

Bharat Sarkar (Government of India)  
Rail Mantralaya (Ministry of Railways)  
(Railway Board)

COMMERCIAL CIRCULAR NO. 28 OF 2018

No. TC-II/2033/2006/Policy/2 New Delhi, dated 16.05.2018

The Principal Chief Commercial Managers,  
All Zonal Railways

The Principal Chief Operations Managers  
All zonal Railways

Chairman & Managing Director,  
Indian Railway Tourism and Catering Corporation (IRCTC)  
New Delhi

Chairman & Managing Director,  
CRIS, Chanakyapuri, New Delhi

Sub: Implementation of booking of FTR trains/coaches online through  
single window booking system by IRCTC.

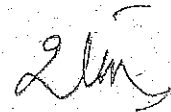
- REF: 1. Commercial Circular No. 08 of 2018 dated 05.02.2018  
2. Commercial Circular No. 14 of 2018 dated 15.02.2018.  
3. Commercial Circular No. 26 of 2018 dated 07.05.2018.

In continuation of above Commercial Circulars, Ministry of Railways  
now desires that online booking of FTR trains/coaches through single  
window booking system by IRCTC shall be implemented w.e.f. 18.05.2018.

With the implementation of the above, the existing provision of booking  
of FTR trains/Coaches through UTS (All Railways)/online (WR) shall be  
stopped w.e.f 17.05.2018 (Midnight).

The provision of providing folders to the party at the originating stations  
and submission of original folders (with entries at originating/intermediate  
stations by Station Managers/authorized officials) for refund/recovery, if  
any, shall continue.

Ensure action accordingly and confirm.



(Shelly Srivastava)  
Director Passenger Marketing  
Railway Board

NO. TC-II/2033/2006/Policy/2

New Delhi, dated 16.05.2018

Copy forwarded for information & necessary action to:

1. CCM (PM)s, All Indian Railways.
2. CPTMs, All Zonal Railways
3. CRB, MT, FC, Secretary, DG/RHS, Railway Board.
4. AM(B), PED (Finance), AM(IT), AM(C), PED(Vig), ED(A), EDF(C), ED/Chg, ED(C&IS), EDTC(R), EDV(T), ED/Safety, DPR, DIP and DFC, TC(CR), V(SS), PR, TG-I, TG-II, TG-III, TG-IV, TG-V & F(C) Branches, Railway Board.
5. MD, Centre for Railway Information System (CRIS), Chanakyapuri, near National Rail Museum, New Delhi for necessary Software changes.
6. MD, IRCTC, 9<sup>th</sup> Floor, Bank of Baroda Building, 16, Sansad Marg, New Delhi.
7. Managing Director, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot No. 6, Sector 11, CBD Belapur, Navi Mumbai- 400 014.
8. General Secretary, IRCA, Chelmsford Road, New Delhi for issue of necessary correction slips to Coaching Tariff.



(Shelly Srivastava)  
Director Passenger Marketing,  
Railway Board

Bharat Sarkar (Government of India)  
Rail Mantralaya (Ministry of Railways)  
(Railway Board)

COMMERCIAL CIRCULAR NO. 26 OF 2018

No. TC-II/2033/2006/Policy/2

New Delhi, dated 07.05.2018

The Principal Chief Commercial Managers,  
All Zonal Railways

The Principal Chief Operation Managers  
All zonal Railways

Chairman & Managing Director,  
Indian Railway Tourism and Catering Corporation (IRCTC)  
New Delhi

Chairman & Managing Director,  
CRIS, Chanakyapuri, New Delhi

Sub: Booking of FTR trains/coaches online through single window  
booking system by IRCTC.

REF: Board's Commercial Circulars No. 08 of 2018 dated 05.02.2018  
and No. 14 of 2018 dated 15.02.2018.

Further to the instructions issued vide Commercial Circular No. 08 of 2018 dated 05.02.2018 and Commercial Circular No. 14 of 2018 dated 15.02.2018, the following additional instructions/guidelines are issued on the subject:-

2. The following Railway stations in each Zonal Railway are nominated for handling the complete commercial formalities related to the online booking of FTR Trains/Coaches/Saloons, etc.:-

S. No.	Railway	Nominated Railway stations	IRCTC Office	IRCTC Zone
(i).	NR	New Delhi	North Zone	NZ
(ii).	NWR	Jaipur	RO/Jaipur	
(iii).	NCR	Allahabad	RO/Lucknow	
(iv).	NER	Lucknow Jn.	RO/Lucknow	
(v).	NFR	Guwahati	RO/Guwahati	EZ
(vi).	ER	Sealdah	East Zone	
(vii).	SER	Old Koilaghat Booking Office	East Zone	
(viii).	SECR	Bilaspur	East Zone	
(ix).	ECR	Patna	RO/Patna	

