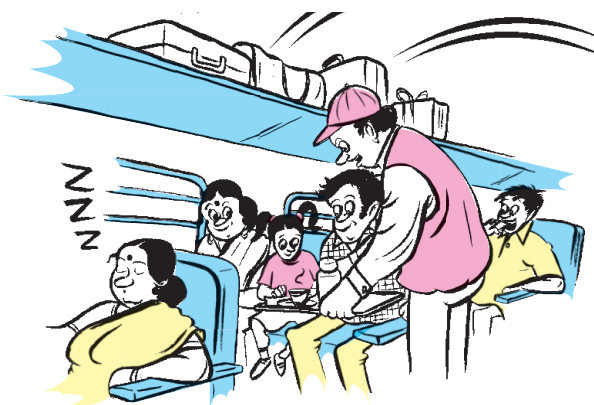




# Passenger Amenities



## Are bedrolls given free to passengers travelling in AC Coaches?

Yes, bedrolls are supplied free of cost, to all passengers travelling in AC First Class, AC 2-Tier and AC 3-Tier. However in GaribRath Express **Bedrolls** are provided on demand on payment of Rs.25/- per bed roll set.

## Do you provide catering facilities in all the trains?

Yes, we do. Most of the important trains have Pantry Car facilities. The details of trains which offer pantry car service are indicated in the timetables by 'P'. Catering is also arranged in trains where this facility is not available.

## How do I avail of the catering facilities on board?

You could contact the train conductors/coach attendants or other authorised catering staff of Railway.

## What about catering facilities at stations?

Most important stations have vegetarian and non-vegetarian refreshment rooms and light refreshment stalls managed by Railway. The detailed menu and tariff are displayed in the refreshment rooms.

## How can I be sure of the quality of catering services on trains and at stations?

To ensure proper and good quality catering services on trains and at stations, passengers are requested to:

- Place their orders for meals well in advance, with the Coach Attendant/Conductor or Waiters in Trains to facilitate information being sent to the serving stations,
- Insist on a cash memo for all catering services ordered.
- Consult the menu and tariff cards displayed in or available at Restaurants/ Refreshment Rooms/Pantry Cars.

To make your travel comfortable and enjoyable, Indian Railways provide several amenities - both in trains as well as at stations. Here, we answer your questions on the services offered during your journey.

- Record your suggestions or complaints in the book maintained for this purpose in the Refreshment Rooms. The complaint book is also available with the Train Conductor and also with the Pantry Car Manager. It may be called for, at any time, by the passenger.
- Complaint on catering services provided on trains may be lodged to national Toll free Number 1800-111-321

## Is medical assistance available on trains?

Guards/Train Superintendents or Pantry car Managers are equipped with First Aid Boxes. The Front line staff are also trained to administer First Aid to sick persons. In case of any medical emergency you can approach Travelling Ticket Examiner/Train superintendent who will try to arrange relief through on board facilities and try to locate Doctors among passengers of train.

If required Travelling Ticket Examiner/Train Superintendent Shall transmit message to one of the oncoming stations. Details of nearby medical practitioners and hospitals along with their addresses are maintained by Stations Masters/Deputy Stations Superintendents. Efforts will be made to arrange Doctor/medical relief at the coming stations. Medical treatment will provided by the doctor on payment of reasonable charges. In case hospitalization is required, the passenger may have to discontinue his journey.

## If I am breaking my journey or waiting for a connecting train, can I keep my luggage in the Cloak Room?

Yes, you can. Cloak Rooms and Safety Lockers are available at major stations where your luggage can be kept in safe custody. But do remember, only luggage that has been locked will be accepted in the Cloak Rooms.

Your luggage, duly locked, can be kept in the Cloak Room for a maximum period of one month, on payment of prescribed charges.

## Do I need to pay to use the Waiting Room at a station?

Waiting Rooms are available at major stations for use by genuine passengers. These can be used **free of cost** on production of your journey tickets for a few hours till the connecting train arrives.

### Is there any transit accommodation available at stations?

Yes, there is. You can stay at the AC and Non AC Retiring Rooms and Dormitories, available at important stations. This transit accommodation can be availed by passengers holding valid tickets, on payment of prescribed charges. At present, online booking of Retiring Rooms through IRCTC website has been commissioned at 485 railway stations of Indian Railways through which passengers can book Retiring Rooms at the time of seeking reservation in advance on payment of usual charges.

### What are the other amenities available to passengers?

Instructions already exist for provision of Wheel Chair at stations. This facility is provided, duly escorted by coolies (on payment) as per present practice.

