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### Government of India (Bharat Sarkar) Ministry of Railways (Rail Mantralaya) (Railway Board)

No. 2017/TG-I/20/P/FT Quota

New Delhi, Dated: 14.07.2017

Chief Commercial Managers,	Managing Director,
All Zonal Railways	CRIS, Chanakyapuri,
	New Delhi.

### (COMMERCIAL CIRCULAR NO.54 OF 2017)

Sub: Booking of reserved tickets by Foreign Tourists online.

As present facility of booking reserved tickets by Foreign Tourists upto 360 days in advance is available while booking on the authority of Ind Rail Passes, through GSAs (available in five countries) or at ITB centers in India. With a view to facilitate foreign tourists to book tickets online in advance, it has been decided to extend them the facility to book reserved tickets upto 365 days in advance through internet. This will be in addition to Foreign Tourist Quota being earmarked at present. A detailed scheme on this account along with clarification issued to CRIS is enclosed.

- 2. Necessary instructions may be issued to all concerned (especially reservation staff and ticket checking staff) to educate them about the features of this scheme and also that of charging of fare for Foreign Tourist Quota within Advance Reservation Period.
- 3. It is requested that these instructions may be implemented with immediate effect. Wide publicity about this facility should be given through all possible means.

(Vikram Singh)
Director Passenger Marketing
Railway Board

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#### Copy to:

- 1. CCM/PMs and CCM/PSs, all Zonal Railways.
- 2. EDV(T), EDFC, DVT, DF(C), OSD/TC, F(C) & V(SS) branches of Railway Board.
- 3. GGM/IT/IRCTC, B 148, 11th Floor, Statesman House, Barakhamba Road, New Delhi 110001
- 4. GM/PRS, CRIS, Chanakyapuri, New Delhi.
- 5. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- 6. The Principals, Zonal Railway Training Institutes, Central Railway/Bhusawal, Eastern Railway/Bhuli-Dhanbad, Northern Railway/Chandausi, East Central railway/Muzaffarpur, NF Railway/Alipurduar, Southern Railway/Trichy, South Central Railway/Moula Ali, SE Railway/Sini, North Western Railway/Udaipur.
- 7. Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Lucknow-2260011.
- 8. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- 9. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- 10. Secretary General, Federation of Railway Officers Association (FROA), Room No. 370, Rail Bhawan, New Delhi.
- 11. Secretary General, Indian Railways Promotee Officers Federation (IRPOF), Room No. 268, Rail Bhawan, New Delhi.
- 12. Secretary General, All India RPF Association, Room No. 256-D, Rail Bhawan, New Delhi.
- 13. CTM, Metro Railway, Metro Rail Bhawan, 33/1, J.L. Nehru Road, Kolkata-71.
- 14. MD, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot No.6, Sector 11, CBD Belapur, Navi Mumbai-400614.

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# BOOKING OF FOREIGN TOURISTS THROUGH INTERNET UPTO 365 DAYS IN ADVANCE

With a view to provide confirmed reservation to foreign tourists through internet (e-ticketing) upto 365 days in advance, it has been decided that they may be allowed to book accommodation in executive Class/1<sup>st</sup> AC/2<sup>nd</sup> AC Class in all trains including Shatabdi, Rajdhani, Duronto, Gatimaan etc. for which the fares shall be uniformly charged at 1.5 times the base fare by IR and IRCTC will collect enhanced service charges of Rs. 200 per ticket. The procedure for the same shall be as under:

- i. For booking the tickets the passport number, Nationality and the international Mobile no. of the passenger has to be mandatorily entered for generation of the ticket.
- ii. All tickets will be booked on applicable fare and no concession shall be admissible.
- iii. Payment shall be made only through international debit/credit cards. An SMS confirming the reservation of the ticket will be sent to the registered mobile number.
- iv. The passenger who has reserved the ticket under this category has to carry the original Passport (given at the time of booking ticket) with valid visa as identity proof and make it available for check during the journey. In case the passenger is not able to show the original Passport with valid visa, the passenger shall be treated as without ticket and charged penalty equivalent to 3 times the fare of the ticket and if passenger fails to pay the penalty, legal action will be taken against the passenger.
- v. Eight berths (two cabins) per FAC, four berths (one cabin) per FACCW, Eight berth per 2A coach (two inside berth cabins) and ten seats per

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EC from general quota berths available in these classes shall be made available for booking 365 days in advance.