(x).	WCR	Jabalpur	RO/Bhopal	WZ
(xi).	CR	CSTM	West Zone	
(xii).	WR	Mumbai Central	West Zone	
(xiii).	SCR	Secunderabad	SCZ	SCZ
(xiv).	ECoR	Bhubaneswar	RO/BBS	
(xv).	SR	Chennai	South Zone	SZ
(xvi).	SWR	Bangalore	RO/SBC	

3. The following timelines should be followed for provisional confirmation, final confirmation, inter-zonal Railways confirmation, submission of original folder for refund, process of refund, etc.-

Sl No.	Different circumstances	Time limit
(i).	Provisional confirmation of indent	Maximum 15 working days of the generation of FTR number.
(ii).	Final confirmation of the indent	Minimum 7 days in advance of the date of journey.
(iii).	Inter-Zonal Railways confirmation.	Co-ordination will be made by zonal Railways of originating station and confirmation shall be given by other related Railways within 10 days. After that, the same shall be considered deemed to be confirmed by other Zonal Railways.
(iv).	Calculation of charges/fares.	Maximum 5 working days.
(v).	Submission of original folder/receipts etc., for final calculation/processing of refund etc. by IRCTC/their representatives.	Within a maximum period of 15 days of completion of the journey.
(vi).	Process of refund or recovery of excess charges, if any, after receipt of the original folder/receipts etc.	By both Commercial directorate and the Accounts directorate within 30 days after receipt of the original folder/receipts.
(vii).	Payment of final charges/fares in full by IRCTC	At least 48 hours in advance of the departure of the train as per existing rule.

4. Other guidelines are as under:-

(i) Zonal Railways shall intimate designations of the staff one each from Commercial Department and Operating Department to IRCTC for co-ordination work. For this purpose, CPTMs of concerned zonal Railway may nominate

suitable Officers/staff of Coaching Directorate for handling of FTR business. In case of Commercial issues, required Officers/staff may be nominated by CCM (PM) of the zonal Railways.

(ii) In the first phase, security deposit of Rs. 30 lakh for special trains and two lakh for special coaches on FTR shall continue till online provision is made fully operational. Accordingly, maintenance of RDS account at each zonal Railway shall be made operational during the 2<sup>nd</sup> phase.

(iii) IRCTC nodal Office for each Zonal Railway will co-ordinate with the nominated Officer/staff of nominated stations for getting the rate advise and in turn advise fare to party/individual. The final payment of fare to Railways shall be made during 1<sup>st</sup> phase as per the existing provisions.

(iv). In the 1<sup>st</sup> phase, four user type inter face shall be created viz. General users, 16 IRCTC users, 16 CPTM users and super Admin. In the subsequent phase user type interface shall be required for CBS/nominated staff/officers of 16 zonal Railways and CCM/PM Offices.

(v) During the 1<sup>st</sup> phase, permission shall be given to carry IRCTC endorsed copy of the manual ticket. After online payment is made operational, online receipt with original ID/authorized letter of IRCTC shall be made valid.

(vi) In the 1<sup>st</sup> phase, registration, priority of indent and confirmation by CPTMs Offices etc., shall be made online. However, charges shall be calculated manually, and payment of fare as well as refund shall also be processed manually.

(vii). All the trains/coaches/Saloons on Full Tariff shall be booked through single window booking system by Indian Railway Tourism and Catering Corporation (IRCTC) and no manual booking on FTR shall be permitted.

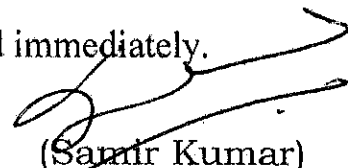
5. The date of implementation of the afore mentioned instructions shall be intimated later.

6. This issues with the concurrence of Coaching and Finance Directorates of the Ministry of Railways.

Necessary instructions may be issued to all concerned immediately.



(Shelly Srivastava)  
Director Passenger Marketing  
Railway Board



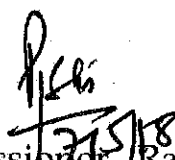
(Samir Kumar)  
Director TT (Coaching)  
Railway Board

No. TC-II/2033/2006/Policy/2 New Delhi, dated 07.05.2018

Copy to:-

1. DAI (Railways), New Delhi.
2. PFA, All Indian Railways.
3. Principal Directors of Audit, all Indian Railways.

for Financial Commissioner, Railways.




