

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

No. TC-II/2910/2020/ Special Train/Covid-19

New Delhi, 11.05.2020.

The Principal Chief Commercial Managers,
All Zonal Railways,

Sub: Running of Special Trains

Ref: Coaching Directorates letter date 11.05.2020 No. DTP/2020/05/025

Ministry of Railways have decided to run 'Special Trains' as per notification under reference. The fare structure for the 'Special Trains' shall be as applicable for the regular time tabled Rajdhani train/ or as per the regular time tabled train category notified by the coaching directorate.

2. Booking:

- 2.1 Tickets shall be booked only online on IRCTC website or through Mobile App. Booking of tickets through 'agents', (both IRCTC Agents and Railway Agents) shall not be permitted.
- 2.2 The ARP (advance reservation period) shall be maximum 7 days.
- 2.3 Only confirmed tickets shall be booked. Booking of RAC/Waiting list ticket and on board booking by ticket checking staff shall not be permitted.
- 2.4 Current booking, tatkal and premium tatkal booking shall not be permitted.
- 2.5 Accommodation allotted at en-route stations shall be as the regular timetabled train. In case regular stoppage has not been provisioned for, the quota for the stoppage shall be transferred to the previous scheduled stoppage.

3. Cancellation and Refund rule: Online cancellation shall be permitted upto 24hrs before scheduled departure of train. Cancellation charge shall be 50% of fare.

4. Catering: No catering charges shall be included in the fare. Provision for pre paid meal booking, e-catering shall be disabled. However, IRCTC shall make provision for limited eatables and packaged drinking water on payment basis. Information to this effect shall be made available to passengers during time of booking ticket.

5. **Linen and Blanket:** No blanket and linen shall be provided in the train. Information to this effect shall be made available to passengers during time of booking ticket.

6. All other terms and conditions shall remain same as applicable for the category of train unless specified above.

7. The receipt of this letter may be acknowledged. Also please check Instructions on the Indian Railway website – www.indianrailways.gov.in under the head commercial circulars.

8. Each Zonal Railways shall ensure that necessary arrangements are made to make the details available to all the concerned staff well in advance.

This issues with the concurrence of finance directorate of Ministry of Railways.



Director Passenger Marketing

Railway Board

No. TC-II/2910/2020/new train Covid-19

New Delhi, 11.05.2020.

Copy to:

1. DAI (Railways), New Delhi.
2. PFA, All Zonal Railways
3. Principal Director of Audit, All Zonal Railways

Copy forwarded for information & necessary action to:

1. PED (A), PED/CHG, ED/C&IS, EDIP Railway Board.
2. MD, Centre for Railway Information System (CRIS), Chanakyapuri, New Delhi for necessary software changes.
3. MD, IRCTC, Stateman House, Barakhambha Raod, New Delhi-110001
4. Managing Director, Konkan Railway Corporation LTD, Belapur Bhavan, Plot no. 6, sector-11, CBD Belapur, Navi Mumbai-400014.