- vi. In case the party seeking berth is more than the available foreign tourist quota, the confirmed accommodation will be provided up to the limit of foreign tourist quota and the remaining passengers will be registered and provided confirmed accommodation on the opening day of reservation as per extant practice. However, fare for all such berths/ seats will be charged 50% extra uniformly.
- vii. In case of cancellation of the tickets booked under this facility by the passenger flat 50% of the fare shall be deducted in addition to the cancellation charges applicable while refunding the amount. The time limit for granting 50% refund shall be as per extant rules i.e. upto 4 hours before scheduled departure of train, through website only.
- viii. No change of name shall be permissible on such tickets under any condition.
  - ix. The berths under existing foreign tourist quota shall also be booked on 1.5 times of the base fare. For booking across the counter through FT Quota, within ARP payment may be allowed to be accepted through any type of mode i.e. Indian Currency/ National/ International Credit/Debit cards. Foreign nationals booking berths under general quota may be allowed to book ticket on normal fare.
  - x. Foreign Tourist Quota booking will not be given to authorised ticketing agents.

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# GOVERNMENT OF INDIA (BHARAT SARKAR) MINISTRY OF RAILWAYS (RAIL MANTRALAYA) (RAILWAY BOARD)

No. 2016/TG-I/20/12/FT

New Delhi, Dated 14.07.2017

Managing Director, CRIS, Chanakyapuri, New Delhi.

Sub: Booking of tickets by Foreign Tourists online upto 360 days in advance.

CCM/PM/Northern Railway vide his letter No. 35- CCM(PM)/URS/FT dated 13.06.2017 on the subject quoted above (copy enclosed) has given certain suggestions/observations regarding booking of ticket against Foreign tourists Quota. The same has been examined and it have been decided as under:-

- (i) Online form should contain provision for entering of Nationality, Date of issue and date of expiry of Visa permit for all Foreign Nationals and NRIs.
  When a customer selects either Nepal or Bhutan from a drop down menu for entering Nationality, then Passport number may be greyed out and instructions displayed on screen that carrying of Bonafide tourist certificate is compulsory for travel as proof. CRIS & IRCTS may be
- (ii) For booking across the counter through FT quota, within ARP payment may be allowed to be accepted through any type of mode i.e. Indian Currency/National/International Credit/Debit Cards. However, the fare for the berths booked under Foreign Tourist Quota will be 1.5 times.

asked to make necessary provision.

- (iii) Passengers belonging to both the categories i.e. Foreign Tourists whose continuous stay in India is not more than 6 months and NRIs whose continuous stay in abroad is more than 6 months may be allowed to book tickets under foreign tourist quota. At the time of issuing informing Zonal Railways this aspect can be highlighted so that onboard ticket checking staff can be educated on this account to avoid inconvenience to foreign tourists.
- (iv) Online form should contain provision for entering of Nationality, Date of issue and date of expiry for all Foreign Nationals and NRIs. Validity of Passport and Visa to be checked by TTE during journey. TTEs to be suitably informed about validity of Visa rules for Foreign Nationals and NRIs by respective railways.