No. TC-II/2033/2006/Policy/2

New Delhi, dated - 07.05.2018

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6. MD, IRCTC, 9<sup>th</sup> Floor, Bank of Baroda Building, 16, Sansad Marg, New Delhi.
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Bharat Sarkar (Government of India)  
Rail Mantralaya (Ministry of Railways)  
(Railway Board)

COMMERCIAL CIRCULAR NO. 14 OF 2018

No. TC-II/2033/2006/Policy/2

New Delhi, dated 15.02.2018

The Principal Chief Commercial Managers,  
All Zonal Railways

Chairman & Managing Director,  
Indian Railway Tourism and Catering Corporation (IRCTC)  
New Delhi

Chairman & Managing Director,  
CRIS, Chanakyapuri, New Delhi

Sub: Booking of FTR trains/coaches online through single window  
booking system by IRCTC.

REF: Board's Commercial Circular No. 08 of 2018 dated 05.02.2018.

Further to the Commercial Circular under reference, it is advised that  
till the time software is developed for online booking of Special  
trains/Special Coaches/Saloons on FTR, the FTR booking shall continue to  
be booked as per the procedure and instructions in vogue prior to the issue  
of the subject Commercial Circular.

The effective date of implementation for online booking shall be  
communicated separately.

Necessary instructions may be issued to all concerned immediately.



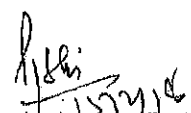
(Shelly Srivastava)  
Director Passenger Marketing  
Railway Board

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for Financial Commissioner, Railways.

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Director Passenger Marketing  
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Bharat Sarkar (Government of India)  
Rail Mantralaya (Ministry of Railways)  
Railway Board

COMMERCIAL CIRCULAR NO. 08 OF 2018

No. TC-II/2033/2006/Policy/2

New Delhi, dated 05.02.2018

The Principal Chief Commercial Managers,  
All Zonal Railways

Chairman & Managing Director,  
Indian Railway Tourism and Catering Corporation (IRCTC)  
New Delhi

Chairman & Managing Director,  
CRIS, Chanakyapuri, New Delhi

Sub: Booking of FTR trains/coaches online through single window  
booking system by IRCTC.

- REF: 1. Provisions of IRCA Coaching Tariff No. 26 Part 1 (Vol 1) on the  
above subject.
2. Commercial Circular no. 18 of 2007 dated 16.02.2007
  3. Commercial Circular no. 01 of 2010 dated 05.01.2010
  4. Commercial Circular no. 9 of 2011 dated 08.02.2011
  5. Commercial Circular no. 72 of 2013 dated 18.12.2013
  6. Commercial Circular no. 11 of 2016 dated 15.03.2016
  7. Commercial Circular no. 63 of 2015 dated 05.11.2015.
  8. Other instructions/clarifications issued on the above subject  
from time to time.

In supersession of all the instructions issued on booking of special  
trains/coaches/saloons etc., on Full Tariff Rates (FTR), Ministry of Railways  
have decided that all the trains/coaches/Saloons on Full Tariff shall now be  
booked through single window booking system by Indian Railway Tourism  
and Catering Corporation (IRCTC). Henceforth any individual/party seeking  
to book trains/coaches on FTR shall approach IRCTC and IRCTC shall book  
trains/coaches online on behalf of the individual/party.

The detailed guidelines for online booking of special trains/coaches/saloons etc., by IRCTC through single window booking system shall be as under:-

**A. General Guidelines:**

- (i) Any individual/party/government agency etc., wanting to book trains/coaches/salons etc., on Full Tariff Rates shall approach IRCTC (Regional/headquarter office, through mail, telephone etc.,) and IRCTC shall place indent online on behalf of the individual/party for booking of special trains/coaches on FTR.
- (ii) IRCTC shall levy facilitation charge @ 5% of total fare for booking of special trains/coaches/saloons on Full Tariff Rates, on behalf of any individual/party/Government agency etc., for co-ordination work.
- (iii) Priority shall be accorded for booking of special trains/coaches/saloons etc., on FTR over extra coaches to clear waitlisted passengers.
- (iv) Registration of special trains/coaches/saloons etc., shall be made minimum one month in advance and not beyond six months of the date of proposed journey. Registration in the period short of one month shall require specific permission of the CPTM of the Zonal Railways on a case to case basis.

