

## CHAPTER VI

### RESERVATION OF BERTHS, SEATS AND COMPARTMENTS AND BOOKING OF SPECIAL TRAINS

**601. Arrangements for reservations.** ♦ Making efficient arrangements for reservation of seats/berths and compartments is one of the important functions of the railway and particular attention must be paid to this aspect of railway working by proper and constant supervision, checking of reservation offices, frequent planning for the clearance of traffic, timely attachment of additional coaches, etc. If a decision is taken sufficiently in advance to attach an additional coach when rush of traffic so justifies, reservations for a number of passengers on the waiting list could be confirmed eliminating many complaints. A close co-ordination between the operating and commercial officers in charge of this work can mitigate lot of hardships to the passengers asking for reservation by trains. Adequate supervisory arrangements should be made to ensure that the reservation staff do not indulge in objectionable practices, and that the reservation offices function properly.

**602. Procedure for reservation.** ♦ Detailed rules pertaining to reservations are notified by the railways in their time tables. Reservation in advance for the different classes of accommodation available in the trains can be made in accordance with the instructions prevailing from time to time.

**603. Reservation of air-conditioned, AC sleeper and First class berths at the train starting stations.** ♦ (a) At stations where there are separate reservation offices, passengers desiring reservation of seats or berths, should first ascertain from the Reservation Clerk whether accommodation is available on the date and train by which they intend traveling. If accommodation is available, the Reservation Clerk will issue a slip to the passenger which must be presented at the booking office for purchasing tickets.

At other stations, where reservation offices are not provided, the functions of the Reservation Clerk will be performed by the Ticket Collector or any other official nominated for the purpose.

(b) Accommodation by trains should be reserved only on production of journey tickets along with the requisition form duly filled in on 'first come, first served' basis upto the limit the accommodation is expected to be available. The names of passengers should be entered in the register maintained at the reservation office strictly in the order of receipt of requisitions at the reservation counter, and firm reservations made by issue of reservation tickets on collection of the prescribed fee.

(c) After the available accommodation has been allotted, the names of persons who apply thereafter and for whom reservation cannot at once be made, should be 'wait-listed' in the order of receipt of their applications. A 'regret slip' should be issued to passengers borne on the waiting list indicating the serial numbers in which their names have been wait-listed. Unless such a wait-listed passenger has cancelled his booking and obtained refund on his ticket, his name will remain on the waiting list, and his claim for allotment of accommodation automatically considered, in order of his priority on the waiting list, should accommodation become available subsequently owing to any reason whatsoever.

(d) Any further accommodation becoming available on the platform, due to passengers holding reserved tickets not turning up, etc., should be allotted to the remaining passengers on the waiting list, if any, in the order of priority, 10 minutes before the departure of the train. If, however, the waiting list is already exhausted, accommodation may be allotted on the basis of 'first come, first served' amongst those who turn up on

the platform without having registered themselves in the waiting list earlier.

**604. 'Regret slip' to show turn for allotment of reserved accommodation.♦**

The 'Regret slip' issued to the wait-listed passenger should indicate the position on the waiting list and the time and date of issue. The 'Regret slips' should be machine numbered.

**605. Reservation staff to advise passengers of accommodation available by alternative trains. ♦**

Passengers who cannot be allotted accommodation by the requisite train, should be suggested to apply for reservation by an alternative train by which accommodation is available. If they agree, reservation by the concerned alternative train should be made and confirmed.

Passengers should be given the choice to have their names placed on the waiting list for an alternative train on the same day, or by the same or other trains on an alternative day.

**606. Requisition forms to be supplied free of charge.♦**

Passengers are required to apply for reservation of accommodation on prescribed forms which should be made available at all reservation offices free of charge. If the forms are not available, passengers may apply for reservation on ordinary paper giving full particulars of train journey and their addresses with telephone number on which they can be contacted.

**607. Numbering of requisition forms.♦**The prescribed requisition forms on receipt should be serially numbered by each Reservation Counter Clerk commencing with number 1 on the first of each month, and the serial number of each requisition slip should be recorded in the reservation register in the column provided for the purpose. At the end of the day all the requisitions will be filed, date-wise, in serial order, in respect of each counter. The telegrams received from outstations will be similarly numbered and filed in serial order.

**608. Number to be 'wait-listed' per train.♦**The actual number of persons to be 'wait-listed' per train is left to the discretion of the railways, keeping in view the maximum cancellations taking place plus 10% . It should not be so low as to encourage the touts to indulge in malpractices. As far as possible the waiting list should take into account the additional accommodation likely to become available on account of attaching of additional coaches, release of quotas, etc.

**609. Availability of berths/seats to be exhibited.♦**The reservation offices should display on a board at specified intervals of the day, the total number of berths/seats when booking was opened and the number available for allotment train-wise. Such boards should also be exhibited outside the reservation offices so that they are available for public information when the reservation offices are closed. The board should be of a closed type to prevent tampering.

**610. Reservation of accommodation on telephone.♦**Reservation on telephonic request may be made for the following:♦

- (i) Ministers;
- (ii) Governors of States;
- (iii) Members of Parliament traveling on Identity Card-cum-Railway Passes;
- (iv) Chief Justice and Judges of the Supreme Court of India; and

(v) High Government officials.

Before the actual commencement of the journey, the High Government Officials mentioned above will furnish in writing full particulars of the authority on which journey is to be performed.

**611. Members of Parliament to confirm telephonic request for reserved accommodation in writing.** ♦ Reservations made by the members of Parliament on the telephone are required to be confirmed by them in writing within 24 hours of the telephonic request or 24 hours before the scheduled departure of the train, whichever is earlier.

Reservation fee must be collected in cash when firm reservations are made for Members of Parliament.

**612. Advance reservation for Members of Parliament and their families.** ♦ Members of Parliament are entitled to reserve rail accommodation 60 days in advance of their journeys in connection with Parliament duties. The reservation requisition in respect of their family members should be accepted by reservation offices along with those of the Members of Parliament but the request in favour of their families should be kept pending and become effective for consideration of allotment of reserved accommodation on the opening day only, based on the time when the requisite ticket is purchased.

