

# North Central Railway

## Citizen Charter

### 6.0 Passenger Ticketing:

Sl. No.	Service	Time limit	Single Window Agency
6.1	<p><b>Unreserved Tickets</b></p> <p>(At stations where exclusive counters are provided – After the passenger enters the queue at window)</p>	<p><b>Wayside stations –</b> 10 minutes</p> <p><b>Major stations –</b> Non-peak time – 05 min. Peak time – 10 min.</p>	<p><b>Divisional Commercial Control</b> Allahabad Division SMS to mobile 9794837343</p> <p>Jhansi Division SMS to mobile 9794831208</p> <p>Agra Division SMS to mobile 9760537860</p>
6.2	<p><b>Reserved Tickets</b> Reservation and Cancellation</p> <p>(at stations where exclusive Reservation Counters are provided – After the passenger enters the queue at window) <a href="#">Download form</a></p>	30 minutes	<p>i) <a href="#">Supervisor Phone Numbers of Important Stations</a></p> <p>ii) Divisional Commercial Controller-for other stations &amp; PRS at remote locations</p> <p>Allahabad Division SMS to mobile 9794837343</p> <p>Jhansi Division SMS to mobile 9794831208</p> <p>Agra Division SMS to mobile 9760537860</p>
6.3	<p><b>Reserve Tickets</b> Reservation and cancellation (at stations where Reservation and General Tickets are issued from unified counters – After the passenger enters the queue at window) <a href="#">Download form</a></p>	20 minutes (General tickets will be given priority over PRS tickets during train timings)	<p>Divisional Commercial Controller-for other stations &amp; PRS at remote locations</p> <p>Allahabad Division SMS to mobile 9794837343</p> <p>Jhansi Division SMS to mobile 9794831208</p> <p>Agra Division SMS to mobile 9760537860</p>



.....RAILWAY  
RESERVATION/CANCELLATION REQUISITION FORM

- If you are a Medical Practitioner, please tick (✓) in Box Dr.   
(You could be of help in an emergency)
- If you are a Pregnant Woman and want to get Berth in Quota, please tick (✓) in the Box. If yes, please submit certificate of Regd Doctor
- If you want Sr. Citizen Concession, please write YES/NO in box (if Yes, please carry a proof of age during the journey to avoid inconvenience of charging under extant Railway Rules).
- Do you want to be upgraded without any extra charge? Write YES/NO in the box.   
(if this option is not exercised, full fare paying passengers may be upgraded automatically)
- If you are travelling in 3AC Class of Garib Rath Express Train or in Sleeper Class of Duronto Express Train, do you want bedroll in train? Write YES/NO in the box.

Train No & Name \_\_\_\_\_ Date of journey \_\_\_\_\_  
 Class \_\_\_\_\_ No of Berth/Seat \_\_\_\_\_  
 Station from \_\_\_\_\_ To \_\_\_\_\_  
 Boarding at \_\_\_\_\_ Reservation upto \_\_\_\_\_  
 Mobile No. \_\_\_\_\_ (for PNR Status update through SMS)

S.No.	Name in Block letters (not more than 15 letters)	Gender M/F	Age	Concession/ Travel Authority No.	Choice if any
1					Lower/Upper Berth Veg./Nonveg. (for Rajdhan/ Shatabdi Express Only)
2					
3					
4					
5					
6					

CHILDREN BELOW 5 YEARS (FOR WHOM TICKET IS NOT TO BE ISSUED)

S.No.	Name in Block letters	Gender M/F	Age
1			
2			

ONWARD/RETURN JOURNEY DETAILS

Train No. & Name \_\_\_\_\_ Date of Journey \_\_\_\_\_  
 Class \_\_\_\_\_ Station from: \_\_\_\_\_ To \_\_\_\_\_  
 Name of applicant \_\_\_\_\_  
 Full Address \_\_\_\_\_

Signature of the Applicant/  
Representative

Telephone No./Mobile No. \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

FOR OFFICIAL USE ONLY

S.No. of Requisition \_\_\_\_\_ PNR No. \_\_\_\_\_  
 Berth/Seat No. \_\_\_\_\_ Amount collected \_\_\_\_\_

Signature of Reservation Clerk

- Note : 1. Maximum permissible passengers is 6 per requisition. (except in case of Tatkal Ticket)  
 2. One person can give one requisition form at a time. (except in those cases involving onward and return Journey of same party)  
 3. Please check your ticket and balance amount before leaving the window.  
 4. Forms not properly filled in or illegible forms shall not be entertained.  
 5. Choice is subject to availability  
 6. Passengers booked on single ticket may or may not get compact accommodation in the upgraded class  
 7. Pregnant Women, when travelling alone can get lower berth reserved for self on first-come-first-served basis against Sr. Citizen Quota.  
 8. During the journey, one of the passengers has to produce one of the prescribed proofs of identity (in original). Tatkal passenger has to produce same proof of identity as indicate on the ticket.

Supervisors phone numbers of important stations over North Central Railway

**Stations of 'A-1' category over NCR:**

SN	Name of important stations over NCR	Designation of Supervisor	Phone Number	Mobile Number/ CUG
1	Allahabad	CRS	--	7525001468
2	Kanpur	CRS	--	7525001469
3	Jhansi	CRS	--	9794838031
4	Gwalior	CRS	--	9752417768
5	Agra	CRS	--	9760536969
6	Mathura	CRS	--	9760536984

**Stations of 'A' category over NCR:**

7	Aligarh	CRS	--	7525001470
8	Etawah	CRS	--	9411490073
9	Fatehpur	CRS	--	9935309539
10	Mirzapur	CRS	--	9335108042
11	Phaphund	CRS	--	8171629440
12	Tundla	CRS	--	9410660954
13	Banda	CRS	--	9452752130
14	ChitrakutdhamKarwi	CRS	--	9044377596
15	Lalitpur	CRS	--	9956357014
16	Mahoba	CRS	--	9415134758
17	Morena	CRS	--	9425340506
18	Orai	CRS	--	9332144009
19	Agra Fort	CRS	--	9760536977
20	Raja Ki Mandi	CRS	--	9760536973

