Train Ticketing Service FAQs:

Agent:

1. **What is m-ticketing**
   Ticketing service, you can buy Intercity Train tickets in advance from your (Agent) own mobile phone through Robicash. Agent will buy the railway e-ticket in favor of customer.

2. **What are the areas covered & When started?**
   Now customer can purchase ticket from our 6500 agent points near 42 stations including Dhaka metro, Chittagong metro, Rajshahi, Sylhet Robicash agent points.

3. **Is there any service charge for ticket purchase**
   A service charge of 20 taka will be applicable for each seat purchased through 'Robicash' Ticketing service

4. **What is the amount charge for ticket**
   Service charge is 20 taka for each seat purchased.

5. **How can I notify that seat is confirmed?**
   A confirmation SMS with Ref ID will received from system which ensure the seat confirmation.

6. **Is there any charge for SMS which I received:**
   No, this received SMS is free of cost.

7. **From where the ticket price amount will be deduct?**
   Ticket price will deduct from 'Robicash' wallet for each seat purchase.

8. **How agent will receive his commission (in agent wallet)?**
   After deduct the full amount of Ticket price (seat fear & Service charge) agent will receive his agent commission will receive instantly with remaining balance amount notification.

9. **Should agent register the customer number before purchase the ticket?**
   Not required. Only he has to put the customer mobile number during the final confirmation time so that ticket confirmation ID will deliver to customer number.

10. **If seat is not available how can I confirm?**
    Will receive the "SEAT NOT AVAILABLE" notification.

11. **By when customer has to purchase his booking ticket?**
    Within 30 min of booking SMS receive.

12. **From where to confirm the booking ticket?**
    Same USSD menu there is an option "purchase train ticket after booking" in option 2 under Train ticket option.

13. **Can I purchase any date of ticket?**
    Passengers can use Robicash service to buy maximum 5 days advance ticket (e.g. tickets for journey date 24th Nov can be purchased from 20th Nov)

14. **Can I purchase the ticket any time?**
    Ticketing time will be 9:00 AM to 10:00PM.

15. **Whom I need to contact for Robicash float?**
    Respective DSR.

16. **Should I purchase the Robicash float by upfront commission?**
    Agent will by robicash float with at actual amount. (i.e. if he pay 1000 Tk Cash DSR will transfer 1000 Robicash float.)

17. **Can I cancel any ticket after purchase?**
Not possible as per Bangladesh Railway policy. If any customer wants to cancel his seat he has to get the print ticket from his designated departure station & contact with refund ticket booth in that station. Bangladesh Railway has the full authority of his refund.

18. **How many tickets can I sale (as agent)?**
There is no restriction for agent, they can sale till ticket availability till reaming mobile quota.

19. **If I didn't received the confirmation SMS whom we need to contact?**
You have to call help line 8382 & provide some information. Respective authority will contact with agent.

What is the meaning of below feedback received through SMS:

1. **YOUR PROPOSED JOURNEY DATE IS NOT VALID**
That means Passengers can use Robicash service to buy maximum 5 days advance ticket (e.g. tickets for journey date 24th Nov can be purchased from 20th Nov)

2. **MOBILE EXCEEDS MONTHLY QUOTA**
This is for customer info, if he wants to purchase beyond his quota.
    (Two (2) tickets can be purchased using a single mobile number for different destinations within 30 days
    for a particular destination one (1) ticket can be purchased using a single mobile number within 30 days)

3. **SEAT NOT AVAILABLE**
All mobile quota seats are sold out.

4. **RESERVATION COMPLETE**
Your reservation has successful.

5. **FARE COULD NOT BE OBTAINED**
Your seat fair request could not extract from Bangladesh railway system.

6. **MOBILE QUOTA SEATS NOT AVAILABLE**
Your mobile quota seat qty has sold already.

7. **REQUESTED SEATS NOT AVAILABLE**
Quota seat qty has been sold already.

8. **PLEASE WAIT FOR SOME TIME BEFORE REQUESTING SEATS**
Bangladesh Railway server is working, so need to wait sometime for request again for seats.

9. **REQUESTED TRAIN WILL NOT TRAVEL ON REQUESTED JOURNEY DATE**
Respective train will not available on that requested date.