It has been decided that Zonal Railways may introduce 'Sarathi Seva' at stations to help old and disabled passengers requiring assistance at the station and strengthen the existing services for enabling passengers to book Battery Operated Cars (BOC), Porter services, on payment basis in addition to the existing pick up and drop and wheel chair services.

The other facilities available at important stations include: **Medical Shops, Book Shops, Tourist Information Centres, Post & Telegraph Offices, etc.**

### Because Indian Railways cares...

As a customer-oriented organisation, Indian Railways values your feedback. Any suggestions for improvement are welcome. All complaints will be looked into promptly and addressed at the earliest. Your questions about the Indian Railways' **Public Grievance Redressal Machinery** and the **Vigilance Machinery** are answered below:

### Whom do I contact if I have any complaints?

Indian Railways has a well-organised Public Grievance Redressal **Machinery** that will take prompt action on any complaints you may have. You can record your grievances in the **Complaints Book**

kept for this purpose at: our Agencies, Town Booking Offices, Major Goods Sheds, Parcel Offices, Reservation Offices, Refreshment Rooms, Pantry Cars, etc.

Alternatively, you could also approach the **Public Grievance Redressal Booths** at major stations for on-the-spot action.

At the Divisional level, Additional Divisional Railway Managers can be approached for redressal of grievances in respect of their divisions. You can also approach the Additional General Manager of each Zonal Railway, who has been designated as Director of Public Grievances.

You may also lodge your grievance **On-Line at web-site [pgportal.gov.in](http://pgportal.gov.in)**. or at Indian Railways Web-site: **[coms.indianrailways.com.in](http://coms.indianrailways.com.in)** through app based complaints and suggestions applications (currently on the android platform) or web-based complaints and suggestions application on URL **[www.coms.indianrailways.gov.in](http://www.coms.indianrailways.gov.in)** or complaints/suggestions can be sent through SMS on the number 9717630982. At the ministry level, you may contact Shri Ravinesh Kumar, Executive Director (Public Grievances) at Tel. No. 011-23386203 or Shri K.P. Yadav, Director (Public Grievances) at Tel.No. 011-23047599.

### If I have any suggestions or complaints about the catering facilities or other passenger amenities, whom do I get in touch with ?

Indian Railways has **Special Cells** functioning at the Ministry and Zonal level to deal with complaints regarding passenger amenities, punctuality and catering facilities. The details of these Special Cells can be ascertained from the respective Zonal Railways.



## Vigilance Organisation-An Appeal to the Rail Users



The Government is committed to provide a clean and efficient Rail service to the Public. Official efforts can be strengthened by your active co-operation in the following areas:

- Insist on buying Tickets from Railway Booking/Reservation Counters or authorised Travel Agents. While on one hand. Purchase of Tickets from touts and unauthorised travel agencies is illegal, such tickets can turn out to be fake or invalid, on the other. It can also entail consequences like being detained, penalties and prosecution.
- With the facility of making reservation 120 days in advance, plan your journey and purchase the tickets well in advance. In any case do not attempt to jump the waiting list by resorting to illegal practices.
- Insist on a receipt or a voucher wherever due, like for meals, penalties, etc.
- Should you come across any instance of malpractice or corruption in any sphere of Railway working, please take the trouble of informing us. It will be helpful if you could note all the relevant details like description of the train, place, time and date and designation of the Railway Personnel concerned, name and address of the witness, etc. The information along with your

name and address may be sent to the Vigilance Organisation of the Zonal Railway which is functioning under **Senior Dy. General Manager**, who is also the Chief Vigilance Officer of the Railway and looks into the complaints of corruption. In case you wish to convey the information orally, you could meet them in person. The information would be treated as confidential but the Railway may have to seek your co-operation to tender evidence during the course of the investigation/enquiries to help bring the culprits to book.

- Travelling under another person's name is an offence under Section 142 of the Railways Act which pertains to travel on transferred tickets. Passengers who purchase transferred tickets are likely to be detained, fined and even prosecuted. The penalty for transfer of tickets will be a fine of Rs.500/- or imprisonment up to 3 months or both. Such tickets purchased by the passengers will be forfeited and they will be treated as travelling without ticket. Hence, passengers are advised not to purchase tickets which are sold by touts or unauthorised travel agents.
- Unauthorised buying and selling of reserved tickets is an offence under Section 143 of the Railways Act. The penalty for unauthorised purchase and sale of tickets will be a fine of Rs. 10,000/- or imprisonment up to three years or both.