

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

COMMERCIAL CIRCULAR NO. 26 OF 2018

No. TC-II/2033/2006/Policy/2

New Delhi, dated 07.05.2018

The Principal Chief Commercial Managers,
All Zonal Railways

The Principal Chief Operation Managers
All zonal Railways

Chairman & Managing Director,
Indian Railway Tourism and Catering Corporation (IRCTC)
New Delhi

Chairman & Managing Director,
CRIS, Chanakyapuri, New Delhi

Sub: Booking of FTR trains/coaches online through single window
booking system by IRCTC.

REF: Board's Commercial Circulars No. 08 of 2018 dated 05.02.2018
and No. 14 of 2018 dated 15.02.2018.

Further to the instructions issued vide Commercial Circular No. 08 of 2018 dated 05.02.2018 and Commercial Circular No. 14 of 2018 dated 15.02.2018, the following additional instructions/guidelines are issued on the subject:-

2. The following Railway stations in each Zonal Railway are nominated for handling the complete commercial formalities related to the online booking of FTR Trains/Coaches/Saloons, etc.:-

S. No.	Railway	Nominated Railway stations	IRCTC Office	IRCTC Zone
(i).	NR	New Delhi	North Zone	NZ
(ii).	NWR	Jaipur	RO/Jaipur	
(iii).	NCR	Allahabad	RO/Lucknow	
(iv).	NER	Lucknow Jn.	RO/Lucknow	
(v).	NFR	Guwahati	RO/Guwahati	EZ
(vi).	ER	Sealdah	East Zone	
(vii).	SER	Old Koilaghat Booking Office	East Zone	
(viii).	SECR	Bilaspur	East Zone	
(ix).	ECR	Patna	RO/Patna	

(x).	WCR	Jabalpur	RO/Bhopal	WZ
(xi).	CR	CSTM	West Zone	
(xii).	WR	Mumbai Central	West Zone	
(xiii).	SCR	Secunderabad	SCZ	SCZ
(xiv).	ECoR	Bhubaneswar	RO/BBS	
(xv).	SR	Chennai	South Zone	SZ
(xvi).	SWR	Bangalore	RO/SBC	

3. The following timelines should be followed for provisional confirmation, final confirmation, inter-zonal Railways confirmation, submission of original folder for refund, process of refund, etc.-

Sl No.	Different circumstances	Time limit
(i).	Provisional confirmation of indent	Maximum 15 working days of the generation of FTR number.
(ii).	Final confirmation of the indent	Minimum 7 days in advance of the date of journey.
(iii).	Inter-Zonal Railways confirmation.	Co-ordination will be made by zonal Railways of originating station and confirmation shall be given by other related Railways within 10 days. After that, the same shall be considered deemed to be confirmed by other Zonal Railways.
(iv).	Calculation of charges/fares.	Maximum 5 working days.
(v).	Submission of original folder/receipts etc., for final calculation/processing of refund etc. by IRCTC/their representatives.	Within a maximum period of 15 days of completion of the journey.
(vi).	Process of refund or recovery of excess charges, if any, after receipt of the original folder/receipts etc.	By both Commercial directorate and the Accounts directorate within 30 days after receipt of the original folder/receipts.
(vii).	Payment of final charges/fares in full by IRCTC	At least 48 hours in advance of the departure of the train as per existing rule.

4. Other guidelines are as under:-

(i) Zonal Railways shall intimate designations of the staff one each from Commercial Department and Operating Department to IRCTC for co-ordination work. For this purpose, CPTMs of concerned zonal Railway may nominate

suitable Officers/staff of Coaching Directorate for handling of FTR business. In case of Commercial issues, required Officers/staff may be nominated by CCM (PM) of the zonal Railways.

(ii) In the first phase, security deposit of Rs. 30 lakh for special trains and two lakh for special coaches on FTR shall continue till online provision is made fully operational. Accordingly, maintenance of RDS account at each zonal Railway shall be made operational during the 2nd phase.

(iii) IRCTC nodal Office for each Zonal Railway will co-ordinate with the nominated Officer/staff of nominated stations for getting the rate advise and in turn advise fare to party/individual. The final payment of fare to Railways shall be made during 1st phase as per the existing provisions.

(iv). In the 1st phase, four user type inter face shall be created viz. General users, 16 IRCTC users, 16 CPTM users and super Admin. In the subsequent phase user type interface shall be required for CBS/nominated staff/officers of 16 zonal Railways and CCM/PM Offices.

(v) During the 1st phase, permission shall be given to carry IRCTC endorsed copy of the manual ticket. After online payment is made operational, online receipt with original ID/authorized letter of IRCTC shall be made valid.

(vi) In the 1st phase, registration, priority of indent and confirmation by CPTMs Offices etc., shall be made online. However, charges shall be calculated manually, and payment of fare as well as refund shall also be processed manually.

(vii). All the trains/coaches/Saloons on Full Tariff shall be booked through single window booking system by Indian Railway Tourism and Catering Corporation (IRCTC) and no manual booking on FTR shall be permitted.

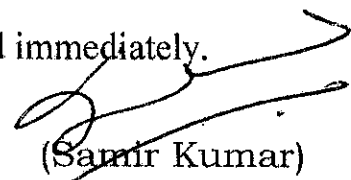
5. The date of implementation of the afore mentioned instructions shall be intimated later.

6. This issues with the concurrence of Coaching and Finance Directorates of the Ministry of Railways.

Necessary instructions may be issued to all concerned immediately.



(Shelly Srivastava)
Director Passenger Marketing
Railway Board



(Samir Kumar)
Director TT (Coaching)
Railway Board

No. TC-II/2033/2006/Policy/2 New Delhi, dated 07.05.2018

Copy to:-

1. DAI (Railways), New Delhi.
2. PFA, All Indian Railways.
3. Principal Directors of Audit, all Indian Railways.

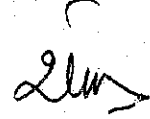
for Financial Commissioner, Railways.

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New Delhi, dated 07.05.2018

Copy forwarded for information & necessary action to:

1. CCM (PM)s, All Indian Railways.
2. CPTMs, All Zonal Railways
3. CRB, MT, FC, Secretary, DG/RHS, Railway Board.
4. AM(B), PED (Finance), AM(IT), AM(C), PED(Vig), ED(A), EDF(C), ED/Chg, ED(C&IS), EDTC(R), EDV(T), ED/Safety, DPR, DIP and DFC, TC(CR), V(SS), PR, TG-I, TG-II, TG-III, TG-IV, TG-V & F(C) Branches, Railway Board.
5. MD, Centre for Railway Information System (CRIS), Chanakyapuri, near National Rail Museum, New Delhi for necessary Software changes.
6. MD, IRCTC, 9th Floor, Bank of Baroda Building, 16, Sansad Marg, New Delhi.
7. Managing Director, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot No. 6, Sector 11, CBD Belapur, Navi Mumbai- 400 014.
8. General Secretary, IRCA, Chelmsford Road, New Delhi for issue of necessary correction slips to Coaching Tariff.



(Shelly Srivastava)
Director Passenger Marketing,
Railway Board