

GOVERNMENT OF INDIA (भारत सरकार)
MINISTRY OF RAILWAYS (रेल मंत्रालय)
(RAILWAY BOARD रेलवे बोर्ड)

(Commercial Circular No. 40 of 2015)

No. TC-II/2910/2013/Dynamic Pricing/C

New Delhi, dated 01.07.2015

The Chief Commercial Managers
All Zonal Railways

The Managing Director,
CRIS,
Chanakyapuri, New Delhi.

The Chairman & Managing Director,
Indian Railways Catering & Tourism Corp.,
11th floor, B-148, Statesman House,
Barakhamba Road, N. Delhi-110001

Sub: Clarification on provisions of running of Suvidha trains.

- Ref.:(i) Board's letter of even no. dated 02.06.2015 (Commercial Circular No.33 of 2015).
(ii) CRIS's letter No.2015/CRIS/NDLS-HQ/PRS/Rly Board/189/Pt.XVIII/0180 dated 12.06.2015.

In reference to CRIS's letter referred above, the clarifications as well as certain modifications are as under:-

Item	Change required by CRIS	Clarifications/Modifications
C(i) of C.C. No.33	At present cancellation rules are based on actual departure of train and not on scheduled departure time.	"50% refund of fare subject to minimum flat cancellation charge of rupees one hundred for airconditioned – II tier rupees ninety for airconditioned III-tier/3 economy/airconditioned chair car and rupees sixty 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. Such refund shall be granted by filing TDR in case of e-tickets. For PRS counter tickets, refund will be granted across the counter.
C(iii) of C.C. No.33	In case of train cancellation for normal trains, cancellation of e-tickets is allowed after charting also without filing TDR. Similar logic shall apply. Passenger can either cancel	Cancellation of Suvidha trains in normal circumstances is not permitted. In case of cancellation of Suvidha trains in exceptional

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	<p>the e-ticket up to 72 hours from actual departure of train or can file the TDR after chart preparation. After filing TDR, full refund shall be granted through EDR refund.</p>	<p>circumstances, for e-tickets full refunds of fare shall be directly credited to the customers account. No TDR/Cancellation shall be required for such refund.</p> <p>For counter tickets such refund shall be granted across the counter upto 72 hours after the scheduled departure of the train.</p>
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Assumptions Made


S.No.	CRIS's Remarks	Clarifications/Modifications
1.	For defining three different types of Suvidha trains, database staff should select the appropriate train type and mark the Suvidha train flag, no concession flag and food cost flag (catering flag).	1. No change required.
2.	Similar to premium trains, remote wise counters will be maintained and fare will be calculated as per berth utilization of respective remote. There can be maximum of 14 remotes.	2. No change required.
3.	Booking in these trains will not be allowed in YTSK terminals. Also, as online ticketing to agents is not allowed for premium trains, same shall apply for these trains also.	3. Booking in Suvidha Trains is allowed to all authorized reserved ticketing agents e.g. YTSK, RTSA, e-ticketing agents of IRCTC from 48 hours before the scheduled departure of the train and upto preparation of the reservation charts.
4.	<p>Following functionalities will be blocked in suvidha trains:</p> <ul style="list-style-type: none"> • Modification • Duplicate ticket • Cluster booking • Pre-bought • BPT booking • Coach switch setting transaction. • Student concession transaction. • Pending amount collection. • Refund of fare difference. • Pre-bought type bookings. • Bulk booking 	4. No change required except bulk booking is allowed to improve the occupancy.
5.	Feeding of catering charges will be mandatory only in Rajdhani suvidha trains and mixed duronto suvidha trains. For mail express suvidha trains, feeding of catering charges will not be made mandatory. In case a train is departing at 2130 hours or	5. No change required.

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	thereafter and arriving at 0730 hours or before the next day, catering charges will be fed accordingly by the database staff.	
6.	Fare enquiry through client/website/NGET/IRCTC/139 etc will be given in similar way as given for premium trains.	6. No change required.
7.	Cancellation will be allowed only up to 6 hours before train departure, refund can be taken by filing TDR for both e-tickets as well as counter tickets.	7. As per clarified and amended para C(i) and C(ii).
8.	Full refund shall be granted only in case of train cancellation. Other contingency cases including train late more than 3 hours will be handled manually. In coach damage/suspension/addition/profile change cases full refund shall not be given through system.	8. No provision for refund have been made for late running of trains. Therefore, no refund for late running of trains.
9.	At present for night leaving trains, cancellation is allowed from 8AM to 10AM in the morning. However, even if cancellation in these trains is blocked before 6 hours from train departure, refund for night leaving Suvidha trains can be taken in the morning if no current counter is available, similar to normal trains.	9. Since Suvidha trains will be introduced mainly from major terminal stations and stoppages will be mainly at major stations, where it is maximum possibility of availability of current counters. Such provision is not allowed in case of Suvidha trains.

2. This issues with the concurrence of Finance Directorate of Ministry of Railways.
3. Zonal Railways should arrange wide publicity through various media.

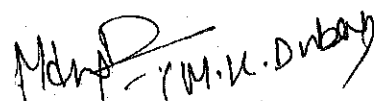

(Vikram Singh)
Director Passenger Marketing
Railway Board

No. TC-II/2910/2013/Dynamic Pricing/C

New Delhi, dated. 01.07.2015

Copy to:-

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



for Financial Commissioner, Railways

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New Delhi, dated. 01.07.2015

Copy forwarded for information & necessary action to:

1. CRB, MT, FC Railway Board.
2. AM (B), Adv (Finance), AM(IT), AM(C), Adv (Vig), EDF(C), ED/Chg, ED(C&IS), ED(T&C) of Railway Board.


(Vikram Singh)
Director Passenger Marketing
Railway Board