

भारत सरकार GOVERNMENT OF INDIA  
रेल मंत्रालय MINISTRY OF RAILWAYS  
(रेलवे बोर्ड RAILWAY BOARD)

No. TC-II/2080/2021/Dog-cat-Part (1) (3364778)

NDLS, Dt. 28.04.2023

GGM/IT2/IRCTC,  
Barakhambha Road,  
New Delhi

GM/PRS & NGeT/CRIS  
Chanakyapuri/New Delhi

GM/PMS/CRIS  
Chanakyapuri/New Delhi

Sub: Implementation of online booking of Dog and Cat when transported in 1<sup>st</sup> AC/1<sup>st</sup> Class.

REF:1. This office letter of even no. dated 05.04.2022.

2. IRCTC letter no. dated 2022/IRCTC/D&C Booking/Railway Board dated 20.06.2022

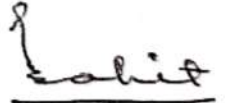
3. CRIS letter no. 2022/CRIS/NDLS-HQ/NGeT/PROJECT0012/Pt-1 dated 06.07.2022

4. This office letter of even no. dated 20.10.2022

5. Minutes of the meeting held on 21.04.2023.

Please find enclosed herewith minutes of meeting on implementation of online booking of Dog and Cat when transported in 1<sup>st</sup> AC/1<sup>st</sup> Class. Ministry of Railways approve repeat approve the flow and approach to be implemented for online booking of dog and Cat when transported in 1<sup>st</sup> AC/1<sup>st</sup> Class. As regards clarification on cancellation and refund of freight, it is informed that the same has already been decided and communicated vide this office letter of even no. dated 20.10.2022 (Refer: Para (iii) of instruction enclosed).

The above should be implemented at the earliest. IRCTC shall ensure implementation in consultation with CRIS. This issues in consultation with FM dtte of Ministry of Railways.



(Rohit Kumar)  
28.04.23

Joint Director Passenger Marketing  
Railway Board

MoM for Online Dog/Cat Booking dated 21.04.2023

Online Dog/Cat booking will be provided in PMS system and link will be provided in IRCTC website.

PNR enquiry API will be provided by PRS/NGet system to validate the charting status and at least one 2 berths Coupe/4 berths Cabin of 1<sup>st</sup> AC/1<sup>st</sup> class have been allotted on single PNR.

Following approach may be implemented to book a dog/cat.

- a. PNR number and Mobile number will be input by the user, an OTP be sent to mobile number after successful cabin/coupe validation against PNR.
- b. After successful OTP validation, screen for input of details of Dog/Cat booking will be shown in PMS system, wherein freight will be calculated.
- c. After successful payment, e-Receipt will be emailed and SMS will be sent to mobile number described at beginning.
- d. Receipt number we informed to HHT through their API
- e. No refund will be allowed in PMS (Instructions to be issued in this regard)

Clarifications required:

- a. In case of passenger is cancelled after dog/cat booking, actions needed to be taken

Lohit  
28-04-23  
JDPm



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No. TC-II/2080/2021/Dog-cat-Part (1) (3364778)

NDLS, Dt. 20.10.2022

MD/CRIS,  
Chnakyapuri,  
New Delhi

CMD/IRCTC,  
Barakhamba Road,  
New Delhi

No. TC-II/2080/2021/Dog-cat-Part(1) (Computer New Delhi 3364778)

Sub: Online booking of Dog and Cat, when transported in 1<sup>st</sup> AC/1<sup>st</sup> Class.

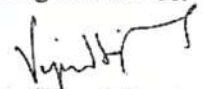
- REF:1. This office letter of even no. dated 05.04.2022.  
2. IRCTC letter no. dated 2022/IRCTC/D&C Booking/Railway Board dated 20.06.2022  
3. CRIS letter no. 2022/CRIS/NDLS-HQ/NGeT/PROJECT0012/Pt-1 dated 06.07.2022

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It has been decided to allow online booking of Dog and Cat, when transported in 1<sup>st</sup> AC/1<sup>st</sup> Class, subject to the following terms and conditions:-

- (i) Online booking of Dog/Cat in First AC/First class through IRCTC website shall be allowed for both e-tickets as well as counter tickets, on the same terms and conditions presently applicable for booking of dog/cat in 1st AC/1st Class.
- (ii). Booking of dog/cat shall be allowed only after preparation of first chart and upto preparation of second chart.
- (iii) No refund of freight charges for booking of dog/cat shall be admissible even in the case of train cancellation/late running of trains more than 3 hours etc. However, refund of passenger fare shall allowed to be continued as per extant Railway Cancellation of tickets and refund of fare Rules 2015.
- (iv). During online booking of dog, pop up message shall be shown "No refund of freight shall be admissible once dog/cat is booked online therefore please check the running/cancellation status of trains before booking."
- (v). Freight charges for booking of dog/cat in First AC/First class shall be same as per extant rules.
- (vi). The SMS for online booking of dog/cat should be sent to the passenger. Further, position regarding online booking of dog/ cat should also be indicated in the 2nd chart being generated for information of the TTE.
- (vii). The passenger, who is online booking transportation of the dog/cat, must submit a declaration that the dog/cat is fit to travel and is fully vaccinated. Also, they will take utmost care so that other passengers of the coach are not inconvenienced."

IRCTC is requested to frame comprehensive approach paper in consultation with NGeT/CRIS and PMS/CRIS for implementation of online booking of dog/cat to be transported in 1st AC/1st class and to implement the same at the earliest under intimation to the all concerned including this Office.

  
(Vipul Singhal)  
Director Passenger Marketing  
Railway Board