

**East Central Railway**

Office of the General Manager (Comml.)

Rail Niketan, Digghi kalan,

Hajipur - 844101 (Bihar).

**Divisional Railway Manager**

**East Central Railway,**

**DDU, DHN, DNR, SEE & SPJ.**

**Sub: - Guidelines on Group Booking/Bulk Reservation over E. C. Railway.**

Ref: - (i) Railway Board's letter no. 98/TG.I/20/P dtd. 17.02.1999,

(ii) Railway Board's Commercial Circular no. 34 of 1999,

(iii) Railway Board's Commercial Circular no. 25 of 2004,

(iv) Railway Board's Commercial Circular no. 43 of 2014.

Railway Board vide letters/Comml. Circulars under reference have time to time issued instructions regarding Group Booking/Bulk Reservation authorizing Zonal Railways to delegate the powers for group reservation to various levels, prescribing the extent to which each level can permit group booking.

To streamline the procedure, it has been decided to delegate powers to authorities at various levels over East Central Railway. As the process of group booking consumes a lot of time at the counter, such facility needs to be provided at bigger centers and Divisional Headquarters where relatively larger number of counters are functional. Accordingly, the powers of Group Booking/Bulk Reservation are now delegated to the following authorities –

Sl. no.	Competent Authority	Powers delegated for upto following number of berths (subject to clause 11 of Annexure)		
		SL	3A	2A
01	CRS at PRS location	32	16	12
02	ACM at division or AO/Station	48	24	16
03	DCM at division or Station Director (SS/JAG)	100	48	32
04	Sr. DCM	Full Powers		

The detailed procedure and guidelines with respect to Group Booking/Bulk Reservation are enclosed at **Annexure**.

These instructions are issued with approval of the competent authority and shall come into force w.e.f. 15.06.2023. These may be brought to the notice of all concerned.

DA- As above.

(Dy. CCM/PS)

**Copy to – Sr. DCMs- DDU, DHN, DNR, SEE & SPJ.**

**All officers and concern sections.**

## Annexure

The guidelines regarding Group Booking/Bulk Reservation applicable over East Central Railway shall be as under, in supersession of previous guidelines/instructions issued by this office –

1. The powers of Group Booking/Bulk Reservation are delegated to various authorities over East Central Railway, prescribing the extent to which each level can permit group booking.
2. Group booking facility shall be provided to bonafide passengers travelling in groups such as for marriage, sports tournaments, educational tours of students of recognized school/college, pilgrims for religious tours, cultural troupes etc.
3. For availing group booking facility, a request letter has to be submitted to the concerned authority. If the journey is being authorized by a school/department /institution/organization, a certificate issued by the head or authorized signatory of the school/department/institution/organization, has to be submitted to the concerned authority. Similarly, in case of marriage party, the marriage card or the notarized affidavit has to be submitted along with the request letter. In case of religious/cultural groups, the original certificate of registration of the organization issued by the competent authority should be produced, along with a copy thereof.
4. No permission shall be granted for group booking unless purpose of the journey is specified.
5. The names, age, gender etc. of all the passengers in the group should invariably be furnished (in triplicate) at the time of seeking permission. Person who is making the reservation has to produce his/her own identity card and submit a photocopy thereof.
6. The application for group booking should be submitted directly to the competent authority and not through any travel agent. This provision will not be applicable for reservations sought in favour of Foreign Tourists/NRIs (**CC-25 of 2004**).
7. On the opening day of reservation for a particular train (ARP opening day), group booking in that train will be permitted from 9.00 am, i.e. one hour after the opening of reservation (**CC-43 of 2014**).
8. The group booking for return journey shall also be permitted at the same reservation office, irrespective of PRS on which the train is defined (**CC-34 of 1999**). However, return journey shall be treated as a separate journey and all the formalities shall be complied with afresh.
9. The group booking may be permitted in all Mail/Exp. trains including Rajdhani/Shatabdi/Duranto/Humsafar/GaribRath and various Special trains introduced from time to time.
10. If exclusive counters are earmarked, bulk booking should be done only in these counters. Any cancellation/modification on Bulk booking shall also be done only at these counters.

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11. Group booking shall be subject to availability of maximum 25 percent of the total accommodation in that class by that train on that date. In other words, **at any point of time, a maximum of 25% of available vacant berths at that point of time in that date & class of that train may be booked for group booking.**
12. No Group booking will be allowed in slip coaches.
13. Group reservation will be subject to distance restrictions applicable to that train.
14. The passenger shall submit only one reservation requisition form for one journey duly filling all columns except name, age and gender of passengers. Remarks “as per list attached” should be written in the space for name column in the reservation form. The list of names of passengers (adults and child separately) age and gender should be attached with the reservation form. If senior citizen concession is required, the same has to be indicated against the respective name(s). At the bottom, a declaration regarding total number of passengers- (\_\_\_\_ adults and \_\_\_\_ children) should be written by head of the party/organization and signed and seal affixed in case of institutions/organizations.
15. While permitting bulk booking, the CRS shall affix his seal and signature on the reservation application form and the attached passenger name list (in all pages).
16. CRS shall ensure that there is no cornering of berths by unscrupulous elements or touts on the pretext of group booking.
17. A register may be maintained as record in which particulars of the parties to whom permission is granted should be recorded for any enquiries becoming necessary at a later stage.
18. Specimen format for register for group booking to be maintained by CRS is given below:

Sr. no.	Date	Train No.	From	To	No. of Adult/Child	Name of the party/organization	Address & Contact No.	Purpose	Remarks	Signature of applicant	Signature of Rly official

19. In case of change of name of any group member (like substitution), an application has to be submitted, at least 48 hours prior to the scheduled departure of the train from the station. This application should be written by the head of the department/group/party. However, such request for name change shall be granted only once and in no case, such request for change in excess of 10% of the total strength of the group shall be granted. Any such name change done should also be endorsed in the corresponding group booking register.

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