**613. Accommodation not to be 'held' for party on request on telephone.** ♦ If in response to any telephonic enquiries from a party, information is given that accommodation is available at the time, it will be upto the party concerned to secure reservation quickly on production of tickets before it is taken up by another party. The accommodation stated to be available at the time of enquiry over the telephone should not be 'held' for the party, and should not be denied to any other party who may in the mean time ask for reservation on production of tickets.

No reservation should be made on provisional basis.

**614. Reservation to be made by name.** ♦ Reservations should be made in the name of each individual and not for 'Shri A and party'. Passengers at the time of presenting requisitions should be specifically asked to write the names of each member for whom reservation is required. When the party consists of a family, the family members should be enumerated as 'Shri A', 'Shrimati A', 'Kumari A (name)'. The name of the passenger for whom accommodation is reserved will be entered on bold English capitals on the back of the railway journey ticket and the reservation ticket. These instructions must be observed with a view to deal effectively with cases of resale of tickets on which reservations have been made by unsocial elements.

**615. Number of allotted seats to be shown on tickets.** ♦ At the time of issuing reservation tickets, individual numbers of the seats allotted should also be indicated thereon to enable the passenger to occupy his seat. This will avoid waiting on the platform till reservation charts are posted. This in turn will provide relief to the reservation staff who will have to attend to a lesser number of enquiries from the reservation ticket holders.

**616. Proper upkeep of reservation registers.** ♦ Pages of reservation registers should be serially numbered and well bound. These should be properly maintained and entries made in them in the appropriate columns. All entries made should be serially numbered. No separate register will be maintained for the passengers wait-listed. The time and date of cancellation of reserved accommodation should be recorded in red ink against the relevant entry in the reservation register and the entry initialed by the Reservation

Clerk. Alterations and over writings should not be permitted. When it becomes necessary to make alterations, a Sine should be drawn through the original entry, and the correct entry made above it.

**617. Quota under various heads to be shown on each page of reservation register.**

◆ On each page of reservation register, columns should be provided for indicating the quota under the various heads, such as H.O.R. quota, roadside quota, city booking office quota, out station quota, etc. These columns should be filled in by the Reservation Clerk to readily know the total accommodation that is available for reservation under the various heads and the balance accommodation available for general public at the commencement of the page.

**618. Clearance of wait-listed passengers.** ◆ When the demand for reserved accommodation by any train is in excess of the actual availability as per normal train composition, the Assistant Commercial Superintendent (Reservation) or any other officer nominated by the administration at the Headquarters office should contact his counterpart in the operating branch for augmenting the train composition, if possible. A similar procedure should be followed at the Divisional level where the Divisional Commercial Superintendent or the Assistant Commercial Superintendent should watch the waiting list and initiate action for making additional accommodation available in consultation with his opposite member in the operating branch. It is important that the planning and implementation of attaching extra coaches to trains should be decided fairly well in advance so that the public may have as long a notice as possible of the additional accommodation being made available. This should be done not less than three days in advance of the due departure of the train.

When it is not possible to augment the load of a particular train, alternative arrangements to provide additional accommodation on other suitable trains should be made. For example, if accommodation by Frontier Mail train is not available and strengthening of it is also not feasible, accommodation by other trains, such as Air-conditioned Express or Dehra Dun Express, should be increased as possible.

**619. Changes in train composition to be advised to reservation offices.** ◆ The accommodation earmarked for reservation should invariably correspond to the actual availability as per normal train composition, which should be based on the authorized composition and the number of coaches and berths generally used. The reservation offices should remain in close touch with the changes made in the composition and incorporate them in their reservation registers for purposes of making reservations. When changes in composition are made, it should be ensured that the various reservation offices are specifically advised immediately.

**620. Unutilized quota to revert to reservation controlling station.** ◆ With a view to meet the demand of passengers at the starting station which is generally found to be heavy, the quotas allotted to the city booking offices, outstations or roadside stations should revert to the reservation controlling station, if not utilized, 5 days in advance in the city booking offices, and three days in advance in the case of roadside and outstations. Quota for air-conditioned and first class accommodation should not be allotted to city booking offices.

**621. Intimation to wait-listed passengers when accommodation becomes available before due date.** ◆ Accommodation becoming available before the due date indicated to a wait-listed passenger should be intimated to the passenger so that he can come and obtain confirmation of the reservation without waiting for the stipulated date. This procedure should be adopted in respect of passengers whose telephone numbers have been furnished in the requisition slips. A remark to the effect that the passengers concerned have been telephoned, should be made against the respective entries in the reservation register.

**622. Quarterly review of quotas set aside for H. O. R., Defence, etc.** ♦ The quotas for H. O. R., Defence, roadside stations, outstations, etc. should be reviewed every six months and adjusted to accord with the actual needs consistent with the overall accommodation position. Any emergency quota retained by the Headquarters Office/Division should not exceed two first class berths, and should be operated personally by the Chief Commercial Superintendent/Divisional Superintendent or in their absence by the Deputy Chief Commercial Superintendent/Divisional Commercial Superintendent respectively, the object being that maximum number of berths are made available for direct reservation at the reservation offices or stations. The Headquarters Office or Division should not keep emergency quota for second class accommodation except in very exceptional circumstances.

**623. First class accommodation set apart for ladies.** ♦ First class accommodation set apart for ladies must be reviewed once in "every month to see that the scale of accommodation set aside for the purpose is in accord with the actual needs, and where necessary, suitable adjustment in such accommodation should be made so that the spare accommodation becoming available may be used for general allotment.

**624. Ladies accommodation in second class sleeper coaches.** ♦ Accommodation set apart for ladies in second class sleeper coaches should not, on any account, be released to male passengers.

**625. Priority in allotment of air-conditioned, Ac sleeper and first class berths.** ♦ Passengers who have reserved their accommodation in the air-conditioned class Ac sleeper or first class should, as far as possible, be allotted berths in the following order of priority: ♦

i) Coupe or four berth compartment	Families traveling together requiring four berth or coupe compartment irrespective of the time of receipt of applications; and
ii) Individual berths	According to the time of receipt of application, lower berths to first applicants.

