

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

No. 2005/TG-I/10/CR/Smart Card Pt.1.Go India

New Delhi, dated 22.01.2015

**The General Managers,
All Zonal Railways.**

**MD/CRIS,
Chanakyapuri, New Delhi.**

(Commercial Circular No. 04. of 2015)

Sub: Go-India Smart Card scheme.

Go-India Smart card scheme has been envisaged wherein a multi-purpose card will enable passengers to pay for tickets. It is intended to reduce the transaction time at the booking counters as there will not be cash handling during issue of tickets. In phase-I, the card will be available for use on two sectors i.e. Delhi-Mumbai and Delhi-Howrah across Point of Sale (POS) applications like Unreserved Ticketing System (UTS), Passenger Reservation System (PRS), Retiring Room. The broad guidelines regarding the Go-India Smart Card are as below:

1.1 Go-India smart card can be used at nominated UTS/PRS counters at stations and in the existing Automatic Ticket Vending Machines (ATVMs) for issuing tickets.

1.2 Initially, card can be got issued by paying minimum ₹70/- where passenger will get ₹20/- balance. After that, card can be recharged for ₹20/- or in multiple of ₹50/- upto ₹5000/-. A grace period of ten days is permitted to claim failed re-charge/ outstanding amount into the smart card.

1.3 Maximum limit on Go-India smart card is ₹10,000/-.

1.4 Validity: Go-India smart card has life time validity. In case of no usage in six months from the date of last transaction, smart card will be temporarily deactivated which can be activated again by paying of ₹50/- as activation fee.

1.5 No bonus is permitted in case of PRS tickets booked using Go- India smart card. However, in case of UTS tickets booked using Go-India smart card, card holders will get the UTS-ATVM ticket at 5% less than its original value.

1.6 Cancellation of tickets booked using Go-India smart card will be permitted only on Go-India counters and the refund amount will be credited on the smart card. However, for ATVM transactions, the existing practice of manual cancellation will be followed by the Zonal Railways. Further, for refunds in case of ATVM transactions, cancellation charge will be levied on actual charged fare. e.g. Go India smart card holder charged for ₹95/- will be refunded only ₹85/- after deducting cancellation charge ₹10/- on cancellation of tickets.

The cancellation amount shall be accounted for in the manner as provided for PRS/UTS tickets.

1.6.1 If card is not readable at the time of cancellation, the card will be deposited at SMC counter against a receipt. Cancellation will be done at the PRS/UTS/SMC counter and the refund amount (after deducting the clerkage) to be topped up in the smart card will be treated as Outstanding for the smartcard. The passenger will be advised to go to SMC counter after three days with the receipt and the cancelled ticket to get the new smartcard which will carry over old stored value along outstanding value.

1.6.2 If smart card reader is not working, cash refund will be permitted.

1.6.3 In case PRS system is not working, no manual refund will be granted like other PRS ticket and TDR will be issued, if necessary.

1.7 For PRS ticket issued through Go-India smart card, cash payment will be accepted in all PRS counters for issue of duplicate ticket.

1.8 A duplicate card can be issued to the user if his/ her card becomes corrupt. In such cases, the security deposit will be carried over to the new card. However, security deposit will be retained by Railways and not refunded in case of surrender of a damaged/mutilated card.

1.8.1 Issue of duplicate card will be allowed after three days which will ensure that the card transaction which have taken place in various applications are synchronized with ATVM consolidated base.

1.8.2 The issue of duplicate card/top up will take place at the card issuing zone only.

1.9 Only non-concessional tickets can be booked through the Go-India Smart Card. No booking against military warrants/ vouchers are allowed through Go-India.

1.10 At present, Go-India Smart card cannot be used to take other UTS ticket like Reservation Slip, Tourist Ticket, Superfast slip, cab road ticket, blank paper ticket, Rail road ticket, MMTS surcharge slip etc.

1.11 Presently, Go-India card cannot be used as cash card for booking e-tickets on IRCTC website as the card balance resides on the card and requires a smart card reader to read the balance.

1.12 Both Tatkal booking and Advance Reservation Period (ARP) booking during first two hours of opening of reservation will not be permitted against Go-India card.

1.13 Facilitator card will not be allowed across UTS/PRS Go-India counters.

1.14 Any dispute at the time of smart card write operation will be handled within three days.


1.15 Earning received at the time of issue/ top up of the card shall be accounted for in earning by collecting Railway. Since earnings from cards will be accounted for on collection, subsequent booking against card shall be cashless and value of card will be

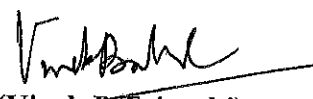
reduced by the value at which ticket is issued. Earnings of ticket issued against these cards shall be transferred by the Railway which has issued/ recharged card to journey originating Railway. CRIS shall develop a system to capture Railway-wise details of issue/ recharge of card (including credit of refunds) and issue of tickets against the card, for transfer of earnings thereof to concerned journey originating Railways. CRIS will also generate monthly MIS report for the same.

2. CRIS will issue operating instructions to facilitate operation of the terminals and POS machines.

This issues with the concurrence of Accounts and Finance Directorate of Ministry of Railways.


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DPM/Railway Board


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1. CCMs, CCM/PMs and CCM/PSs, all Zonal Railways.
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5. General Manager/PRS, General Manager/UTS, CRIS, Chanakyapuri, New Delhi.
6. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
7. The Principals, Zonal Training Centers, Central Railway, Bhusaval, Eastern Railway, Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF Railway, Alipurduar, Southern Railway, Trichy, South Central Railway, Maula Ali, SE Railway, Sini, Western Railway, Udaipur.
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