GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

NO.2002/TGI/20/P/IRCTC/ INTERNET   New Delhi
24.5.2002

To

The Chief Commercial Managers
All Zonal Railways.

(COMMERCIAL CIRCULAR NO.41/2002)

Sub: **Reservation on Internet through IRCTC.**

A Joint Procedure Order for Reservation on Internet through IRCTC is enclosed herewith along with Internet Booking Manual. This is in pursuance of MoU signed between Ministry of Railways and IRCTC.

The IRCTC will maintain all books and returns as prescribed by Traffic Accounts Office.

At the end of each day complete statement of transactions of total bookings through IRCTC will be generated which will give total fare excluding commission/service charges levied by IRCTC.

Separate roll number for the tickets be allotted for ticket rolls issued to IRCTC.

A rolling settlement scheme i.e. lump sum amount deposited by IRCTC in the account of Railways and its progressive reduction as per individual transaction may be put in place through the software which should also be checked manually.

The topping up as well as reduction of the IRCTC account should also be checked by the software.

Ten days statement of actual money deposited by IRCTC viz-a-viz the debit raised due to transactions may be sent to Traffic Accounts Office on regular basis for cross check.

—131—

Ten days statement of actual money deposited by IRCTC viz-a-viz the debit raised due to transactions may be sent to Traffic Accounts Office on regular basis for cross check.

The software developed by CRIS should be thoroughly checked by Manager, Data Base/PRS and Dy.CAO/TA before making the system on line.

The procedure for reservation, modification, cancellation is described in the enclosed procedure order which should be scrupulously followed. Other working arrangements are given in the Internet Booking Manual, a copy of which is also enclosed herewith.

This issues with concurrence of Finance and Accounts Directorates of Railway Board.

Please acknowledge the receipt of this letter.
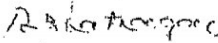
(Dr.P.K. Goel)
Executive Director Passenger Marketing

DA: 1.Procedure Order
2.Internet Booking Manual

No.2002/TG I/20/P/IRCTC/INTERNET

NEW DELHI
24.5.2002

Copy to:
FA&CAOs, All Zonal Railways.
Directors (Audit), All Zonal Railways.

For Financial Commissioner, Railways

Copy forwarded to:
MD/IRCTC, New Delhi.
CCM(PM)/Northern Railway
GM(PRS)/CRIS, New Delhi.

- 132 -

JOINT PROCEDURE ORDER FOR INTERNET BOOKING

1. In pursuance of Railway Board's directive to IRCTC vide letter No. 2001/C&IS/PRS/Internet Booking dated 30.10.2001 to provide internet based advance train reservation booking facility to rail users, the following working procedure order is issued for information and strict adherence by all concerned.

2. IRCTC shall be allowed access to the Indian Railway PRS system for advance reservation on behalf of their customers and all necessary assistance as is being extended to a new PRS centre/user shall be extended by all concerned.

3. The facility shall be extended to individuals on their registration with IRCTC on mutually agreed terms and conditions as prescribed by the Corporation. To control misuse of the facility by unscrupulous elements, IRCTC shall impose such restrictions as are considered necessary on the number of tickets to be purchased by each registered customer and also monitor individual transaction closely. To start with a maximum of 4 transactions per month be permitted on each card.

4. The computer system to be procured by IRCTC for internet booking shall be housed in the IRCA building at the site earmarked and mutually agreed upon by CCM/NR/NDLS and MD/IRCTC. CCM/PM/NDLS shall provide necessary connectivity to IRCTC system and also to the peripherals viz., terminals and ticket printers located at IRCTC's printing centres. Cost for this will be borne by IRCTC.

5. CCM/PM/NDLS may assist IRCTC in getting 64 KBPs leased land line from DOT to connect the printing centres to the PRS. IRCTC, in that case, shall pay the necessary charges for the equipments, connectivity etc. To begin with, 16 terminal ports may be allocated to IRCTC with related equipment and connectivity. (PLEASE SEE ENCLOSED DIAGRAM). 8 ports defined for printing will be connected by dedicated leased line to the IRCTC printing office. The other 8 ports will be provided in the IRCTC office in IRCA Building, ground floor-two to serve as enquiry ports, one for downloading accounting and reconciliation reports and the others as standby for ticket printing in case of any failure of communication between PRS & IRCTC printing office. This may be later reviewed in the light of traffic volumes. Connectivity to IRCTC shall not be withdrawn without prior permission of Board and advice to IRCTC.

