

User Guide (General Guideline) / Salient Features

General Guideline for SUVIDHA trains:

1. Tickets shall be issued for Confirmed and RAC Passengers accommodation. Waitlist ticket can also be booked w.e.f. 14/01/2016.
2. The maximum Advance Reservation period will be 30 days while the minimum Advance period will be 10 days.
3. No concession shall be applicable on these trains. Full adult fare shall be charged for all passengers irrespective of their age. Also Free passes/complimentary passes/warrant/concessional voucher etc, shall not be permitted in these trains.
4. Dynamic fare shall be charged for confirm as well as RAC passengers.
5. The Waitlisted Ticket will be charged at the value of the last ticket booked for that class.
6. Apart from e-ticketing, SUVIDHA trains tickets shall also be booked through PRS counters.
7. Modification/duplicate ticket/cluster bookings/BPT will not be allowed.
8. Only General quota booking will be applicable.
9. Upgradation option shall not be applicable in these trains.
10. Passenger should produce one of the prescribed identity card during journey for verification purpose for both e-ticket & PRS ticket.
11. There shall be no First AC/First Class/Executive Class/General Class/ 2nd sitting coach in the train composition of Suvidha Trains.
12. 50% refund of fare subject to minimum flat cancellation charge of Rs. 200/- for AC-II tier/first class, Rs. 180/- for AC-III tier/3 Economy/ air conditioned chair car and Rs. 120/- for sleeper class will be granted for confirmed/RAC tickets upto 6 hours before the scheduled departure of the train or preparation of the chart whichever is earlier. No Refund of fare after that will be granted on confirmed /RAC ticket. Such refund will be granted by filing TDR.
13. In case of a train cancellation, for E-Ticket full refund will be granted automatically by the system.
14. For waitlist ticket/part waitlist ticket refund rule will be applicable as per normal train rule.