**626. Display of reservation charts and allotment of berths/seats.** ♦ At the main entrance of the station and/or on the platform from which the trains are scheduled to leave, reservation charts should be displayed as early as possible but not later than two hours before the due departure of the train. These chart should include the names of at least five persons who are in mint for allotment of accommodation that may become available on the platform. Allotment of berths/seats becoming available on the platform should be made ten minutes before the departure of the train strictly in the order of passengers shown as wait-listed and notified on the board.

The reservation charts displayed should indicate full particulars of carriages and their position from the engine.

**627. Reservation booths.** ♦ (a) Passengers who are placed on the waiting list and those wanting fresh reservations at the eleventh hour should be directed to be present at the booth (on or near the platform) at those starting stations where such booths have been provided. These booths should have an indication board with the legend "Reservation booth for wait-listed passengers". Announcements on the 'public address' system should also be made from time to time drawing the attention of the passengers to the availability of the reservation. booth and requesting them to be Present near the booth so that any accommodation available may be allotted to them.

For passenger seeking accommodation at train timing (besides those already wait listed

by the reservation office), their names should be noted for the purpose of balloting them berths, if available, in order of priority.

(b) Fifteen minute before the departure of the train, the Ticket Collector on reservation duly, who should wear an arm band, should position himself at the booth, to indicate to the passenger waiting there the compartment numbers and berths available. The passengers will be directed to be present near those compartments so that they may be able to occupy the vacant berths if the same are not occupied 10 minutes before the departure of the train.

(c) The Reservation Supervisor/Head Ticket Collector on platform duty should visit the reservation booth with a view to ensure that the berths are being allotted to the wait-listed passengers strictly in order of priority and that no fresh reservations are made in preference so those on the waiting list.

(d) If the accommodation is still available after exhausting the waiting list, this should be allotted on 'first come, first served' basis from and amongst those who turn up on the platform without having registered themselves on the waiting list earlier.

**628. Test check of accommodation allotted on platform.** ♦ With a view to ensure that accommodation falling vacant on the platform is allotted to the waitlisted passengers strictly in order of priority, the Ticket Collector on reservation duty should furnish to the reservation office, a statement showing the number of vacant berths, the names of passengers who did not turn up or who cancelled their accommodation and the names of the actual allottees. On receipt of this information, the Reservation Supervisor should record necessary remarks in the reservation register. The Ticket Collector should also correct the charts showing the accommodation allotted to passengers on the platform.

Reservation Supervisor should test check the correctness of allotments made on the platform. Irregularities coming to notice should be viewed seriously and suitable action initiated against the staff found to be blamed.

**629. Test check of genuineness of reservations.** ♦ An officer not below the rank of senior scale should test check the reservations at least once a month and also contact some of the parties who have made reservations to make sure that the reservations are bonafide and no malpractices are being indulged in. The reservation register should also be checked at suitable intervals to verify the genuineness of the entries made therein.

**630. Provision of reserved boards, charts, or labels.** ♦ Carriages or compartments reserved for passengers should carry boards, charts, or labels on both sides of the carriages/compartments. When berths or seats are reserved, the names of the passengers must be entered on card labels which should be placed in the brackets provided for the purpose on both sides of the compartments. Alterations in labels necessitated due to cancellation of reservation or further allotment should be made in ink under the dated initials of the staff concerned.

Station Masters, Guards, Ticket Collectors or Coach Attendants must remove labels or boards as soon as they are no longer necessary.

**631. Reservation of berths at intermediate stations.** ♦ (a) Larger intermediate stations may be allotted a certain specific quota for seats and berths for reservation according to the demands of traffic. Passengers desiring reserved accommodation from such intermediate stations should apply to the Station Master concerned who will make firm reservations upto the quota allotted to his station in the same manner as the terminal stations. In case the accommodation set apart for the intermediate stations is fully reserved, the names of further applicants with particulars of tickets, date and train

No. by which reserved accommodation is required will be intimated telegraphically to the train starting station provided the request for reservation is received not less than 72 hours before the notified time of departure of the train from that station. The Reservation Clerk on receipt of the telegram, will enter the necessary particulars in the reservation register with the date and time of receipt. If the accommodation is available, the Reservation Clerk will advise the intermediate station of the reservation arranged through an XR/ RESV telegram, and in the event of accommodation being fully booked up, the names of such applicants will be included in the waiting list. In either case, a telegraphic reply should be sent within two hours of the receipt of telegram, so that the passenger may be advised of the position. As and when berths become available for allotment on the waiting list, the case of the intermediate station passengers should also be considered along with those from the starting station, the time of receipt of the telegram from the intermediate station being the criterion for the allotment of berths.

(b) Passengers desiring reserved accommodation from intermediate stations, which have not been allotted specific quota, should apply to the Station Master concerned who will issue an XR/RESV telegram to the reservation controlling station. If accommodation is available, reservation will be arranged and the intermediate station advise telegraphically. But if accommodation is not available, the passenger will be wait-listed and considered for allotment of accommodation along with other wait-listed passengers. As soon as accommodation becomes available, an XR/RESV telegram confirming accommodation should be sent to the intermediate station who, on receipt of intimation, will confirm reservation to the intending passenger.

(c) All telegrams pertaining to reservation of berths, seats and compartments should invariably be classed 'XR/RESV. Teleprinter service, which is provided between Delhi♦Bombay, Bombay♦Madras, Madras♦Calcutta and Calcutta♦Delhi, should be used for the clearance of reservation messages.

(d) Messages relating to reservation should, after transmission over the morse/wireless, be invariably confirmed by sending a copy by post.

(e) If the station seeking reservation does not get a reply within 48 hours, it must repeat the message again fully.

(f) Special checks should be conducted by the officers and other supervisory staff of the commercial department to ensure that the above instructions are strictly adhered to, lapses, being taken up suitably.

