

SALIENT FEATURES OF IRCTC TRAINS

Ministry of Railways, over the last few years, have been executing prestigious projects for improving the overall traveling experience of rail passengers including running of premium high-speed trains, station and premises development, and providing state of the art amenities to its passengers on trains as well as at stations.

To further professionalize the services, Railways have entrusted IRCTC, its commercial tourism and catering arm and a two-decade old service organization to operate two premium passenger trains for general public using the air-conditioned chair car rakes of Tejas trains.

These two trains run on Lucknow - Delhi - Lucknow and Ahmedabad - Mumbai-Ahmedabad routes and will primarily cater to the business travellers traveling frequently between these cities, besides catering to tourists. Trains is equipped with all modern on-board facilities for ensuring a high level of comfort to the passengers.

The first train started with IRCTC is being operated in Lucknow – New Delhi – Lucknow sector having a total Journey time of 6 hours and 15 minutes. This train has two Executive class air-conditioned chair car having 56 seats and nine air-conditioned chair cars having capacity of 78 seats each.

IRCTC Tejas Express (Train Number 82501/82502) Lucknow - New Delhi - Lucknow train runs as per following timings:

Train No. 82501		Station	Train No. 82502	
Arrival	Departure		Arrival	Departure
-	6:10	Lucknow Jn.	22:05	-
7:20	7:25	Kanpur Central	20:35	20:40
11:45	11:47	Ghaziabad	16:11	16:13
12:25	-	New Delhi	-	15:40

Another train started with IRCTC on Tejas rake in Ahmedabad – Mumbai – Ahmedabad sector from 19/01/2020. This train has two Executive class air-conditioned chair car having 56 seats and eight air-conditioned chair cars having capacity of 78 seats each.

IRCTC Tejas Express (Train Number 82902/82901) Ahmedabad - Mumbai - Ahmedabad train runs as per following timings:

Train No. 82902		Station	Train No. 82901	
Arrival	Departure		Arrival	Departure
-	6:40	Ahmedabad	22:20	-
7:09	7:11	Nadiad Jn.	21:16	21:18
7:54	7:59	Vadodara Jn.	20:34	20:39
8:44	8:46	Bharuch Jn.	19:43	19:45
9:25	9:30	Surat	19:00	19:05
10:37	10:39	Vapi	17:44	17:46
12:12	12:15	Borivali	16:13	16:15
13:05	-	Mumbai Central	-	15:45

Salient features of IRCTC trains are as under:

- These trains are available for booking exclusively on IRCTC website www.irctc.co.in and its Mobile App “**Irctc Rail Connect**”. There will be no booking at railway reservation counters. However, passengers can get their tickets booked through IRCTC authorized agents. Train will also be available for booking through IRCTC online travel portal partners like Paytm, Ixigo, PhonePe, Make My Trip, Google, Ibibo, Railyatri etc.
- Trains are also available for booking for on duty and leave travel of personnel of defence forces and Central Paramilitary Forces through their online e-ticketing portals integrated with IRCTC such as CGDA (Controller General of Defence Accounts) portal, CRPF (Central Reserve Police Force) and NDRF (National Disaster Rescue Force) Portals, and to NSG (National Security Guards) etc.
- While there are no concession tickets in the train, children below 5 years of age have been exempted from fare and will be booked with their parents. Names of Children so booked will not appear on the chart. Children of age 5 years and above will be booked at full fare and will be provided with a seat.
- Train fare is dynamic in nature keeping in consideration the prevailing bus, taxi and rail. Trains have different series of fares for lean, busy and festive seasons. Further, train fares will be on point-to-point basis.
- Current Booking will be available to users after preparation of first chart which will normally be 4 hours before the scheduled departure of the trains, up to 5 minutes before the scheduled departure of the train.
- General and Tatkal quota booking is available in these trains.
- All passengers travelling on IRCTC trains will be provided with Rail Travel Insurance of up to Rs. 10 Lakhs, free of cost by IRCTC.
- In case of cancellation of train, automatic full refund of fare on confirmed and /Or waitlisted e-tickets will be made. There will be no need of cancellation of the ticket or filing TDR in such cases.
- On board infotainment services will be available in IRCTC trains to the passengers.
- High quality food and beverages will be provided to the passengers on board in the train. Food will be compulsory and charges will be collected at the time of ticket booking itself. There will also be provision for separate free coffee and tea vending machines. Service in the train will be done through trolleys similar to airlines.
- Each coach will be provided with RO water filter in addition to the packaged drinking water bottle for each passenger. Passengers will be served morning welcome tea, breakfast, snacks before de boarding, evening high tea and dinner

as per itinerary timings.

- IRCTC is planning to imbibe regional delicacies having local and ethnic cuisines to suit the taste buds of passengers. On board hospitality services will be managed through professional and competent staff from either gender.
- IRCTC is planning to extend the facility of collecting passengers' baggage from their homes and deliver to them in the train on their seats and then again from their seats to their destination stay point on payment. Modalities for the same are being worked out with vendors for this purpose. Passengers will be able to travel without worrying for their luggage. Luggage will be insured.
- IRCTC will also extend the facilities of taxi hiring, hotel bookings etc on payment to such passengers who need it. Wheel chair will also be provided to passengers on demand.
- Ticket cancellation and refund rules are provided separately.

Contact Centre in case of any Query or Claims Intimation:

1. Liberty General Insurance Ltd.

- Liberty General Insurance Company Toll free **1800-266-5844** (08:00 AM to 08:00 PM, 7 days of the week)
- Customer Care E-Mail ID: care@libertyinsurance.in

2. Royal Sundaram General Insurance Company Ltd.

- For claim intimation, access Royal Sundaram General Insurance Company Ltd.'s link: <https://irctc.royalsundaram.in/irctc/#/claims>
- Royal Sundaram General Insurance Company 24X7 Toll free **1800 568 9999**
- Customer Care E-Mail ID: care@royalsundaram.in

3. United India Insurance Company Ltd.

- For claim intimation, access United India Insurance Company Ltd.'s link: <https://paygateway.uiic.in/IrctcAppUAT/data/irctc.html#/claimsIntimationPage1>
- United India Insurance Company Toll free **1800 425 333 33** (10:00 AM to 05:45 PM Monday to Friday)
- E-Mail ID for Claims: irctcpa@uiic.co.in
- Customer Care E-Mail ID: customercare@uiic.co.in