- (v) When a customer selects any country from a drop down menu for entering Nationality (except India), then instructions shall be displayed on screen that booking of tickets should conform to restrictions, if any on the Visa. The same will be checked by TTE and if violation is found, then such passenger shall be immediately de-boarded. CRIS/IRCTC shall be asked to take necessary action accordingly.
- (vi) Foreign nationals booking berths under general quota may be allowed to book ticket on normal fare.
- 2. Necessary modifications may be made accordingly and detailed procedure incorporating the above said clarifications may be issued to all Zonal Railways under intimation to this office.

(Vikram Singh)
Director Passenger Marketing
Railway Board

DA: As Above

Copy to:

Chief commercial Manager/PM, Northern Railway, IRCA Building, New Delhi.

Group General Manger IT/ IRCTC, 11<sup>th</sup> Floor, B-148, Statesman House, Barakhamba Road, New Delhi-110001.

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#### Northern Railway

No. 35-CCM(PM)/URS/FT

Director
Passenger Marketing

Railway Board

Office of the CCM/PM Northern Railway IRCA building New Delhi Dated:- 13/06/17

## Sub:- Procedure to book ticket against FT quota

With reference to subject cited above, please find enclosed the Observations made by this office.

It is requested that the Observations be noted for further action and clarifications thereof.

Solde July

Dy.CCM/DB
For Chief Commercial Manager
Passenger Marketing

# Procedure to book ticket against FT quota

S.N.	Existing Procedure of FT quota	Issues in forthcoming procedure of FT quota sent to CRIS	CRIS Reply
1	As per letter No. 2017/CRIS/NDLS-HQ/PRS/Rly-Board/189/Pt-XXII/0221 Dated 02.06.2017, Annexure'A': Point No. 1: It has been mentioned that "Indian nationality will not be allowed while booking in FT quota."	Please clarify that whether NRIs (Holding Indian nationality and residing abroad) are allowed for booking in FT quota or not. At present, they are availing this facility.	Rectified.
 	Observations:-		
	Instead of a negative list, a positive list should be created.  "Only Foreign Nationals and NRIs with Valid Passport/Visa will be allowed for booking using FT quota, both on PRS and Online"		
2	Vide Board's letter No. 2016/TG-I/20/P/12/FT dated 12.04.2017, in point no. (i), wherein it has been mentioned that "For booking the tickets the Passport Number, Nationality and the international Mobile No. of the passengers has to be mandatorily entered for generation of the ticket.	At present, as per Board's letter no. 90/Tourism/160/1 dated 14.06.90, the tickets in FT quota are issued to the Nepalese and Bhutanese tourists on the basis of certificates of bonafide tourist issued by their respective Embassies.  Please clarify that under which process the tickets in FT quota will be issued to Nepalese and Bhutanese tourists.	Across counter booking, No change.
	Observations:-		
	Online form should contain provision for entering of Nationality, Date of issue and date of expiry for all Foreign Nationals and NRIs.	1 ·	
	When a customer selects either Nepal or Bhutan from a drop down menu for entering Nationality, then Passport number may be greyed out and instructions displayed on screen		

-	that carrying of Bonafide tourist certificate is compulsory for travel as proof. It is akin to Senior citizen age proof.		
3	Vide Board's letter No. 2016/TG-I/20/P/12/FT dated 12.04.2017, in point no. (iii), the payment will be made only through International debit/credit card.  In testing guidelines under heading requirement, point no.1, rule for booking in FT quota across counter have to be changed similar to e-ticket as per Board's instructions.	Please clarify that within ARP, at all ITBs and tourist offices of Indian Railway where booking in FT quota is being done on cash payment, may be continued with current practice or book ticket on International debit/credit card only same as online.	As per CRIS approach dated 02.06.2017, no change in FT booking-within ARP against cash.
	Whether Cash transaction will be in Indian Currency or Foreign Currency or both.  Onus is on the Payment Gateway for		
	is International or not. Currently, PoS machines in ITB DO NOT distinguish between Domestic and International card for making a transaction.		
4	Entitlement of FT quota:  Foreign Tourist: Whose continuously stay in India is not more than six months.  NRI: Whose continuously stay in abroad is more than six months.	Please clarify how the Entitlement of foreign tourist/ NRIs will be verified?	Will be checked by TTE.
	Observations:- Should be linked with Point no. 1.		
	TTEs to be suitably informed about Validity of Visa rules for Foreign Nationals and NRIs by respective railways.		