**632. Intermediate stations to obtain advance information regarding availability of upper class accommodation.**♦The Station Master on duty should contact the Guard in charge or Conductor at the last stopping station through train control to ascertain the room available in the upper class train service carriages and furnish the information to the Ticket Collector on reservation duty. The Ticket Collector will help the intending passengers at intermediate stations in allotting accommodation in the compartments in which room is reported to be available.

The Section Controller on duty must help the Station Master in getting the information in time for the convenience of passengers entraining from intermediate stations.

**633. Reservation of berths for return journey.**♦(a) passengers desiring reservations to be made on the return journey at the starting station will be asked to fill in a requisition form indicating the train number and date on which reservation is required to be made on the return journey. It should be made clear to the passenger that his request for reservation for the return journey will be considered by the station concerned strictly in accordance with the rules for reservation in force at the station, no preference being given just. because the reservation is for the return journey. The

Station Master/Reservation staff will issue a telegram to the reservation controlling station for arranging return journey reservation as requested by the passenger. The reservation controlling station will arrange reservation depending upon the availability of the accommodation. No telegram charges are leviable for arranging return journey reservation. For the facility of passengers some return journey quotas have been set aside by important mail/express trains at selected stations. Passengers missing to get return journey reservation confirmed, are allotted confirmed accommodation from out of this quota. Such a reservation is made only if a passenger commences his journey from the train starting station, for the return journey. If the return journey quota is exhausted, the passenger seeking return journey reservation may make a request for return reservation as mentioned above.

(b) An XR/RESV telegram indicating the name of passenger, number of return journey ticket, class, and the date and train by which reservation is required, will immediately be issued to the station Master, of the station from which the return journey is to commence. On receipt of the telegram, the Station Master of the station from which the return journey is to commence will take action for arranging reservation from that station according to the rules in force. If the accommodation is available, it will be reserved and a telegram confirming reservation will be sent to the Station Master of the starting station, and if the accommodation is not available the passenger will be wait-listed and the Station Master of the starting station informed so that the position maybe advised to the passenger. Both the stations will confirm their respective messages to each other by postal dak.

(c) When reservation has been arranged for the return journey, the party will be asked to obtain necessary endorsement on the return half of the ticket and to purchase reservation ticket on payment of the reservation fee before the commencement of the outward journey.

(d) If the passenger subsequently changes his mind and cancels his reservation for the return journey at the starting station, the return journey paper ticket will be collected and in its place a single journey ticket will be issued for the outward journey. The fare for the return journey will be refunded after deducting the cancellation fee due under the rules. A telegram will at once be issued to the station concerned to cancel the reservation made. In case the passenger cancels the outward as well as the return journey, the cancellation fee will be charged in respect of the two journeys separately.

**634. Telegrams received from outstations to be registered.** ♦ All telegrams pertaining to reservations must, on receipt from outstations, be promptly entered in a manuscript register kept for the purpose. The register should contain the following columns: ♦

Serial No.	Date	Time of entry	Station from	Wire No. and date	Date and time reply sent	Signature
.	.	.	.	.	.	.

Clear replies by XR/RESV telegrams must be issued as quickly as possible but not later than two hours of the receipt of such messages. The register should be regularly inspected by the supervisory officials to ensure that there is no unnecessary time lag between the time of receipt of telegrams and the issue of replies.



**635. Facilities to foreign tourist for reservation.** ♦(a) Foreign tourists permitted to apply for reservation in all classes 360 days in advance of the date of commencement of journey. The maximum number of berths that can be reserved for them per train in first class or air-conditioned class is four, and if more berths are required by them, they, must take their chance along with other passengers. Reservation in such cases will be made by the Headquarters Office of the railway concerned on receipt of an application from the recognized tourist agents giving full particulars of names of passengers, countries to which they belong, passport numbers, etc.

The aforesaid instructions will apply to requests for reservations both from the starting stations of the trains and from such intermediate stations at which facility of advance reservation is provided.

(b) Whenever a request for reserved accommodation of any class is registered for a foreign tourist at any of the reservation offices, the Reservation Clerk must write "Foreign tourist" against the name of the foreigner in the reservation register. The same remarks should be inserted in the reservation charts for the guidance of the Guard/Conductor and the Ticket Collector so that all possible assistance may be given to the foreigner during his journey by rail.

**636. Release of H.O.R. quota in favour of foreign tourists.** ♦When the H.O.R. quota set apart for V. I. Ps is not used by them, it may be released in favour of foreign tourists on receipt of demand from them, as a special case.

**637. Permission to entrain from stations other than those from which accommodation is reserved.** ♦Passengers who have purchased tickets and reserved accommodation thereon from a particular station but desire to entrain and occupy the accommodation from another station en route may be permitted to do so provided'

(i) a specific request is made in writing to the station from which the ticket was purchased and reservation made, at least 24 hours before the scheduled departure of the train from that station;

(ii) the train is booked to stop at the station at which the passenger desires to entrain;

(iii) there is no objection to the accommodation being used, if necessary, from the initial station upto the station at which the passenger is due to entrain; and

(iv) no refund is claimed for the portion of the journey not performed.

The change of station once made will be final.

**638. Reservation of accommodation for pass-holders.** The following procedure should be followed in making reservations for pass-holders.

For privilege and post-retirement complimentary pass-holders. ♦(i) Pass-holders should present their passes along with the requisitions to the Reservation Clerk who will enter their names in the reservation register strictly in the order of receipt of their requisitions. Reservation will be arranged, if accommodation is available, and if accommodation is not available, a 'Regret slip' will be issued and the name of the pass-holder wait-listed. Such wait-listed pass-holders will be provided accommodation according to the instructions laid down for public traffic.

(ii) If the accommodation asked for is reserved, the Reservation Clerk will endorse on the face of the pass, the train number and date for which reservation has been made and affix his initials with date.

(iii) In case journey is postponed, the pass holder should produce the pass at the reservation counter to have the reservation cancelled. The Reservation Clerk will cancel the entries already made on the face of the pass under his dated initials and office stamp (see also para 641).

