival, departure, delays, and expected timings at upcoming stations.

Toll-free: 1800-400-327 (sample)

Email: railway.service27@railways.gov.in (sample)

Q28. How do I apply for railway employee family pass?

Eligible railway employees need to apply at their personnel department. Submit the application form with dependent family details and ID proofs. The office will verify eligibility and issue a railway pass for authorized travel categories.

Toll-free: 1800-400-328 (sample)

Email: railway.service28@railways.gov.in (sample)

Q29. How can I report issues with online ticket booking?

If your payment is deducted but ticket not booked, raise a complaint through the IRCTC helpdesk. Provide transaction ID, bank reference number, and user ID. Refunds for failed bookings are usually processed within 5-7 working days.

Toll-free: 1800-400-329 (sample)

Email: railway.service29@railways.gov.in (sample)