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	railways.		
7	After filling of all FT quota berth, System charged normal fare in GN & 1.5 in FT	How foreigners will be differentiated booked in GN quota charged Normal Fare & booked in FT quota charged 1,5 fare.	Changes have been done to charge 1.5 times of fare when booking done in FT
			quota irrespective of quota allotted.

# Observations:Point no. 7

Foreigners Ticket Booked at ITB

		<u> </u>	
Booking Quota	Berths Utilized	Fare charged within ARP on CNF Berths	Fare charged beyond ARP on CNF Berths
ET	FT	1.5 times the normal base fare	1.5 times the normal base fare
FT	GN	1.5 times the normal base fare	1.5 times the normal base fare
GN	GN	Normal Fare	Normal Fare

From above table, it can be deduced that the same GN berth may be provided to a foreigner at different fares depending upon the booking quota used by operator. This may be a cause for complaint. It is suggested all confirmed berths allotted to a Foreigner/NRI be charged at 1.5 times the normal base fare irrespective of booking quota used.

# Foreigners Ticket Booked at Across the Counter

Booking Quota	Berths Utilised	Fare charged within ARP on CNF Berths
GN	GN	Normal Fare

A foreigner, say Nepalese, can access any counter at any location to book any ticket in GN quota. Also, There is no apparent way to prevent a foreigner/nri to create an id on irctc and book a ticket using GN quota like resident indians.

Note:- (i) Beyond ARP, by default booking quota FT

(II) Within ARP, Operators decides the booking quota

### भारत सरकार/Government of India रेल मंत्रालय/Ministry of Railways (रेलवे बोर्ड/Railway Board)

### सं. 2017/टीजी-।/20/पी/एफटी कोटा

नई दिल्ली, दिनांक: 14.07.2017

मुख्य वाणिज्यिक प्रबंधक,	महाप्रबंधक,
सभी क्षेत्रीय रेलें	क्रिस, चाणक्यपुरी,
	नई दिल्ली।

### (2017 का वाणिज्यिक परिपत्र सं.54)

## विषय: विदेशी पर्यटकों द्वारा आरक्षित टिकटों की ऑनलाइन बुकिंग।

विदेशी पर्यटकों द्वारा भारत में अग्रिम तौर पर 360 दिन पहले आरक्षित टिकटें बुक करने की सुविधा इंड रेल पास के प्राधिकार पर, जीएसए के जरिए (पाँच देशों में उपलब्ध है) अथवा आईटीबी केन्द्रों पर उपलब्ध है। विदेशी पर्यटकों को अग्रिम तौर पर ऑनलाइन टिकट बुक करने की सुविधा प्रदान करने के उद्देश्य से यह विनिश्चय किया गया है कि उन्हें इंटरनेट के जरिए अग्रिम तौर पर 365 दिन पहले आरक्षित टिकटें बुक करने की सुविधा प्रदान की जाए। यह सुविधा मौजूदा निर्धारित विदेशी पर्यटक कोटा के अतिरिक्त होगी। इस संबंध में क्रिस को दिए गए स्पष्टीकरण सहित एक विस्तृत योजना संलग्न है।

- 2. सभी संबंधितों (विशेष रूप से आरक्षण स्टाफ और टिकट चेकिंग स्टाफ) को इस योजना की विशेषताओं के बारे में शिक्षित करने और अग्रिम आरक्षण अवधि के भीतर विदेशी पर्यटक कोटा के लिए किराया वसूल करने के लिए भी आवश्यक अन्देश जारी किए जाएं।
- 3. यह अनुरोध है कि इन अनुदेशों को तत्काल प्रभाव से कार्यान्वित किया जाए। इस सुविधा के बारे में हर संभव माध्यमों के जरिए व्यापक प्रचार किया जाए।