For metal pass holders. ♦ (i) Accommodation for metal pass holders, if available, may be reserved on receipt of telephonic request provided it is confirmed in writing within 24 hours of the time of making telephonic request. If the written requisition is not received from the officer concerned or his Personal Assistant, the reservation should be cancelled without giving him any notice.

(ii) If the journey is postponed, the intimation of cancellation of reserved accommodation should be furnished to the reservation office immediately by sending a written slip. When cancellations are made on telephone, these must invariably be confirmed in writing soon after the sending of telephonic message.

For other duty pass holders. ♦ (i) Reserved accommodation for other duty pass holders will be arranged on production of the duty pass and a signed requisition at the reservation office, giving particulars of pass held and the designation of the pass holder. If the journey is postponed, a written slip canceling the reservation should be furnished to the reservation office, at once, so that the released accommodation may be allotted to those on the waiting list.

(ii) Telephonic requests for reservation and cancellation will not be entertained.

**639. Changes in reservation by pass holders.** ♦ Holders of privilege and post retirement complimentary passes may make fresh reservations only if the earlier reservations are cancelled three days before the date of departure of the train. Fresh reservations on such passes will be allowed only once.

If cancellation of reservation is made less than three days but upto 24 hours of the departure of the train, fresh reservation on the same pass may be allowed at the discretion of the officer of the commercial/operating department controlling the reservation office. In all such cases, the relaxation authorized should be specifically recorded with the name and designation of the officer authorizing it, in the reservation register against the relevant entry. If reservation is cancelled less than 24 hours before the departure of the train, no fresh reservation should be allowed on the same pass except as provided in para 642.

**640. Penalties for pass holders who fail to cancel reservations.** ♦ The following penalties should be levied on privilege and post-retirement complimentary pass holders who cancel their reservations less than 24 hours before the scheduled departure of the train: ♦

(i) 1st class pass . . . . . Rs. 5 per pass

(ii) 2nd class pass . . . . . Rs. 3 per pass

The penalty of Rs. 5 is also leviable in the case of first class 'A' privilege and post-retirement complimentary passes on which difference has been paid for traveling in air-conditioned class. The penalty amount should be paid by pass holder at the reservation office at the time of cancellation or before seeking subsequent reservation. A money receipt in Form Com./M-2 for the amount paid will be issued. This receipt should be produced at the time of asking for a subsequent reservation. The receipt number should be noted in the reservation register, but the original receipt will be retained by the pass holder. If the pass holder fails to prove payment of the necessary cancellation charges,

and these charges have not been waived by the proper authority, he will be liable for disciplinary action in case it is brought out at a later stage that the charges had not been paid.

When the reservations are cancelled or are not utilized due to reasons beyond the control of the privilege pass holder, like his "leave being cancelled on administrative grounds at very short notice, etc., the penalty charges referred to above may be waived or refunded by the Chief Commercial Superintendent.

The amount of penalty collected from the pass holders will be recorded against the entry of 'cancellation charges' in the daily trains cash-cum-summary book.

**641. Exemption from payment of reservation fee.** ♦ Railway and Posts & Telegraphs Departments' staff traveling on railway passes, passengers traveling on complimentary passes and military personnel traveling on military vouchers of any kind are exempted from the payment of reservation fee.

Reservation fee is also not recoverable from the pass holders traveling in higher classes after payment of difference in fares between the class of the pass and the accommodation reserved in the higher class.

**642. Recovery of cancellation fee.** ♦ A clerkage charge of Rs. 2 per ticket should be charged in respect of wait-listed/RAC ticket when the cancellation is prior to the purchase of relative reservation ticket, irrespective of accommodation for the wait-listed passenger in question being available at the time of cancellation.

**643. Grant of refund when through service carriages are not attached.** ♦ If for any reason the through service carriages are not attached on any day, the fare and the reservation fee paid by the intending passengers will be refunded in full by the issuing office. No priority should be given to such passengers for accommodation on any subsequent date. Such tickets when issued from the city booking offices and agencies will be collected by stations attached to those city booking offices and agencies, and receipts in Form Com./R-13 Rev. granted to enable passengers to apply for refund to the Chief Commercial Superintendent of the railway concerned. The tickets along with a copy of receipt will be sent to the Chief Commercial Superintendent.

**644. Occupation of reserved accommodation beyond intermediate station.** ♦ Passengers for whom reserved accommodation is arranged upto an intermediate station, will not be permitted to occupy such reserved accommodation beyond that point, if that accommodation is reserved for any other passenger joining at the intermediate station.

**645. Transfer of tickets on which reservation is made.** ♦ A ticket against which reservation of a seat or berth has been made is not transferable and should be used only by the person in whose favour it had been issued. There is, however, no objection to the mutual transfer of seats or berths reserved against proper tickets by passengers traveling by the same train. A railway servant authorised in this behalf may permit change of name of a passenger having reserved a seat or berth subject to such circumstances as may be prescribed.

**646. Penalty for transfer of tickets and unauthorised carrying on business of procuring and supplying of railway tickets.** ♦ If a person other than a railway servant or authorised railway agent, sells-or attempts to sell any ticket or any half of a return ticket, or parts or attempts to part with possession of a ticket against which reservation of seat or berth has been made, he is liable to be prosecuted under the provisions of section 142 of the Railways Act which reads as under ♦

**"Section 142♦(1)** If any person not being a railway servant or an agent authorised in this behalf,♦

(a) sells or attempts to sell any ticket or any half of a return ticket; or

(b) parts or attempts to part with the possession of a ticket against which reservation of a seat or berth has been made or any half of a return ticket or a season ticket,

in order to enable any other person to travel therewith, he shall be punishable with imprisonment for a term which may extend to three months or with fine which may extend to five hundred rupees, or with both, and shall also forfeit the ticket which he sells or attempts to sell or parts or attempts to part.