**B. Registration of Indent and security deposit:**

- (i) Registration for booking of special trains/coaches/saloons etc. shall be made online by IRCTC on behalf of an individual/party/government agency etc. No manual booking/through UTS shall be permitted.
- (ii) Security cum registration deposit shall be taken as revolving security deposit uniformly for both booking of coaches and rakes. Revolving Security and registration deposit may be in the form of e-wallet/RDS system (Zonal Railway wise), from which deduction may be made by Railways for the purpose of countermanding charges, other dues pending if any etc., Revolving Security Deposit may be minimum 5 lakh in e-wallet/RDS account of each zonal Railway). Booking shall not be permitted if the revolving deposit falls below Rs. 5 lakh. Maximum limit for collection of security deposit by IRCTC from Individual/party/Govt. agency etc., shall be Rs. 50,000 per coach. However, election specials shall continue to be booked by IRCTC on behalf of Ministry of Home Affairs as per

existing instruction no. TC-II/2003/2014/Policy-election (CAPF) dated 17.11.2017.

- (iii) On confirmation of indent by operating branch, IRCTC shall deposit the fare payable at the Zonal Railway headquarter of the journey originating station.
- (iv) All the co-ordination work like registration of the indent, obtaining confirmation from Railways, deposit of fares, submission of the folder/receipts after completion of journey, cancellation of indent etc., shall be arranged by IRCTC.
- (v) IRCTC will provide a single window facility for FTR facility including notified contact number for redressal of complaints and grievances

**C. Fare:**

- (i) Minimum distance for charging: The minimum distance for charging for special trains/coaches/saloon etc., shall be 500 kms for outward and return journey separately. In case of hill stations, minimum distance for charge shall be the chargeable distance (inflated) of the whole section subject to minimum distance of 200 kms and minimum composition of special trains. However, minimum distance for charge for special coaches attached to fully air conditioned higher category of trains like Rajdhani/Shatabdi/Tejas etc. shall be from end to end subject to restriction/ condition imposed by Railways.
- (ii) Minimum composition: Minimum composition shall be of 18 coaches. However, for the hill sections, the minimum number of coaches will be the maximum permissible load for the concerned section. The charging shall be done for not less than aforesaid composition. For example if the composition is 16 coaches, charges shall be realised for 18 coaches. However, if the composition is of 20 coaches, charges shall be realised for 20 coaches.

The number of coaches falling short of minimum composition shall be charged at fares for second class (unreserved) coach for Mail/Express train. For example, if only 16 coaches in the special train are run, fares for second class (unreserved) for Mail/Express shall be charged for 2 coaches falling short of composition. While calculating the fare only base fare for the coaches falling short in the minimum composition shall be chargeable. Any other charges like service charge, empty haulage charge, detention charge, superfast charge etc. shall not be charged.

- (iii) The fare shall be computed point to point in full for adult in Mail/Express/higher category of trains as the case may be (not

local passenger fare) of the concerned class on round trip basis, which means that the fare shall be levied in the return direction upto the point from where the train originates. The fare shall be levied for the actual class of the coach subject to minimum fares for second class (unreserved) of Mail/Express trains.

If extra passengers are carried, charges are levied on pro-rata basis per additional passengers declared before or at the time of commencement of journey at the starting station. Extra passenger carried without payment at the starting station would be charged pro-rata with penalty charges as per existing rule.

- (iv) Service charge: A service charge of 30% shall be levied only on the base fare.
- (v) Other charges: Superfast Surcharge, GST, Mela Surcharge etc. as applicable shall be levied separately. However, reservation charge shall not be levied separately.
- (vi) Empty haulage charge: Empty haulage charge shall be levied @ (basic fare+reservation charge) for the carrying capacity of coaches for the actual empty haulage of rakes/coaches or minimum haulage haulage for 200 kms., whichever is higher.

Ideally efforts shall be made for providing coaches/trains on FTR from nearby locations within 200 kms limit. If the coaches/trains have to be hauled empty for FTR purpose for more than 200 kms, the same may be booked as special coach/train by IRCTC through their system. This shall be done in exceptional circumstances only. Advance planning of atleast 10 days and adequate promotion should be done by IRCTC in such cases to ensure high occupancy and additional earning for Railways.

- (vii) Dining Car/Kitchen/Pantry Car/Generator Car: Dining Cars/Kitchen Car/Pantry Car/Generator Car will be charged @ Rs. 85 per car per kilometre uniformly for BG, MG and NG. In addition Sleeper fare and service charge of 30% for marked carrying capacity of the car or actual number of passengers travelling in car whichever is higher shall be collected.
- (viii) Charges for SLR & Luggage Van: SLR coach will be charged at carrying capacity of the sleeper class coach with sleeper class fare. However, the utilisation of luggage portion to the extent of carrying capacity of SLR coach shall be allowed without levy of any extra charge.

