

GOVERNMENT OF INDIA (Bharat Sarkar)
MINISTRY OF RAILWAYS (Rail Mantralya)
(RAILWAY BOARD)

No.2010/TG-I/20/P/Tatkal

New Delhi, dated 18 .11.2011

**Chief Commercial Managers,
All Zonal Railways.**

(COMMERCIAL CIRCULAR NO.61 OF 2011)

Sub: Amendment in Tatkal scheme

Please refer to this office letter of even number dated 11.11.2011 on the subject quoted above wherein certain modifications to be made in Tatkal scheme have been advised to all Zonal Railways. In continuation of the Commercial Circular No. 59 of 2011, the matter has been further examined in consultation with CRIS and it is informed as under:-

- (i) The modifications advised vide letter dated 11.11.2011 referred to above shall be implemented with effect from 21.11.2011.
- (ii) No refund will be given for duplicate Tatkal tickets even if original ticket is found. Issue of duplicate Tatkal ticket in exceptional circumstances would be on collection of full fare and Tatkal charges by the user to whom the privileges (preferably Chief Reservation Supervisor) would be assigned by Railways.
- (iii) In case of cancellation of partially confirmed Tatkal ticket, refund for only waiting list Tatkal ticket will be given.
- (iv) In PRS, the number of proof of identity will have maximum length of 16 alpha-numeric characters. Minimum 4 characters are mandatory and capturing of ID proof of anyone passenger per ticket is mandatory.
- (v) In reservation charts, the last ten digits of the number of proof of identity would be printed. This identity card number would be printed in place of stock number.
- (vi) In PRS, feature of capturing the number of proof of identity for all the four passengers has been provided. Those passengers who want to indicate the number of proof of identity for more than one passenger will have this option but will be required to produce copy(ies) of prescribed proof(s) of identity for additional passenger(s) also. The numbers of such identity card(s) will also be captured by the system and will be reflected in the reservation charts.
- (vii) In case of partial cancellation, if the passenger, whose identity card number has been indicated, is getting cancelled in a PNR, the number

- 2/-

of proof of identity of at least one of the remaining passengers needs to be provided mandatorily. However, in case of tickets booked through internet, initially, details of proof of identity of one of the passengers has been provided and subsequently provision for capturing data of all the four passengers will be made.

- (viii) In case the number of proof of identity of more than one passenger has been indicated, during the journey, even if anyone passenger produces the original identity card indicated on the ticket as well as reservation chart, all the passengers can undertake the journey.
- (ix) For tickets booked across the counter, if 'RTSA Transaction' is confirmed by the booking operator, Tatkal ticket will not be issued between 0800 hrs. and 10.00 hrs.

2. Necessary instructions may be issued to all concerned.

2.1 Ticket checking staff should be made conversant with the revised features of the Tatkal scheme to avoid inconvenience to general public.

3. Wide publicity may be given to the revised feature of Tatkal scheme through all means for the information of general public.



(V.K. Sharma)

**Director Traffic Commercial (G)-II
Railway Board**

Copy to:

- 1) CCM/PMs and CCM/PSs, all Zonal Railways.
- 2) ADG(PR), ED(IP), EDV(T), EDFC, DF(C), OSD/TC, F(C) & V(SS) branches of Railway Board.
- 3) MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
- 4) General Manager/PRS-I, CRIS, Chanakyapuri, New Delhi.
- 5) Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- 6) The Principals, Zonal Training Centers, Central Railway/Bhusaval, Eastern Railway Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF Railway, Alipurduar, Southern Railway, Trichy, SE Railway, Sini, Western Railway, Udaipur.
- 7) General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- 8) General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- 9) Secretary General, Federation of Railway Officers Association (FROA), Room No.256-A, Rail Bhawan, New Delhi.
- 10) Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
- 11) Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
- 12) CTM, Metro Railway, Metro Rail Bhawan, 33/1, J L Nehru Road, Kolkata-71.