(विक्रम सिंह) निदेशक यातायात विपणन रेलवे बोर्ड

### प्रतिलिपि प्रेषितः

- 1. सीसीएम/पीएम व सीसीएम/पीएस, सभी क्षेत्रीय रेलें।
- 2. का नि सतर्कता(टी), का नि एफ (सी), निदेशक सतर्कता (टी), निदेशक एफ (सी), वि. का. अधिकारी/टी सी, रेलवे बोर्ड की वित्त (सी) व सतर्कता (एस एस) शाखाएं ।
- 3. जीजीएम/आईटी/आईआरसीटीसी, बी-148, 11वीं मंजिल, स्टैट्समैन हाउस, बाराखम्बा रोड, नई दिल्ली 110001.
- 4. महाप्रबंधक/पीआरएस, क्रिस, चाणक्यपुरी, नई दिल्ली।
- 5. महानिदेशक, प्रोफेसर/ प्रशिक्षण तथा प्रोफेसर/ वाणिज्य रेलवे स्टाफ कॉलेज, वडोदरा।
- 6. प्रिंसिपल, क्षेत्रीय प्रशिक्षण केन्द्र, मध्य रेलवे/भुसावल, पूर्व रेलवे/भूली-धनबाद, उत्तर रेलवे/ चंदौसी, पूर्व मध्य रेलवे/ मुजफ्फरपुर, पूर्वोत्तर सीमा रेलवे/ अलीपुरद्वार, दक्षिण रेलवे/ त्रिची, दक्षिण मध्य रेलवे/मौला अली, दक्षिण पूर्व रेलवे/सिनी, उत्तर पश्चिम रेलवे/ उदयपुर।
- 7. निदेशक, भारतीय रेल परिवहन प्रबंधन संस्थान, हरदोई बाईपास रोड, मानक नगर, लखनऊ-226011.
- 8. जनरल सेक्रेटरी, नेशनल फेडरेशन ऑफ इंडियन रेलवेमैन (एनएफआईआर), 3,चेम्सफोर्ड रोर्ड, नई दिल्ली ।
- 9. जनरल सेक्रेटरी, ऑल इंडिया रेलवेमैन फेडरेशन (एआईआरएफ), 4, स्टेट एंट्री रोड, नई दिल्ली।
- 10. सेक्रेटरी जनरल, फेडरेशन ऑफ रेलवे आफिसर्स एसोसिएशन (एफआरओए), कमरा नं 370, रेल भवन, नई दिल्ली।
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# विदेशी पर्यटकों की इंटरनेट के जरिए अग्रिम तौर पर 365 दिन पहले बुकिंग

विदेशी पर्यटकों को इंटरनेट के जिए 365 दिन पहले कंफर्म्ड आरक्षण प्रदान करने के उद्देश्य से, यह विनिश्चय किया गया है कि उन्हें शताब्दी, राजधानी, दुरंतो, गितमान, आदि सहित सभी गाड़ियों में एग्जिक्यूटिव क्लास/1 एसी/2 एसी क्लास में एकोमोडेशन बुक करने की अनुमित दी जाए, जिसके लिए भारतीय रेलवे द्वारा समरूप से मूल किराए से 1.5 गुना वसूल किया जाएगा और आईआरसीटीसी 200 रुपए प्रति टिकट का बढ़ा हुआ सेवा शुल्क वसूल करेगा। इसकी प्रक्रिया निम्नानुसार रहेगी:

- i. टिकटें बुक करने और जारी करने के लिए यात्री के पासपोर्ट नंबर, नागरिकता और अंतर्राष्ट्रीय मोबाइल नंबर डालना आवश्यक है।
- ii. सभी टिकटें लागू किराए पर ही बुक होंगी और कोई रियायत स्वीकार्य नहीं होगी।
- iii. इनका भुगतान केवल अंतर्राष्ट्रीय डेबिट/क्रेडिट कार्डी द्वारा ही किया जाएगा। टिकट के आरक्षण को कन्फर्म करने के लिए पंजीकृत मोबाइल नंबर पर एक एसएमएस भेजा जाएगा।
- iv. इस श्रेणी में टिकट आरक्षित करने वाले यात्री को, पहचान साक्ष्य के रूप में वैध वीज़ा के साथ मूल पासपोर्ट (जो टिकट बुक करते समय दिया था) साथ रखना होगा और यात्रा के दौरान जांच के लिए दिखाना होगा। यदि यात्री वैध वीज़ा के साथ मूल पासपोर्ट दिखाने में असमर्थ होता है, तो यात्री को बिना टिकट समझा जाएगा और टिकट के किराए के तीन गुना के समतुल्य जुर्माना वसूल किया जाएगा और यदि यात्री जुर्माने का भुगतान नहीं करेगा, तो यात्री के विरुद्ध कानूनी कार्रवाई की जाएगी।
- v. 8 बर्थ (दो कैबिन) प्रति एफएसी, चार ब्रर्थ (एक कैबिन) प्रति एफएसीसीडब्ल्यू, 8 बर्थ प्रति 2ए कोच (दो बर्थ कैबिन के अंदर) और इन श्रेणियों में उपलब्ध जनरल कोटा की बर्थों से 10 सीट प्रति ईसी अग्रिम तौर पर 365 दिन पहले बुक करवाने हेतु उपलब्ध करवाई जाएगी।
- vi. यदि बर्थ की मांग करने वाली पार्टी की संख्या उपलब्ध पर्यटक कोटे से अधिक है, तो विदेशी पर्यटक कोटा की सीमा तक कन्फर्म्ड एकोमोडेशन दिया जाएगा और शेष यात्रियों को पंजीकृत किया जाएगा तथा मौजूदा कार्यप्रणाली के अनुसार आरक्षण खुलने की तारीख से कन्फर्म्ड एकोमोडेशन दिया जाएगा। बहरहाल, ऐसी सभी बर्थी/सीटों पर एकसमान रूप से 50% अधिक किराया वसूल किया जाएगा।
- vii. यात्री द्वारा इस सुविधा के अंतर्गत बुक की गई टिकटों के रद्दकरण के मामले में मूल्य रिफ़ंड करते समय लागू रद्दकरण प्रभार के अलावा किराए का एकसमान रूप से 50% किराया काट लिया जाएगा। 50% रिफ़ंड देने की समय सीमा मौजूदा नियमों अर्थात गाड़ी के तय प्रस्थान से 4 घंटे पहले तक होगी, यह केवल वेबसाइट के जरिए ही होगा।

- viii. इन टिकटों पर किसी भी स्थिति में नाम बदलने की अनुमति नहीं होगी।
- ix. मौजूदा विदेशी पर्यटक कोटा के अंतर्गत बर्थों को मूल किराए से 1.5 गुना ज्यादा मूल्य पर भी बुक किया जाएगा। अग्रिम आरक्षण अविधि में एफटी कोटा के लिए काउंटर से बुकिंग करते समय, भुगतान को किसी भी माध्यम अर्थात भारतीय मुद्रा/राष्ट्रीय/अंतर्राष्ट्रीय क्रेडिट/डेबिट कार्डी द्वारा स्वीकार किया जाए। जनरल कोटा के अंतर्गत टिकट बुक करने वाले विदेशी नागरिकों को सामान्य किराए पर टिकट बुक करने की अनुमित दी जाए।
- x. प्राधिकृत टिकटिंग एजेंटों को विदेशी पर्यटक कोटा बुकिंग सुविधा नहीं दी. जाएगी।