Instructions on Boarding Train

All passengers to be compulsorily screened & only asymptomatic passengers allowed to board

Passengers to reach the station at least 90 minutes in advance

Only passengers with confirmed tickets to be allowed to enter Railway station

All passengers must wear masks at the entry and during travel

Passengers to observe social distancing both at the station & on trains

On arrival at their destination, passengers to adhere to health protocols as prescribed by the destination State/UTs
Instructions Related to Bedding, Blankets, etc.

No Linen, blankets and curtains to be provided inside the train

Passengers are advised to carry their own linen for the travel

The temperature inside AC coaches to be suitably regulated

Passengers are advised to travel light
Instructions Related to Catering

No catering charges to be included in the fare

Provision for pre paid meal booking, e-catering to be disabled

IRCTC to make provision for limited eatables & packaged drinking water on payment basis only in limited trains

Passengers are encouraged to carry their own food and drinking water

All static catering & vending units at Railway stations remain open

In case of Food Plaza & Refreshments rooms etc., cooked items may be served as take away only

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Instructions for Symptomatic Travellers

Passengers with very high temp./symptoms of Covid-19 etc. after screening not allowed to travel despite having confirmed tickets. In such case, full refund to be provided (please check with TTE for details)

For symptomatic passengers, TTE certificates to be issued at the entry/checking/screening point.

For refund, online TDR to be filed within 10 days from date of journey & original TTE certificates to be sent by the passenger to IRCTC & full fare to be refunded in customer's account.
GUIDELINES FOR TRAIN SERVICES BEGINNING ON 1ST JUNE 2020

Important Rules to Follow

Railways to ensure separate entry & exit gates at stations to the extent feasible

Standard social distancing norms, safety, security & hygiene protocols to be followed

Movement of passengers & driver of the vehicle to & fro from Railway Station to be allowed on confirmed Railway Ticket as per MHA guidelines
Normal fare to be charged for General Coaches, Reserved, Second Seating (2S)

There will be no unreserved coach in the train

Running of Shramik Special trains to continue to be handled by local State Govts

Other regular passenger services including all mail/express, passenger & suburban services to remain cancelled

Norms made for booking, quota, concessions, cancellation & refunds, screening, catering, linen, etc
What You Need to Know (1/2)

200 passenger trains to start operating from 1st June 2020

Booking has commenced since 21st May 2020

These services will be in addition to existing Shramik special trains & Special AC trains to help migrants

These trains will be fully reserved having both AC & Non AC classes and General coaches