(2) If any person purchases any ticket referred to in clause (a) of sub-section (1) or obtains the possession of any ticket referred to in clause (b) of that sub-section from any person other than a railway servant or an agent authorised in this behalf, he shall be punishable with imprisonment for a term which may extend to three months and with fine which may extend to five hundred rupees and if the purchaser or holder of any ticket aforesaid travels or attempts to travel therewith, he shall forfeit the ticket which he so purchased or obtained and shall be deemed to be traveling without a proper ticket and shall be liable to be dealt with under section 138:

Provided that in the absence of special and adequate reasons to the contrary to be mentioned in the judgment of the court, the punishment under sub-section (1) or sub-section (2) shall not be less than a fine of two hundred and fifty rupees."

The object of this section is to enable prosecution being launched against persons who corner seats/berths and transfer them for consideration as also to enable such purchasers to be prosecuted. It is not the intention to launch prosecution when reservations are transferred between close relations or friends where there is no question of monetary consideration for such a transfer. In deciding on whether a prosecution should be launched or not, the mala fides of transaction should be fully investigated and taken into account and action, as necessary, should be initiated only after mature consideration.

**"Section 143♦(1)** If any person, not being a railway servant or an agent authorised in this behalf,♦

(a) carries on the business of procuring and supplying tickets for travel on a Railway or for reserved accommodation for journey in a train; or

(b) purchases or sells or attempts to purchase or sell tickets with a view to carrying on any such business either by himself or by any other person, he shall be punishable with imprisonment for a term which may extend to three years or with fine which may extend to ten thousand rupees, or with both, and shall also forfeit the tickets which he so procures, supplies, purchases, sells or attempts to purchase or sell:

Provided that in the absence of special and adequate reasons to the contrary to be mentioned in the judgment of the court, such punishment shall not be less than imprisonment for a term of one month or a fine of five thousand rupees.

(2) Whoever abets any offence punishable under this section shall, whether or not such offence is committed, be punishable with the same punishment as is provided for the offence."

**647. Staff authorized to grant permission to a passenger to occupy a seat/ berth.♦**No person other than that for whom accommodation has been reserved under

the rules should occupy such accommodation except with the permission of an authorized railway servant The under noted staff are authorized to grant permission to a passenger to occupy a berth/seat previously reserved for another passenger♦

(i) At train originating stations or at stations where through carriages are attached or at stations which have a quota for reservation of berths/ seats.	The official in charge of reservation present on the platform or in his absence, the Station Master on duty; and
(ii) At other stations .. ..	The Conductor if there is one on the train or, in his absence, the Guard of the train.

**648. Reservation by connecting trains at junctions.**♦(a) Air-conditioned, AC sleeper, first and second Ac sleeper, class passengers who have booked their reservations at the starting station and require onward reserved accommodation by the connecting trains from junction stations en route should enter in the requisite form, the date and train number by which onward journey is to be performed. On receipt of requisition, the Reservation Clerk should issue an XR/RESV telegram to the junction station concerned for arranging reservation. The junction station will confirm reservation if the accommodation is available, and if the accommodation is not available, the passenger will be wait-listed. In either case the junction Station Master must issue an urgent telegram to the starting station so that the passenger may be advised of the position. In such cases, no additional reservation fee will be charged.

(b) When reservation by connecting trains has been arranged, the passenger, in addition to the reservation ticket, should be issued a reservation slip indicating that onward reservation by connecting trains has also been arranged. The reservation slip should be in the following form:♦

Advice No.....dated.....has been received from..... station that .....  
..... (number) berths in .....class on ticket No.(s).....have been reserved in  
favour of Shri/Shrimati.....for .....station by.....train leaving.....station  
at .....hours on..... ..(date).

Signature.....

Station stamp.....

Date.....

**649. Validity of reservation tickets.**♦Reservation tickets are valid only for the particular train and the particular date for which they are issued. If reservation is required on days or by trains other than that originally arranged, fresh reservation tickets must be purchased. The reservation fee will be treated as part of fare if the passengers fail to avail themselves of seats or berths.

**650. Defence personnel not to be allotted berths from general quota.**♦On trains where accommodation is set aside for the 'Defence', no accommodation for Defence personnel should be booked out of the general quota unless a certificate is given by the R. T. O. that accommodation is not available with him out of the quota at his disposal. In order to avoid duplicate reservation being made in favour of the Defence personnel by the reservation office as well as by the R. T. O. at stations where R. T. O.s are posted, demands for reservation of berths or seats should not be accepted from the Defence personnel except through the R. T. O.

It should be ensured that there is no wastage of accommodation earmarked for the Defence personnel, i.e., any accommodation from within their quotas not required by the Defence should be surrendered at least 24 hours in advance of the departure of the train, or in the event of the reservation office at the train starting station being closed at the time, at such time at which the reservation office opens within 24 hours prior to the departure of the train, so that the released accommodation may be used for civilians. Any subsequent military requisitions should be met from the general pool on par with the civilian requirements. For this purpose, a daily joint check by the railway representative and the R. T. O. at the starting station of each of the trains concerned should be introduced to ensure that all reservations made by the R. T. O. are supported by particulars of relevant tickets issued in exchange of warrants, etc. and the accommodation not taken up by the military personnel is surrendered by the R. T. O. to the reservation office for the use of civilians at least 24 hours before the departure of the train.

**651. R. T. O. to submit statement of accommodation reserved.** ♦ At the train starting station, the R. T. O. will furnish to the reservation office, 24 hours before the departure of the train on which a quota of accommodation for Defence personnel is provided, a statement showing the accommodation reserved for the military personnel and their families from the train starting stations or intermediate stations and obtain from the reservation office a timed acknowledgement. The statement should indicate the particulars of tickets issued in exchange of warrants or vouchers held by the parties for whom accommodation is reserved. If such a statement is not received by the reservation office 24 hours before the departure of the train, or in the event of the reservation office being closed at the time, at such time at which the reservation office opens within 24 hours prior to the departure of the train, it will be presumed that no reservation has been made by the R. T. O. and the accommodation has been released by him for use of the general public.

**652. Sleeping accommodation for second class passengers.** ♦ (a) Sleeping accommodation between 21-00 hours and 6-00 hours, and sitting accommodation for the rest of the period, is provided for second class passengers in two types of sleeper coaches:

(i) two-tier sitting-cum-sleeping coach ;

(ii) three-tier sleeping coach.