6. Tickets to be used by IRCTC for internet booking will have "E-ticket" and "no cash refund" printed on them. They may also be of a different color to distinguish them from normal CPTs. CCM/PM/NDLS shall arrange to print the above distinctly colored tickets and supply them to IRCTC under clear acknowledgement. Separate serial number of ticket should be allotted to the tickets roll issued to IRCTC. This will not only be helpful in differentiation but proper continuity and accountal of tickets by IRCTC.
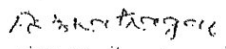
1.

7. All Internet reservation transactions will have a new ticket type 'U'.

8. For ticket printing, there is a separate special function form. The validations will be on the PNR number and the unique 10-digit transaction ID Printing will be allowed only once and the ticket printed flag is set. There is another separate special function to reset the "printed" flag, in case re-printing is to be done. Only two such resets are allowed. "No refund" message will be printed on all such tickets.

9. By default, the option of printing tickets issued by IRCTC will be given to all counters of IRCTC.

10. Cancellation will only be allowed after ticket is printed. No cash refund will be given. The amount will be reflected in the credit card field in the transaction summary in the DTC. It can be recognized as IRCTC transaction on the basis of ticket type 'U'. Cancellation will be done as it is done in CONCERT by entering PNR number and Stock number.

11. A specific accounting report will be given for cancellation transaction. It will contain transaction ID and PNR number and the refund amount. Credit card number is not given by IRCTC to PRS backend. Hence, this number will not be in the CRIS database. A report that will correlate transaction ID and the credit card number will have to be provided by IRCTC.

12. IRCTC has been given the code of "RC".

13. No concessions, except senior citizen concession, will be allowed. This check is done at backend.

14. No quota, other that ladies and general quota, will be allowed. This is also checked at backend.

15. No other functionality through Special Functions will be allowed initially, except clause 25.

16. Account adjustment as a result of cancellation should be done online.

17. Even for partial or full modification, these will be treated at par with cash transactions since money has already been received in advance from IRCTC by IR which is part of the software.

18. The working of the counter will be from 8 AM to 8 PM on week days and 8 AM to 2 PM on Sundays as for present PRS.

19. The IRCTC will maintain all books and returns as prescribed by Traffic Accounts Office.

2.

20. Payments for the tickets booked by IRCTC to Indian Railway shall be through a lump sum deposit which shall be recouped periodically as and when the deposit reaches a specified cut off level. The above lump sum deposit may be Rs.20 lakhs initially and the cut off level may be Rs. 2,00000/- (Two Lakhs) As and when the cut off level of Rs. 2,00000/-, (Two Lakhs) is reached, IRCTC shall renew the deposit. IRCTC's Account will be credited by suitable entry into the software as soo as cheque is received by CCM/PM. CRIS shall provide the software for handling the IRCTC's transactions and keep the detailed account. Dy. CCM/Data Base/PRS and Dy.CAO/TA should evolve a proper procedure for the purpose of accountal of the cheque received from IRCTC.. Under no circumstances the ticket shall be printed if cut off level reaches,i.e. Rs.2,00,000.

21. IRCTC shall devise an effective system for levying the ticket fare from its customers through payment gateway/credit card/e banking etc. and the service charges to be levied from customers shall be decided by IRCTC based on market conditions. IRCTC shall also devise a system for delivery of tickets to customers through couriers or other convenient modes as deemed fit and convenient.

22. To begin with, direct reservation on payment of full fare for adults and children, and on concession fare to senior citizen, against General and Ladies quota from one station to another station on the route of a train shall be issued through internet booking.

23. The following services shall not be provided in internet booking to begin with:-

   1   Group booking and foreign tourist booking
   2   Name change, boarding point change
   3   Booking on passes, military/police warrants, travel coupons, I.C. Passes, Indrail passes,

24. CRIS shall provide the facility through software for, IRCTC to print the tickets as and when and where required by IRCTC by inputting the PNR and transaction ID and printing location code. To handle situations where the ticket is damaged/smudged or otherwise becomes unusable during the printing process, reprinting facility shall be provided to IRCTC through a supervisory privilege. The damaged tickets in such cases will be sent to CCM/PM/NDLS by IRCTC for onward submission to Traffic Accounts. For damaged tickets as indicated or unprinted tickets, the normal procedure as in the case of 'non issued' tickets shall be followed.

25. In case of lost tickets the duplicate ticket may be prepared at PRS as per normal procedure with usual charges collected in cash.

26. The present PRS timings for advance booking shall be maintained for internet booking also.

3.

-129-

27. The ticket rolls will be handed over by CCM/PM after taking signature of authorised official of IRCTC, who will keep the rolls in secure manner. IRCTC will send monthly returns for ticket rolls used alongwith details of transactions to CCM/PM and Traffic Accounts Office.

28. Monthly returns of number of transactions, passenger, earnings, complaints, appreciation will also be sent to CCM, FA & CAO (TA) and EDPM.