10. **YOU CAN BOOK OR PURCHASE MAX 3 DAYS ADVANCE TICKET. PLEASE TRY AGAIN LATER**
The date which agent/customer has request for purchase is not possible because of as per Bangladesh Railway policy 3 days advance ticket is available in system.

11. **PLEASE PROVIDE FUTURE DATE FOR JOURNEY**
The date which has provide for purchase a ticket is past date or train already left.

12. **TICKETING HAS NOT YET STARTED IN SOURCE STATION**
Bangladesh Railway not yet releases in system to sell the ticket for Journey start station which has asked by customer/agent.

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13. **DAY OFF FOR THE TRAIN**

Requested train is off on that date which has asked for purchase a ticket by agent/Customer.

14. **MOBILE EXCEEDS BOOKING LIMIT**
As per Bangladesh Railway policy there is a mobile quota for each mobile subscriber. Customer already reached that quota.

15. **SEAT COULD NOT BE LOCKED, PLEASE TRY AGAIN**
Due to Bangladesh Railway system challenges requested set could not be locked. Need to try again.

Customer:

1. **What is m-ticketing**
Ticketing service, you can book Intercity Train tickets in advance from your own mobile phone and than confirm the seat by paying through Robicash agent. You don't need to stand in the long queues, overcome lots of hassles to collect a railway ticket.

2. **Should I pay any service charge for ticket purchase**
A service charge of 20 taka will be applicable for each seat purchased through 'Robicash' Ticketing service

3. **From where I can purchase the ticket**
You can purchase from any Robicash agent point.

4. **After get the ticket confirmation sms, can I travel by this e-ticket**
As per Bangladesh Railway policy you have to get a print ticket from chosen station.

5. **How can I get the print ticket?**
You have to visit the departure station that is if you select Dhaka Komolapur (which you select during ticket purchase) as departure you have to visit that place and get the print ticket from e-ticket booth before one hour of journey starts.

6. **By when I have to collect the print ticket**
Before 1 hr of departure of the train.

7. **How many ticket I can purchase**
Two (2) tickets can be purchased using a single mobile number for different destinations within 30 days
for a particular destination one (1) ticket can be purchased using a single mobile number within 30 days

8. **From which area I can purchase the ticket**
Now customer can purchase ticket from our 6500 agent points near 42 stations including Dhaka metro, Chittagong metro, Rajshahi, Sylhet Robicash agent points.

9. **How can I cancel the purchase ticket,**
Not possible as per Bangladesh Railway policy. If any customer wants to cancel his seat he has to get the print ticket from his designated departure station & contact with refund ticket booth in that station. Bangladesh Railway has the full authority of his refund.

20. **How can I notify that seat is confirmed?**
A confirmation SMS with Ref ID will received from system which ensure the seat confirmation.

21. **Is there any charge for SMS which I received:**
No, this received SMS is free of cost.

10. **How many tickets can I purchase?**
Maximum 4 passengers can travel with one ticket

11. **If I lost the e-ticket ID, how can I get that ID?**
Customer will dial *787# & there is an option of "Recover SMS". Select that option and customer will get the SMS instantly if this number (from where he dial *787#) provide during ticket purchase.

Or, Customer will visit to respective agents from where he purchase the ticket, Agent will resend the ticket SMS by using customer mobile number.

12. **Should I show my mobile which number provide during purchase?**
13. Yes, as per Bangladesh Railway policy, customer has to show his mobile number which he /she provide during ticket purchase & received the ticket ID.

14. **If Mobile Phone is missing**
Customer should go to ROBI's customer care and do the requirements to block or/and reactive his/her SIM card. Now, Customer will dial *787# & there is an option of "Recover SMS". Select that option and customer will get the SMS instantly if this number (from where he dial *787#) provide during ticket purchase.

Or, Customer will visit to respective agents from where he purchase the ticket, Agent will resend the ticket SMS by using customer mobile number.

15. **For lock the complaint, where s/he needs to contact?**
Customer will call robi help line. Help line agents will deliver the required services.

Robicash Agents will call 8382 for their support.
For customer dial 123.