

IF WE DELAY, WE WILL PAY, IRCTC PROMISES TEJAS PASSENGERS

Relevant for: Indian Economy | Topic: Infrastructure: Railways

New offer: In case of delay, a passenger can fill up a claim form online or file a claim on a toll-free number.

In a first, passengers travelling on the Delhi-Lucknow Tejas Express, which will not be operated directly by Indian Railways, will get compensation for delays.

While Rs. 100 will be paid if the delay is for over an hour, travellers will be given Rs. 250 in case of delays of over two hours, the Indian Railway Catering and Tourism Corporation (IRCTC), which will operate the train, said on Tuesday.

Claim form

IRCTC has announced a slew of offers, including free travel insurance worth Rs. 25 lakh and on-board infotainment services, doorstep baggage collection, local food and no tatkal quota, to make the travel via its first train attractive ahead of its first commercial run on October 5.

In case of delay, a passenger will need to fill up a claim form with the insurance company in the link provided online or lodge a claim for train delay on its toll-free number.

The claim can be lodged through registered post also at the insurance company address.

On the submission of the required documents, the insurance company will settle the claim within two to three days, the IRCTC said, adding that online forms would also be made available soon.

Global practice

Many countries and cities across the globe compensate passengers for delays — some do so as monetary compensation and some in kind.

In Japan and Paris, a delay certificate is issued to passengers by railway companies as proof that a train arrived at a station later than stated in the timetable. The document can be shown in schools or offices for late admission at university exams. The certificate is issued when delays as little as five minutes occur. In the U.K., rail passengers are entitled to get automatic compensation for delayed journeys.

The new Tejas Express will run on New Delhi-Lucknow route for six days a week. The fare for Lucknow to New Delhi will be Rs. 1,125 for AC chair car and Rs. 2,310 for executive chair car. The New Delhi to Lucknow ticket will be priced at Rs. 1,280 for AC chair car and Rs. 2,450 for executive chair car. The train will operate on dynamic fare scheme. Free tea and coffee will be offered through vending machines and water will be provided through RO machines for passengers on demand. Just like in flights, meals will be served by on-board service staff.

(With PTI inputs)

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