29. Inspection/checking of procedure and accountal by the official of Commercial and Accounts of the Railways at IRCTC will be done, as is being done in non railways terminals.

30. At the end of the day, the system may generate a statement of transactions for total bookings through IRCTC. This statement should show distinctly the total fare excluding commission/service charges levied by IRCTC.

31. The Refunds on the tickets issued by IRCTC on internet shall also be granted by Railway counters who will issue only a cancellation advice to the passengers. A report will be generated both in CCM/PM's office as well as in IRCTC system for all such refunds. After this the passengers shall apply to IRCTC for granting the refund which will be following the normal procedure of refunds on credit cards. To facilitate check of refund sheet, a copy of refund statement on the basis which the refunds will be made will also be sent by CCM/Refund to Traffic Accounts Office.

32. To start with, maximum four transactions are permitted in a month for an individual.

33. Decision regarding number of transactions to be permitted during peak and non-peak period will be taken after seeing the response from the public.

34. Regarding permission for booking on internet for Corporate Sector, decision will be taken in due course.

(Dr.P.K. GOEL)
EDPM

(A.K. Bhatnagar)
EDFC

4.

Government of India
Ministry of Railways
(Railway Board)

No. 2009/TGIV/15/RR/1   New Delhi, dt: 06.06.2013

MD/IRCTC,
Bank of Baroda Building,
Sansad Marg,
New Delhi.

(Commercial Circular No. 42 of 2013)

Sub: Booking of Retiring Rooms through IRCTC Website.

Ref: IRCTC's letter no. 2012/IRCTC/ERTD/RB/MCDO Report dated 11.10.2012.

Zonal Railways have been advised to take necessary steps for proliferation of booking of Retiring Rooms module through Commercial Portal of Indian Railways at all stations where the retiring rooms exist. Railway Board desires that booking of retiring rooms through internet may also be permitted through IRCTC's website.

The IRCTC will maintain all books and returns as prescribed by Traffic Accounts Office.

At the end of each day complete statement of transactions of total booking through IRCTC will be generated which will give total charges excluding service charges levied by IRCTC.

Separate roll number for the tickets be allotted for ticket rolls issued to IRCTC.

A rolling settlement scheme i.e. lump sum amount deposited by IRCTC in the account of Railways and its progressive reduction as per individual transaction may be put in place through the software which should also be checked manually.

The topping up as well as reduction of the IRCTC account should also be checked by the software.

Ten days statement of actual money deposited by IRCTC viz-a-viz the debit raised due to transactions may be sent to Traffic Accounts Office on regular basis for cross check.

The software developed by CRIS should be thoroughly checked by Manager, Data Base/PRS and Dy. CAO/TA before making the system on line.

The procedure for reservation, modification, cancellation is described below which should be scrupulously followed:-.

2.1. Advance booking of retiring room can be done through internet on a ticket purchased through PRS during the reservation period prescribed for purchase of tickets through PRS. The system shall validate authentication of the ticket.

2.2 Advance booking of Retiring rooms will be permitted only against confirmed/RAC tickets and will not be permitted against wait-listed tickets, card tickets or platform tickets. The customer will have to register on the website for booking of the retiring rooms also. He should give his PNR number and this transaction will be linked to PRS booking.

2.3. On one PRS ticket, not more than three Retiring rooms can be booked.

2.4. The booking of Retiring room will continue to be available on arrival at the Railway Station on PRS/UTS/card ticket.

2.5. In order to overcome fictitious booking of retiring room, these cannot be booked on UTS/card ticket in advance. However, a genuine passenger holding such general ticket for more than 500 kms. will be allowed to avail this facility at the Railway Station. Chief Commercial Managers have been authorized to relax the condition of 500 kms for specific locations based on local conditions.

2.6. In case all the retiring rooms are booked, the passengers having confirmed tickets desiring to avail retiring room facility will be provided a waitlist number which will automatically be updated by the system in case of any cancellation.

2.7. On cancellation of ticket, the booking of Retiring room shall automatically get cancelled. The cancellation of booking of retiring room will attract cancellation charges as under:

      a. Cancellation in advance of 48 hours
         of the day of occupation.   -   Deduction of 10%

      b. Cancellation within a period of less
         than 48 hours of the day of occupation-   Deduction of 50%

      c. Cancellation on the day of occupation -   No refund

2.8. If the retiring room is not provided by railway against the advanced booking due to some fault etc. on the part of the Railway Administration, special provision may be made for giving full refund to the passenger. However, if the fault is on the part of the passenger, refund rules/procedure as laid down in para 2.7(c) and para 2.10 of the policy circular may be followed.