(b) In the two-tier sitting-cum-sleeper coach, sleeping accommodation is provided only on the upper berths which are fitted with cushions. On the lower benches, seats are reserved for sitting purpose including for those booked on upper berths for their day journeys. Sitting accommodation left over after providing passengers who have reserved sleeping accommodation may be made available for use by other passengers. At night, sitting accommodation released by passengers who occupy upper berths should be allotted to other passengers holding tickets for journeys between 21-00 and 6-00 hours. A person who has reserved a sleeper berth will not have any claim to a seat on the lower tier between the said hours. At the time of reserving sleeping accommodation, the prescribed surcharge in addition to the fare must be recovered. The reservation fee of Rs. 5 or Rs. 7 as the case may be for each sleeping berth will also be collected.

Surcharges at the prescribed rates are levied in addition to the reservation charge for 2nd class, 3 tier and 2 tier sleeper coaches.

(c) Berths should be allotted strictly in order of priority of receipt of applications. First lower berths should be allotted, then the second tier and lastly the top tier. Families should be given a compact group of accommodation as far as possible. Foreign tourists when traveling in parties in these coaches should also be provided compact

accommodation.

(d) Members of Parliament, holding Identity Card-cum-Railway passes, are permitted to avail of the sleeping accommodation both in two-tier and three-tier sleeper coaches without payment of the surcharge, wherever leviable, as the same is recovered separately from the Lok Sabha/Rajya Sabha. The Conductor of the sleeper coach should, however, ensure that the necessary entry in respect of levy of surcharge has been made in the Member's journey form to be obtained from the Member of Parliament at the destination station. Reservation fee should, however, be collected in cash at the starting station for reservation of berth.

(e) Member of the National Railway Users' Consultative Council and other consultative committees holding first class complimentary passes issued to them while traveling in connection with the work of the Council/Committee may be allowed to avail of this facility without payment of any surcharge and reservation fee. irrespective of the distance involved.

(f) Military personnel traveling on tickets issued in exchange of military warrants or concession vouchers may be permitted to travel by these coaches on the same terms and conditions as applicable to other fare-paying passengers.

(g) Holders of first and second class passes (duty, privilege or complimentary) and first class tickets issued in exchange of privilege ticket orders may be permitted to travel by IInd class sleeper coaches without payment of the prescribed surcharge and super fast charge.

(h) Holders of IInd class (duty, privilege or complimentary) and I class tickets issued in exchange of privilege ticket orders may be permitted to travel in the three-tier and two-tier sleeper coaches without paying sleeping surcharge and super fast charge Attendants of IA and 1st class Railway pass holders, will pay sleeping surcharge.

**653. Compartments reserved for attendants.** ♦ The attendants' compartments must be kept close to the airconditioned, Ac sleeper and first class bogies. Ticket checking staff should ensure that such compartments are occupied only by attendants of upper class passengers.

**654. Reserved accommodation for prisoners/insane persons.** ♦ (a) Military prisoners in all cases. Civil prisoners if insane, violent or dangerous, and insane persons, shall not be allowed to mix with other passengers, but must upon reserved accommodation being engaged, be placed with their escort or attendants in a prison van or in a separate compartment as the case may be.

Note. ♦ When a compartment is reserved for an insane person, whether a prisoner or not the table or board attached to the carriage must bear no reference to the person's insanity, nor, when an insane is traveling by railway, must, any demonstration of curiosity that may excite him, be allowed.

(b) Other parties of prisoners, when their number including the guards exceeds five, should also be carried in the same manner.

(c) For the purpose of these rules, the term 'prisoners' covers accused persons, persons under trial or traveling for the purpose of undergoing trial as well as persons who have already been convicted or who have been released after completion of their terms.

**655. Police escort.** ♦ If a police escort does not travel in a compartment or carriage reserved for prisoners, it should be charged ordinary fares. Policemen escorting prisoners may transfer tickets held by them to relieving escorts en route:

**656. Special trains.** ♦(a) The rules, rates and conditions for the booking of special trains are given in the I. R. C. A. Coaching Tariff which should be carefully read and acted upon by the booking staff.

Applications for the running of a special train should be addressed to the Chief Operating Superintendent of the railway over which the station, from which the journey is to commence, is situated. The railway receiving the application for the running of a special train over more than one railway will co-ordinate with other railways concerned for finalizing the tour programme.

Such applications will be dealt with strictly in the order of priority of their receipt in the Headquarters Office.

**657.** If on examination of the itinerary of the tour, it is found feasible to run the special trains, the party will be so advised, but when the dates are found to be unsuitable for the running of the special train, the party will be asked to change the dates, if acceptable to him, which must be within a fortnight in advance or after the date originally proposed by the party. In case, the suggestion is not acceptable to the party, the running of special train will be politely refused.

The consent for the running of the special train shall not be given unless all the details have first been finalized with other railways over which the special train is to run. A copy of the finalized tour programme of the special must be issued to all concerned including the Chief Commercial Superintendent and the Traffic Accounts Office at least three weeks in advance of the commencement of the journey.

**658.** Once the itinerary is finalized by the originating railway, the party will not, normally, be permitted to make any material change in it. But if due to unforeseen circumstances, it becomes necessary to change the itinerary which does not affect the composition of the train, the originating railway will notify the change to all those who were previously advised of the running of the special, with instructions to recover additional charges, if any, before the change is actually affected. In case the application is withdrawn within sixty days in advance of the date of commencement of journey, the operating branch will immediately advise the staff concerned, Chief Commercial Superintendent and the Traffic Accounts Office so that arrangements for granting refund of the deposited amount be made on collection of the money receipt in accordance with the rules contained in the I. R. C. A Coaching Tariff.

