

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No. 2013/TG-I/20/P/VAT

New Delhi, dated 27.09.2019

The General Manager (Admin), Konkan Railway Corporation Limited, Belapur Bhavan, Sector 11, CBD Belapur, Navi Mumbai-400614.	The General Managers (Comm1.) All Zonal Railways.
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(Commercial Circular No. 45 of 2019)

Sub: Policy on earmarking of berths on demand from KRCL for Value Added Tour (VAT) packages.

Ref: (i) This office letter of even no. dt. 05.02.2018 (CC no. 09 of 2018)

(ii) This office letter of even no. dt. 27.04.2018

Based on KRCL's request, the issue regarding earmarking of berths for VAT packages has been examined in Board's office.

2. After careful consideration, Competent Authority have decided to allow VAT packages for KRCL on the following terms and conditions:-

(i) Booking

- a. Number of berths/seats to be earmarked in the Passenger Reservation System for the value added tour packages of KRCL would be finalized by KRCL in consultation with the CCM/PMs of the concerned Zonal Railways at least ARP + 10 days in advance of the scheduled commencement of the first trip.
- b. The number of berths/seats earmarked for this purpose shall not exceed 10% of total berths/seats in Sleeper class and 15% of total berths in AC Class in that train.
- c. Initially the extent of accommodation to be earmarked should be 5% of the total berths/seats in case of sleeper class and 10% of total berths in AC classes.
- d. Based on the utilization, the same can be increased up to 10 percent and 15 percent respectively with the approval of CCM/PM concerned.
- e. The berths decided to be earmarked shall be incorporated in the train profile.
- f. The Value Added Tour packages shall cover both peak and non-peak periods.
- g. The periodicity and the number of berths/seats should be uniform through the currency of the tour so as to reduce the requirement of maintenance of varying Database in the PRS. Any relaxation in this regard should be decided in consultation with CCM/PM.
- h. KRCL shall develop Value Added Tour packages based on these earmarked berths/seats by including sightseeing, stay, etc. and will market these tourism products.

-2/-

The accommodation earmarked for VAT packages may be reviewed periodically by the concerned CCM/PM and wherever it is found that these packages are being poorly patronized, the accommodation so earmarked may be reduced or withdrawn.

(ii) Payment

- a. For each berth/seat utilized by KRCL, KRCL shall pay the full fare plus 15% service charge. No concession whatsoever shall be admissible on such tour package ticket. Ticket for child, senior citizens, etc. shall also be issued on full fare. The method of arriving at the fare including the service charge and deposit is illustrated in the annexure.
- b. A lump sum amount equivalent to the passenger fare including the above mentioned service charge as applicable for the total berths/seats earmarked plus a deposit of 25% thereon for the first trip for each circuit shall be taken at the time of earmarking the accommodation. This deposit will be refunded on completion of the currency of the particular value added tour package.
- c. The list of names of the tourists booked along with the other relevant details such as gender, age, etc. shall be given by KRCL 48 hours before the scheduled departure of the train to the CCM/PM as well as to the CRS/Charting at the train originating station. These details shall be incorporated in the PRS database and also in the chart.
- d. KRCL in consultation with CRIS and CCM/PM would evolve a procedure for e-booking of the earmarked berths by KRCL. If booking is done through e-ticketing, suitable procedure will be evolved by KRCL for adjustment of fare as applicable plus 15% service charge for the berths booked by KRCL for value added tour package against the existing rolling lump sum deposit that KRCL shall maintain with Central Railway.

(iii) Cancellation of Tickets, Refunds & Other Safeguards

- a. No cancellation shall be permitted within 48 hours of the scheduled departure of the train.
- b. The unutilized berths/seats released by KRCL to Railways 48 hours before scheduled departure of the trains shall be used to update Tatkal waiting list followed by general waiting list of that train.
- c. In case of cancellation of the train/non attachment of coach in which accommodation has been earmarked for VAT packages, refund due to KRCL as per provisions of refund rules shall be admissible.
- d. The officers from KRCL shall personally verify the additional features of VAT and also develop a mechanism about the response of the customers for the total package and its long term life cycle value of the customer.
- e. These should be branded tour packages of KRCL.
- f. KRCL should also be asked to undertake an aggressive campaign during lean period when most of the trains are vacant.
- g. Indian Railways shall not be liable for any consequential damages arising out of any agreement/provision between the passenger and KRCL. Indian Railways shall also not be responsible for any damages if the package/scheme is terminated at short notice.

- h. KRCL shall be solely responsible for ensuring compliance of all conditions as laid down by Indian Railways.
- i. If there is no post of CCM/PM on some zonal railway, the powers shall be exercised by CCM/PS or any other office authorised by CCM.
3. As regards earmarking of berths in cases where both KRCL and IRCTC request VAT package in the same train, the same may be decided on "first come first served" basis.
3. This issues with the concurrence of Finance Directorate of this Ministry.
4. Necessary instructions may be issued to all concerned.



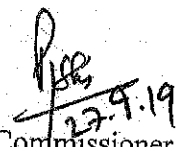
(Shelly Srivastava)
Director Passenger Marketing
Railway Board

No. 2013/TG-I/20/P/VAT

New Delhi, dated 27.09.2019

Copy forwarded to:

1. ADAI(Railways), New Delhi with 36 spares.
2. FA&CAOs, All Zonal Railways.



for Financial Commissioner, Railways

Copy to:

1. CCM/PMs and CCM/PSs, all Zonal Railways.
2. ADG/PR, EDV(T), EDFC, DF(C), PPS/FC, OSD/TC, F(C) & V(SS) branches of Railway Board.
3. MD/IRCTC, B 148, 11th Floor, Statesman House, Barakhamba Road, New Delhi - 110001
4. General Manager/PRS-I, 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.

Annexure

Illustration of fare and service charge to be paid by KRCL and the lump sum deposit to be deposited by them.

Eg. Sector: Kozhikkode-Trivandrum

Train no.: 12432

Class: 3AC

Full fare for each berth: Rs. 1095/-

Service charge = Rs. 164 (15% of the fare)

Total fare for each berth = Rs. 1259

Total amount to be paid by KRCL for say, 10 berths = 1259×10
= Rs. 12590

The above said amount will be paid by KRCL for each trip.

In addition, a lump sum deposit of Rs. 12590 (value of one single trip) will be deposited by KRCL before the first trip of that package which shall be refunded on completion of the currency of the particular value added tour package.