2.9. If a retiring room is not provided by railway against the advanced booking due to late running of the train and the passenger does not want to avail the facility, he may be refunded full.

2.10. If the passenger does not turn up within one hour of the actual arrival of the train, the Retiring Room Supervisor may release the booked room in favour of the next passenger in the waiting list, provided the wait listed passenger turns up within one hour of the actual arrival of his/her train.

2.11. The mode of refund will be same as the mode of payment.

2.12. Date-Base Administrator for retiring rooms will be at divisional level. Only Central zonal database operator should be permitted to make modifications in Application rules like fare, reservation slots etc. Local database operator should have permission to change local items like room facilities, address, room status etc.

2.13. Booking will be permitted for a period of 12 hours or 24 hours as per need and in any case not more than a period of 48 hours. Check in and Check-out timing should be 8 A.M. and 8 P.M.

2.14. The system will have a provision to book a retiring room on the authority of letter issued by Senior DCM/DCM as rest houses for the use of authorized persons such as Railway Officers, MPs etc. Blocking of retiring room will be for special purpose only and such authorization should be issued by the concerned Senior DCM/DCM.

2.15. If retiring room is booked against a pass and prescribed charge is not to be taken, then the supervisor will be enabled to do this type of reservation through special function, recording the reason in the system duly entering various details like Pass No., reasons etc.

2.16. System will generate a station-wise/date-wise report in respect of para (2.14) & (2.15) at Divisional & Zonal level for verification/cross check.

2.17. Passenger booking the retiring room needs to carry one of the approved 5 photo ID cards, namely Voter Identity Card, Passport, PAN Card, Driving License, photo identity card issued by Central/State Govt., student identity card with photograph issued by recognized school/college for their students, nationalized

bank's passbook with photograph and credit card by banks with laminated photographs.

2.18. The fare structure for different types of rooms will be configurable. The Taxes and Service Taxes shall be configurable.

2.19. Charges for Retiring Rooms booked through the Internet will be apportioned to the Zonal Railway, Division and Station concerned as being done for Originating Earnings Apportionment of PRS Earnings between Zonal Railways and Accounting Reports are generated showing the apportioned originating earnings of each station and each Division also. This module should specifically be got vetted and cleared from the concerned Associate Finance of the Zonal Railway.

2.20. Other working arrangements should be scrupulously followed as per instructions contained in Board's letter no. 2002/TG-I/20/P/IRCTC/INTERNET dated 24.05.2002 (copy enclosed for ready reference).

This issues with the concurrence of Finance and Accounts Directorates of Railway Board.

(S.K. Ahirwar)
Director Traffic Comml. (G)
Railway Board

No. 2009/TGIV/15/RR/1   **New Delhi, dt: 06.06.2013**

Copy to:

1.   The Chief Commercial Managers, All Zonal Railways.
2.   The FA&CAOs, All Zonal Railways.
3.   Principal Directors of Audit, All Zonal Railways.
4.   GM/PRS/CRIS, Chanakyapuri, New Delhi.

Joint Director Finance/Comml.
for Financial Commissioner/Railways

Government of India
Ministry of Railways
Railway Board

No. 2009/TGIV/15/RR/1   New Delhi, Dt:17.12.2015

Managing Director/IRCTC,
11th Floor, B-148,
Statesman House,
Barakhamba Road,
New Delhi – 110001.

(Commercial Circular no. 74/2015)

Sub: Booking of Retiring Rooms through IRCTC Website.

Instructions already exist in Commercial Circular no. 42/2013 for booking of retiring rooms through IRCTC Website. Further, in partial modification to the existing guidelines issued through above said circular, Ministry of Railways (Railway Board) have now decided the following:

Para 2.19 may be read as under:

- Charges for Retiring rooms booked through the internet will be apportioned to the Zonal Railways on the basis of actual earnings of the concerned Railway. Accounting reports may be generated showing the apportioned earnings of each station and each division also. A sample format regarding submission of information about apportionment of the retiring room earning to the concerned Zonal Railways, Division-wise and station-wise is as under:

Railway	Division	Name of Station
		1
		2
	Total	

This issues with the concurrence of Finance Directorate of Railway Board.

(S.K. Ahirwar)
Director Traffic Commercial (G)
Railway Board

No. 2009/TGIV/15/RR/1   New Delhi, Dt: 17.12.2015

Copy to:

1.   Chief Commercial Managers, All Zonal Railways.
2.   The FA&CAOs, All Zonal Railways.
3.   Principal Directors of Audit, All Zonal Railways.
4.   GM/PRS/CRIS, Chanakyapuri, New Delhi.

For Financial Commissioner/Railways
Railway Board