**659.** After the tour programme of the special train has been finalized, the operating branch will advise the Chief Commercial Superintendent who will work out the charges recoverable. The charges so worked out will be advised to the party, the Station Master of the originating station and the Traffic Accounts Office at least fifteen days in advance of the date of the commencement of journey. In advising the charges to the party, it should be clearly stated that if the actual fares for the number of passengers traveling work out to less than the minimum charge (which should also be mentioned), the amount recoverable will be the minimum charge. The Traffic Accounts Office will check the charges advised by the Chief Commercial Superintendent and notify any discrepancy or error to the latter who, in turn, will advise the Station Master concerned.

At stations where Chief Booking Clerks of grade Rs. 1400 ♦ 2300 (R.P.S.) and above are provided, the charges advised by the Chief Commercial Superintendent must also be checked by them and at other stations by the Station Masters personally, so as to ensure the recovery of correct charges on special tickets to be issued in connection with the special train. The amount of the special ticket will be accounted for in the daily trains cash-cum-summary book and the monthly passenger classification return, local or through, as the case may be. The actual number of passengers traveling in the special



train, composition of the train, the number of passengers allowed free and the fact whether the luggage portion of the S. L. R. was used or not, must be clearly recorded in the special ticket.

The Station Master/Chief Booking Clerk is personally responsible to ensure that all terms and conditions under which the special has been arranged, have been fully complied with and all steps necessary to safeguard the interests of the railway administration have been taken.

Undercharges subsequently detected on the special ticket will be recovered from the Chief Booking Clerk or Station Master responsible.

**660.** (a) The folder appearing in the I. R. C. A. Coaching Tariff will be given to the organizer of the special train by the Station Master after filling in the type of carriages supplied with their carrying capacity and an acknowledgement there for must be obtained and kept at the station. The Station Master will also advise the organizer of the special train to get the particulars of arrival and departure at each scheduled halt and details of extra charges paid for each extra detention, change in composition en route, etc. noted in the folder by the Station Master concerned under his station seal and signature.

(b) The Station Master of the station at which the detection to stock occurs or composition is changed, will be responsible to recover the charges due from the party. If the party refuses to pay, their refusal must be obtained in writing, and the Chief Commercial Superintendent of the originating railway and Station Master of the destination informed through Registered Acknowledgement Due letter to adjust the charges due against the deposited amount or to recover them at the destination. In case such a intimation is not received by the Chief Commercial Superintendent of the originating railway, and the amount due remains un recovered, the staff who failed to recover the charges due will be held liable to meet the debit.

(c) Folder must be completed in all respects. Guard of the special train should not sign-off unless folder entries are filled up or neither will hand the folder over to the Station Master of the destination station. The Station Master will workout the charges due from the party. If there is any charges due that is more than security deposit, he will realize in cash. If less than the deposit, he will make a remark in the folder. Folder will then be given to the organiser. He will submit it to the Chief Commercial Superintendent of originating railway through registered A/ D within fifteen days of the completion of the tour. After fifteen days no refund will be given.

**661.** On the basis of running particulars filled up in the folder the Station Master of the destination will work out the extra charges. If the same exceeds the security deposit, he will make efforts to realize the extra charges. If still any amount is found to have been undercharged the Chief Commercial Superintendent of the originating station will adjust against the deposit made by the party at the commencement of journey and refund him the balance. If the amount exceeds the deposit amount, the Chief Commercial Superintendent of the originating railway will take immediate steps for the recovery of the dues and advise final recovery to the accounts office. The folder along with other papers will-be sent to the accounts office under registered A/D for arranging refund where due and for final checking of the correctness of the charges recovered in other cases.

**662. Reservation Against Cancellation (R.A.C.).** ♦ The passengers whose names figure under R.A.C., are provided reserved sitting accommodation initially and are likely to get berths becoming vacant due to last minute cancellation of reservation or passengers not turning up in time before the departure of the train. At the time of issue of tickets apart from journey tickets, reservation tickets for seats only will be issued for

1st Class/AC sleeper and second class sleeper for R. A. C.

**663. Computerization of Reservation System.** ♦ Historically, Indian Railways have been pioneers both among the public and private sectors in the country, in using computers to modernise their management system. The objectives of use of computers on Indian Railways are to improve quality of service to the customers to improve efficiency and to replace manual handling in those areas where work-load has gone beyond the capacity for manual handling. Presently computer systems are being used more widely covering a variety of applications such as passenger reservation system, divisional, stores, workshops systems, etc.

About four lakhs berths and seats are reserved each day on the entire Indian Railways. Delhi alone accounts for about sixty-thousand reservations per day during peak travel season. Handling such volumes of transaction manually had become almost impossible. Requirement was for universalised service so that all types of transactions such as reservation by any train, any class, any day, ticketing, cancellation and enquiry would be handled from any single counter. So the decision was taken to computerise the passenger reservation system. The pilot project to develop a proto-type was completed successfully. So far 9 cities have been covered. These are Delhi, Bombay, Calcutta, Madras, Secunderabad, Bangalore, Lucknow, Bhopal and Ahmedabad. These nine cities account for over 57% of total reservation work load on Indian Railways.

Facilities for computerised onward and return reservation have also been provided between Delhi ♦ Calcutta, Delhi ♦ Bombay, Delhi ♦ Madras and Calcutta ♦ Madras. This facility is also being extended to cover Calcutta ♦ Bombay and Bombay ♦ Madras. Passenger reservation system will be extended to other nine important cities. It is also proposed to cover all stations handling reservation workload of over fifteen thousand reservations per day. This would cover about 88% of the entire reservation transaction on Indian Railways.

The computerised reservation system has reduced the malpractices being adopted in reservation offices. Passengers can seek reservation for any class and for any train from any counter. There is easiness in accountal work and granting refund on unused tickets. A separate computer printed ticket. (CPT) has been generated under this system. Passengers are requested to quote PNR number (printed on each ticket on the top left hand side) for any enquiry or complaint relating to reservations.

Reservation ticket issued by the computerised system against pre-bought tickets must be accompanied by the journey tickets. Similarly journey-cum-reservation tickets bearing Zero amount are not valid for journey unless accompanied by the original document authorising issue of such tickets. Provisions of compact accommodation is possible when a party is booked on one requisition slip under the PNR number provided the entire party is traveling upto the same destination.