

## How can I book a Special Train?

For the convenience of passengers travelling in large groups, Indian Railways allow for the booking of Special trains for a minimum distance of 500 kms and minimum composition of 18 coaches.

### Here are some guidelines to help you book a special train:

Submit an application, in the prescribed form to the **Chief Passenger Transportation Manager** through the **Station Manager** of the station from where the journey is to commence or on Zonal Railways wherever online facility will be available you may apply through online.

In your application given details such as destination, route to be followed and halts enroute.

The application must be submitted at least 30 days in advance and not more than six months prior to the commencement of the journey.

The application should be accompanied by a Security Deposit of Rs. 50,000/- per coach, paid at the station from where the journey is to commence.

The cost of booking a special train will vary with the distance to be covered. The charges will include fare, service charge, detention charge, empty haulage charge, service tax in case of First class/AC class coaches. The stipulated charges must be paid in full atleast 48 hours in advance of the departure of the train.

**Refund:** Station Manager of the journey originating station will refund the security deposit & over charges if any provided that the party has deposited the folder within 30 days of the completion of tour. If folder is submitted after the normal time limit to 30 days but within 6 months of the completion of tour, 50% refund of security deposit can be granted with the approval of CCM. While granting refund, the Station Manager will ensure personally that no undercharges is pending from the partu and the Coach/Saloon/Tourist Car has been returned to Railway in sound conditions. Refund will be granted after deducting all due charges, including charges for excess detention, under-charges, etc., if any. No Refund will be granted if the folder and/or the ticket is lost or both are not deposited in original.

### Now let's tell you about booking your luggage-

#### Booking of Luggage:

#### How much luggage am I allowed to carry?

Each passenger is allowed a **Free Allowance** up to which he can carry luggage with him in the compartment, free of cost. The Free Allowance varies for different classes of travel. Children aged 5 and below 12 years are allowed half of the Free Allowance

subject to the maximum of 50kg. You are also permitted a **Marginal Allowance** as indicated in the table.

Class	Maximum Limit (Kgs)	Free Allowance (Maximum Limit)	Marginal Allowance for luggage
AC First Class	150	70 kgs.	15 kgs
AC 2-Tier Sleeper/ First Class	100	50 kgs.	10 kgs.
AC 3-Tier Sleeper/ AC Chair Car	40	40 kgs.	10 kgs.
Sleeper Class (Exp/Ordinary)	80	40 kgs.	10 kgs.
Second Class (Exp/Ordinary)	70	35 kgs.	10 kgs.

Luggage beyond the above quantity can be booked in advance and carried in the brake-van.

#### What if my luggage exceeds the Free Allowance?

If your luggage marginally exceeds the Free Allowance, you will be charged at normal rates. Above marginal allowance penalty will be charged, if detected. Make sure to book your excess baggage in the Luggage Office, pay the prescribed charges and get your tickets endorsed by cross-referencing the luggage ticket details, before commencing your journey. Please note that Free Allowance is not admissible for articles such as scooters, cycles, etc.

#### What if my luggage gets stolen en route?

In case of theft of luggage, robbery/dacoity in running trains, you can approach train conductors/coach attendants/ guards or GRP escort. They will give you the **FIR Form**, which may be duly filled-in and handed over to them. The complaint will then be forwarded to the **Police Station** for necessary action. You need not break your journey to lodge a complaint with the police. You can also approach the **RPF Assistance Posts** at major railway stations, for any assistance in lodging the complaint.

#### If my booked luggage is lost or damaged, how much compensation will I get?

Where value of the luggage booked has not been declared beforehand by the consignor and the prescribed percentage charges not paid, the monetary liability of the Railways has been limited to Rs. 100/- per kg. However, where the consignor has declared the value of the consignment and has also paid percentage charges, he will be entitled to get the claimed amount which will not exceed the value of the luggage so declared at the time of booking. The procedure of payment of percentage charge can be enquired from the Luggage Booking Office.