

Bangladesh Railway – FAQ

1. Where I need to go for online railway ticket purchase?

Ans. www.esheba.cnsbd.com or www.railway.gov.bd

2. What is the registration process?

Ans. Please follow the below steps:


Step 1: Visit www.esheba.cnsbd.com and click Sign-up



The screenshot shows the Bangladesh Railway E-Ticketing Service website. The page features the Bangladesh Railway logo and the text "BANGLADESH RAILWAY E-TICKETING SERVICE". On the right side, there is a "User Sign In" form with fields for "User e-mail", "User Password", and "Security Code". A red arrow points to the "SIGN-UP" link below the form. The form also includes links for "FORGOT YOUR PASSWORD ?" and "DID NOT RECEIVE VALIDATION LINK ?". Below the form, there is a "Please note:" section with three bullet points: a) This site does not store Card Security Information, b) The site records your IP/Connection Details for security purpose only, and c) Any illegal usage of this site is punishable under Common Law of Bangladesh. The page also displays various payment logos (VISA, MasterCard, DBBL Nexus, City Bank, Amex) and a "WELCOME TO BANGLADESH RAILWAY E-TICKETING SERVICE" message. The footer contains the URL "https://www.esheba.cnsbd.com/user/signup" and the copyright notice "© Computer Network Systems Limited 2012-2016".


Step 2: Fill up the mandatory fields and click “REGISTER”

Secure | <https://www.esheba.cnsbd.com/user/signup>



BANGLADESH RAILWAY

BANGLADESH RAILWAY E-TICKETING SERVICE



Personal Information

Passenger Name*

Email Address*

Re-Enter Email address*

Password*


Re-Enter Password*

Extra information

Address*







Cellphone Number*

Security Code*



REGISTER

If you have an account with us, please SIGN-IN.
DID NOT RECEIVE VALIDATION LINK ?

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3. Is there any time frame to buy ticket?

Ans. Yes, you can buy ticket within 8am to 10pm.

4. If I miss the mobile validation code for registering new account, what should I do?

Ans. Please mail your problem to esheba.feedback@cnsbd.com or anik@cloud.cnsbd.com

5. How many tickets/seats can I book in one transaction or per day?

Ans. Maximum Four seats per day.

6. How many transactions can I made in one week?

Ans. You can make maximum 2 transactions per week.

7. How many tickets can I purchase in one month?

Ans. As per daily and weekly transaction policy customer can purchase weekly 8 seats & monthly 32 seats.

8. How do I know if my ticket booking is confirmed?

Ans. Once the booking is confirmed, you will receive an email confirmation to the registered email ID with all the relevant details.

9. I just booked my ticket online. How will I get my ticket?

Ans. Once the booking is confirmed, you will receive an email confirmation to the registered email ID with all the booking details. Please carry a print out of the mail and present it to ticket counter of station and they will give you the tickets.

10. How many days before I can purchase my railway ticket online?

Ans. You can purchase your ticket 10 days prior to journey date.

11. Can I choose my seats online while booking a railway ticket?

Ans. YES. You can choose your seat before 48 hours of journey date.

12. I accidentally booked my tickets today instead of tomorrow. Can I change the tickets?

Ans. After refund you can purchase another ticket. There is no policy of exchange.

13. Can I cancel my tickets once booked?

Ans. Contact immediately to the rail station. Refund policy is according to Bangladesh Railway's refund policy.

14. Is there any convenience fee here?

Ans. Customer need to pay extra BDT-20/ seat as a convenience fee.