

## **Frequently Asked Questions (FAQ) on Bharat Gaurav Trains:**

Q 1. What are Bharat Gaurav trains?

Ans. These are service provider managed, theme based Tourist Circuit trains, to showcase India's rich cultural heritage and magnificent historical, natural scenic places to the people of India and the world. The Service Provider to offer a comprehensive package with facility of rail transportation, accommodation, meals, local sightseeing etc.

Q 2. What are Tourist Circuit Trains?

Ans. These trains originate from a particular station and run in a route having multiple tourist destinations and terminate at the same originating station. Service Provider shall ensure that tourists cover all the destinations of the particular circuit during their tour and board / deboard only at their designated boarding / deboarding stations.

Q 3. How do a prospective service provider use Bharat Gaurav trains?

Ans. For using Bharat Gaurav Trains, a prospective service provider has to first to create username and password for getting access to the Bharat Gaurav trains portal (<https://bharatgauravtrains.indianrailways.gov.in/>). Thereafter, he / she will have to register himself in the portal and thereafter place demand for rake of Bharat Gaurav Trains.

Q 4. Who all can apply for registration for taking custody of Bharat Gaurav Trains?

Ans. Any Individual, Partnership firm, Company, Society, Trust, Joint venture, Consortium with valid credentials can apply for registration after paying a non-refundable registration fee of Rs 1,00,000/- (one lakh only).

Q 5. How much is the minimum rake configuration under Bharat Gaurav trains?

Ans. The composition of the rake shall be a minimum of 14 coaches and a maximum of 20 coaches, including mandatory 2 SLRs (Guard Vans).

Q 6. What is the minimum duration for which the Bharat Gaurav trains can be taken?

Ans. The service provider can take custody of Bharat Gaurav trains for a minimum period of two (02) years and a maximum period up to the residual codal life of the coaches.

Q 7. Can we take custody of 5-6 coaches to be attached in Bharat Gaurav trains?

Ans. A service provider will have to take custody of full Bharat Gaurav Trains rake. The composition of the rake shall be a minimum of 14 coaches and a maximum of 20 coaches, including mandatory 2 SLRs (Guard Vans).

Q 8. Can a service provider take custody of LHB, Vistadome, Vande Bharat etc rakes also under Bharat Gaurav Trains?

Ans. Initially an earmarked pool of Integral Coach Factory (ICF) coaches are to be utilized in Bharat Gaurat Trains in various categories viz AC-I, AC-II, AC-III, SL, AC Chair car (CC), Pantry and SLR (Guard Van). Later other categories of coaches will also be offered. In case any service provider wishes to take other types of coaches, then such coaches will be made available on receiving demand. The pricing for other coaches will be different from the pricing for the ICF coaches. The Service Providers can also procure new coaches or bare shells directly from Production Units of Indian Railways.

Q 9. Can a service provider lease these Bharat Gaurav Trains to other service provider?

Ans. The service provider who has been allotted Bharat Gaurav trains cannot lease these trains to other service provider. The Coach ownership will rest with the Railways unless the Service Provider opts to buy coaches outright from Production Units. However, Service Provider will be free to tie up for back-end services such as marketing, booking of tickets, catering, accommodations, etc. under their internal arrangements following Good Industry Practice.

Q 10. After registration, whom to contact in case of some queries regarding Bharat Gaurav trains?

Ans. The Registered service provider should contact the Nodal officer viz Chief Commercial manager / Passenger Services (CCM/PS) of the zone with which he has registered. In addition, for the Ease of engagement with Zonal Railways, customer support units are available for any assistance. The contact details of nodal officers and customer support units are available on Bharat Gaurav trains portal (<https://bharatgauravtrains.indianrailways.gov.in/>).

Q 11. What charges does a service provider have to pay for Indian Railways to run Bharat Gaurav trains?

Ans. The service provider has to pay Right to use charges (RU charges), Haulage charges and stabling charges. The details of these charges are available in the policy circular uploaded at Bharat Gaurav trains portal (<https://bharatgauravtrains.indianrailways.gov.in/>).

Q 12. Is there an annual increase in the charges which are to be paid by the Service provider for Bharat Gaurav Trains?

Ans. The Right to use charges (RU Charges) and Fixed haulage charges as mentioned in the policy are valid for 5 years. Revised charges, if any, would be applicable for all prospective agreements only, i.e. agreements made after the revision of charges. For any agreement which is extended on mutual consent on expiry of the existing agreement, the RU charge prevailing at the time of extension will apply.

Q 13. Can a service provider do its own modification/ refurbishment of coaches of Bharat Gaurav trains?

