

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:239
ANSWERED ON:23.11.2006
UPGRADATION OF RAILWAY TICKETS
Rawat Shri Bachi Singh

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the railway tickets are being upgraded to next higher class;
- (b) if so, whether all the passengers under the same PNR are upgraded for travel in higher class;
- (c) if not, whether a passenger travelling with minor or children below 8 years under the same PNR, has the right to refuse upgradation to higher class is made for one or more passengers under the same PNR but not for all;
- (d) if so, the details thereof;
- (e) whether the Railways have received complaints that the chart at the railway station depicts upgradation of the class of travel of the passenger but upgraded coach number and berth number is not indicated in the chart thereby causing great inconvenience to the passengers; and
- (f) if so, the steps being taken by the Railways to inform the passengers in advance about upgradation of class of their travel?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI R.VELU)

- (a) To ensure optimum utilization of available accommodation, a scheme to upgrade full fare paying passengers to higher class has been launched in all Mail/Express trains, having sleeping accommodation, with effect from 24/02/2006.
- (b) to (d) In the upgradation scheme the passengers can give their option for upgradation or otherwise at the time of booking of ticket. Upgradation is done only from amongst the passengers opting for the same. All passengers in one PNR are upgraded together. In case enough berths are not available to upgrade all of them, they are not considered for upgradation.
- (e) The information regarding upgradation is reflected in the chart of the class in which the passenger was initially booked, in the charts of the upgraded class and a separate chart of upgraded passengers.
- (f) Upgradation is done at the time of preparation of charts about four hours before the scheduled departure of the train and hence it is not feasible to inform passenger in advance. The passenger can, however, check the status through railway reservation enquiry.