- (ix) Detention charge: Detention charge shall be levied for detention of special trains/coaches at the request of the party at the journey commencing station, intermediate or destination stations. Detention charge shall be levied @ Rs. 900/per hour or part of an hour per coach uniformly for BG, MG and NG system subject to a minimum charge of Rs. 1500/-per coach without giving any free time.
- (x) Engine detention charge: For keeping the engine in steam or detention to Diesel/Electric Locomotives of special trains engine detention charge shall be levied. These charges shall be applicable as notified vide Board's letter no. F(C)/2003/27/1 dated 22/08/2017 from time to time.
- (xi) As an exemption for the purpose of calculating point to point charges and detention charges for special trains, special free halts For entraining/detraining of passengers, collection of water/eatables, etc., at enroute station/stations shall be provided. The number of special free halt permitted shall be maximum of 2(two) in each block for 1000 kms journey or part thereof. Each halt shall be for a maximum duration of 20 minutes only. These free halts and the Railways operational halts if any shall not be considered for calculating to point to point charges and detention charges.
- Further to above, additional halts/stoppages upto 2 minutes shall be permitted at the rate of Rs. 25,000/- per halt/stoppage. In case Halt/Stoppage of more than 2 minutes, "Point to point charge plus applicable detention charges or Rs. 25,000 per halt, whichever is more shall be levied. The number of such paid halts/stoppages shall not be more than 3 (Three) in each block of 1000 kms journey or part thereof. Such halts shall be provided only on the request of IRCTC. Beyond the above halt/stoppage limit, no additional halt/stoppages shall be permitted.

**D. Other guidelines:**

- (i) Concession: No concession shall be allowed for booking of Special trains/coaches/saloons etc. Charges shall be recovered in full even for children/students/senior citizens etc., however, existing rules applicable for Kisan specials and industrial workers special will continue.
- (ii) Payment: All charges shall be paid in full, 48 hours in advance of the departure of the train, failing which it will be deemed that the running of special train has been countermanded by IRCTC. Rs.

- 50,000 per coach shall be deducted as countermanding charge from the RDS account/e-wallet of IRCTC.
- (iii) Countermanding charge: If the requisition of special train/coaches is cancelled two days in advance before the scheduled day for journey or earlier, 10% of Rs. 50,000/- per coach shall be charged against IRCTC. If the cancellation is done one day in advance (excluding the day of journey) and upto four hours before the scheduled departure of the train, cancellation charge shall be 25% of the chargeable fare and if journey is cancelled within four hours before the scheduled departure of the train or afterwards, the cancellation charge will be 50% of the chargeable fare. Applicable cancellation shall be deducted from the RDS account/e-wallet of IRCTC.
  - (iv) Refund: After completion of tour folder/receipt in original shall be deposited by IRCTC in the Zonal Railways office within 30 days of completion of journey. Zonal office in consultation with originating station shall verify the details and in case of excess demand the required amount shall be deducted from the RDS account/e-wallet of IRCTC or in case of refund the same shall be refunded in the RDS wallet/e-wallet after completion of the journey.
  - (v) Identity Cards: At the time of booking, only the number of passengers shall be mentioned in the online request. The names of members of the party shall be submitted to the station master of the journey origination station before 24 hours of the departure of the train. Identity tokens shall be provided duly stamped and countersigned by Station master of the journey commencing station. Last minute change due to illness or any other exigencies upto 10% of the total passengers shall be allowed by Station master.
  - (vi) Operating orders shall be issued by operating department of Zonal Railways and all fare related issue shall be dealt with by Commercial department of Zonal Railways.
  - (vii) Payment of fare shall be made only online through digital modes viz RTGS/NEFT/net banking etc.
  - (viii) RDS/e-wallet account of IRCTC shall be maintained by PCCM in consultation with Associate Finance of Zonal Railway.
  - (ix) Accountal of earnings from booking of FTR trains/coaches should be maintained by Zonal Railway and monthly report of the same should be sent to Accounts/Stat Directorate of Railway Board.
  - (x) Rules regarding Apportionment of earnings shall be maintained.

- (xi) Railways shall have the right to modify the instructions in future.
- (xii) CRIS will make necessary software as per above requirement for online booking of Special trains/Coaches/Saloons etc..

This issues with the concurrence of Finance Directorate of Ministry of Railways.

Necessary instructions may be issued to all concerned immediately.



(Shelly Srivastava)

Director Passenger Marketing  
Railway Board

No. TC-II/2033/2006/Policy/2

New Delhi, dated 05.02.2018

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7. Managing Director, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot No. 6, Sector 11, CBD Belapur, Navi Mumbai- 400 014.

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