Ans. After the allotment of Bharat Gaurav train to service provider, minor modification/ refurbishment of the interiors of the coach is permissible within the safety protocols. Guidelines for interior refurbishment of the coach are indicated in Annexure - VII of Bharat Gaurav train policy which is uploaded at Bharat Gaurav trains portal (<https://bharatgauravtrains.indianrailways.gov.in/>). It will be incumbent upon the Service Provider to obtain approval of

modification / refurbishment from Railways. The cost of such modification / refurbishment will be borne by the concerned Service Provider.

Q 14. How do I plan my itinerary and to whom should I approach for approval of my itinerary?

Ans. For initial support for the development of the itinerary, the service provider may contact the customer support unit of the Zonal Railway with which he has registered. After the preparation of the itinerary, the Service Provider shall submit the detailed itinerary to the Nodal Officer of the nodal Zonal Railways, 30 days in advance of the start of the itinerary. The detailed proposal shall comprise coach configuration, itinerary, timings, stoppages, etc.

Q 15. Can a service provider run Bharat Gaurav trains from any part of India?

Ans. Yes, the nodal officer of the Zonal Railway where the Service Provider is registered will deal with all requests from the Service Provider, including movements of Bharat Gaurav Trains even if originating from other Zonal Railways. However, Empty haulage charges will be applicable for any empty run of the rake to accommodate the itinerary of the Service Provider. Such empty haulage charges shall exclude terminal charges and onboard staff costs. The details of the Empty haulage charges are available as Annexure - VI of Bharat Gaurav train policy which is uploaded at Bharat Gaurav trains portal (<https://bharatgauravtrains.indianrailways.gov.in/>).

Q 16. Is there any penalty if I cancel the itinerary ?

Ans. If the Service Provider cancels the proposed trip within less than 24 hours in advance of the start of the itinerary, then an amount of Rs 50,000 (Rupees Fifty Thousand) shall be charged as Railway's administrative cost. It will be deducted from the fixed haulage charge deposited by the Service Provider in advance. This amount will be recouped from the Service Provider at the time of payment of the next installment of fixed haulage charge.

Q 17. Who will do the regular maintenance of Bharat Gaurav Trains?

Ans. The responsibility of maintenance of Bharat Gaurav Trains will rest with Zonal Railways. The maintenance schedule (POH/IOH) shall be intimated to the Service Provider in advance by the nodal Zonal Railway on an annual basis for facilitating the planning of the itineraries.

Q 18. Is branding/advertising allowed inside/outside of Bharat Gaurav Trains?

Ans. Branding of the train will be permitted. Naming rights for trains and display of the Service Provider's name are permitted. Third Party advertisement rights shall be permitted both inside and outside the train. However, the material used and contents/themes of advertisements should be in accordance with the specifications approved by Railways to ensure safety, aesthetics and cultural sensitivities and also following the Good Industry Practices.

Q 19. How much fare should a service provider charge from passengers?

Ans. Bharat Gaurav trains are tourist circuit trains and not regular passenger trains. The Service Provider as such may offer a comprehensive package with facility of rail transportation, accommodation, meals, local sightseeing etc. However, the Service Provider shall have freedom to adopt its own business model and decide the tariff to be charged from the tourists.

Q 20. Who will provide security for Bharat Gaurav trains when they are stabled after completion of the itinerary?

Ans. The Service Providers shall be liable to ensure security of the Bharat Gaurav train rake during the period the rake is under the care and custody of the Service Provider for the RU period.

Q 21. Can a service provider use the luggage portion of SLR?

Ans. The Service Provider is allowed to use the luggage portion of the SLR for carrying the luggage of tourists or for their own use only, keeping in view the safety of train operation. Also, articles prohibited as per Railway's notification should not be carried on these trains.

Q 22. Is drinking allowed in Bharat Gaurav Trains?

Ans. No liquor or other alcoholic drinks are permitted inside Bharat Gaurav trains.

Q 23. What is the cost of furnished LHB coaches and Bare shell of LHB Coaches?

Ans The tentative costs of Bare Shells of different coaches LHB type based on FY 2019-20, are as under for guidance:

S.N	Type of LHB coaches	Cost of fully furnished coaches (in Lacs)	Cost of Bare Shell (in Lacs)
1	LWFAC (1AC Sleeper)	204.01	132.00
2	LWACCW (2AC Sleeper)	195.98	123.70
3	LWACCN (3AC Sleeper)	204.58	140.70
4	LWCBAC (AC pantry/buffet car)	213.78	139.21
5	LSCZAC (ACCC)	205.62	135.17
6	LWSCZ (Non AC Chair car)	177.22	110.57
7	LWS (GS)	178.01	116.01
8	LWSCN (SL)	195.81	131.70
9	LWLRRM (Luggage/generator/brake van)	276.13	143.84