

North Central Railway

Citizen Charter

7.0 Full Tariff rate (FTR) – Coach or Train booking:

| Sl. No. | Service | Time limit | Single Window Agency |
|---------|--|---|---|
| 7.1 | Application for coach/train booking on Full Tariff Rate (FTR) | <p>1. Registration cum Security Deposit & Application. Not before Six(6) months or not later than thirty(30) days before commencement of journey.</p> <p>2. Confirmation: 72 hrs. before commencement of journey.</p> | Dy.COM/Coaching Tel:0532-2230470 (dcomcoach@ncr.railnet.gov.in) |

Procedure of Booking of FTR Coaches / Special Trains

Before you embark on your schedule programme of booking a special train/coach on Full Tariff Rate(FTR), here are five simple steps that you need to know:

Five Simple Steps to book a Special Train/Coach

1) Register Yourself

By paying Rs. 50,000 per coach by cash to the Station Manager of the journey commencing station or Demand Draft in favour of Chief Cashier ,North Central Railway ,Allahabad at Cash Office, Allahabad as registration cum security charges. At least 18 coaches would have to be booked for a special train. Hence a minimum of Rs. Nine Lakhs (Rs. 9,00,000/-) shall have to be paid as registration cum security charges for booking a special train. An enhanced security cum registration fee of Rs. Ten Thousands only (Rs. 10,000/-) per coach per day would be levied for tour programme exceeding seven days. Tariff mentioned above is subject to revision from time to time.

Other Charges that apply

Return basic fare for passengers of 18 coaches + 30% service charges on return fare + detention charges @ Rs. 900/- per coach per hour subject to the minimum charges Rs 1500/- per coach per day 100% of FTR for the C.C. of the coaches on the actual distance of the empty haul subject to minimum 200 Km. FTR will be calculated at the fare including reservation chart but excluding service charge.

2) Submit an Application

In the prescribed format to the Chief Passenger Transportation Manager (CPTM), GM Office, North Central Railway, E Block Chambal Building, Subedarganj Allahabad of the Railway on which your journey commences at least 30 days in advance or a maximum of six months prior to the commencement of the journey. Attach Xerox of the money receipt obtained by paying registration fees.

3) Await Acknowledgement

Which shall indicate your position on the waiting list. Final Programme will be confirmed only after examining operational feasibility and haulage confirmation from **other concerned Zonal Railways** further approvals can be restrained in case of inclement weather like fog or heavy rains.

4) Collect Final Confirmed Programme copy

Collect final confirmed programme copy from the office of the Chief Passenger Transportation Manager **at least 72 hours before** the date of commencement of journey.

5) Approach the Station manager

Of the journey commencing station with full list and details of 'intending' passengers **at least 48 hours in advance** for preparation of your ticket. Should you need any further assistance we are here to help you and you can contact us:

Deputy Chief Operations Manager (Coaching)

Chief Operation Manager's Office
1st Floor, Chambal Building E Block ,
North Central Railway
Subedarganj, Allahabad Tel : 0532-2230470

INSTRUCTIONS IN RESPECT OF SPECIAL TRAINS/COACHES

A) Full Tariff Rate (FTR) Coaches.

The existing procedure for reservation of FTR Coaches/Trains based on priority of date of registration will continue. The procedure will be as under:-

1. Booking

i) The Indentor is required to pay the requisite charges per coach and subsequently, the indentor is required to put up application to CPTM giving his name, address and Telephone No. It should also be accompanied by photocopies of any of the following items as proof of residence:

- a)Driving Licence
- b)Electricity Bill
- c)Passport
- d)Election Identity Card
- e)Income-Tax Clearance Certificate

ii) **Copy of PAN Card with original endorsement of signature of applicant.**

iii) A Passport size photograph of the applicant. All correspondence with respect thereof shall be done by the same person.

iv) The details of the Tour Programme including halts and its duration.

v) **Xerox copy of the Money Receipt** of the amount deposited.

2. PROCESSING OF THE APPLICATION

The application shall be received in CPTM's Office. Applications for which the train cannot be allotted for want of availability of stock will be given a waiting list number and the applicants will accordingly be advised with a request to be in touch with this office.

Once the registration for an FTR coach is made, only **a one time change** in the date of commencement of journey within 10 days from original date will be entertained. This option of change in date should be given by Party within 15 days of registration. No other change like change in destination, stock, itinerary etc. will be entertained.

B) Special Trains / Coach on Full Tariff Rate (FTR)

1. For special trains on FTR, the rakes are allotted based on priority of date of registration. This system of First come first served may continue.
2. Party will be informed of the composition offered for FTR Special and will have the option to accept or reject within a week. The offer will be based on availability of particular category of stock. In case the Party rejects the stock offered or in case there is no response from the Party/IRCTC within one week, the rake will be offered to Second Party on priority list.
3. Coaches on FTR will be confirmed by availability of stock, room availability and as per guidelines given by Railway Board vide letter No. 2012/CHG-II/31/3 dated 06.09.12 and other restrictions in force.

No request for change of stock, destination, date of journey etc.will be entertained after registration.

3. FINAL INSTRUCTIONS

A folder of final order will be issued to the Party along with the final instructions as per the existing practice. The folder duly completed by the party will be submitted to CCM alongwith original documents like Money Receipt etc, within 15 days of completion of journey for refund of balance security deposit.

