

S.NO	FAQS
	Online Services
1	What type of cards accepted in internet booking ?
	ANS :- Pilgrims can avail TTD e-Services(Seva, Darshan, Accommodation, Sapthagiri Magazine, Hundi & Donations) using all Master and Visa Debit / Credit Cards and Net Banking facility. Foreign Cards and Mastero cards containing 20 digit numbers are not accepted.
2	Problems during Payment Process in internet booking ?
	ANS:- Some times in view of late response from the payment gateway, the transaction will not be processed successfully. If any failure transaction and amount got debited from the account the same will be refunded with in 7 working days In some cases due to technical issue the transaction will not be processed and the transaction status will have "Waiting for payment Gateway Response". In this case, the transactions will be automatically be succeeded in case the amount got debited from the pilgrims account most of the cases. The transaction status "Ticket released after a period of inactivity" shall be treated as failure transaction if the transaction amount got debitted from the pilgrim account the same will be refunded within 7 working days.
3	HOW MANY DAYS WILL IT TAKE TO GET REFUND OF FAILURE TRANSACTIONS IN ONLINE BOOKING ?
	ANS:- Within 7 working days from the transaction.
4	Whom to contact in case if not refunded failure transaction even after 7 working days?
	ANS:- Please mail to refunds@tirumala.org and will get back to you within 24 hrs.
5	Please explain Seva Ticket Booking Procedure?
	ANS:- Pilgrims are requested to visit ttdsevaonline.com website to know the complete explanation of booking process, if any clarification required please contact us.
6	REQUESTED TO RE-INTRODUCE DD BOOKING OF SEVA TICKETS?
	ANS:- Booking of Arjitha Seva tickets through DD is dispensed with.
7	How to know the availability of Room in e-darshan counters ?
	ANS:- Pilgrims are requested to approach respective e-Darshan counter to know the availability of Rooms
8	DURING REGISTRATION OF PARAKAMANI SEVA, SOMETIMES PREVIEW IS NOT SHOWN?
	ANS:- If any field in the application is not answered Or the mandatory fields are not filled then preview option will not be seen. Please recheck the application once again, If same error continues, please call back.
9	HOW TO KNOW THE REJECTION STATUS OF PARAKAMANI SEVA ?
	ANS :- In case the sevak has not provided the required information and found that the identity proof is not valid or invalid service category or uploaded photo is not valid then the application will be rejected. The rejection information with relevant information will be sent to the pilgrims as SMS to his registered mobile immediately after rejection and also sevak can know through website by providing reference number.
10	HOW TO GET THE ACCOMMODATION IN CURRENT BOOKING ?
	ANS:- Pilgrims are requested to go to the Reception counters at CRO, Kousthubam, MBC-34 & SPGH to book the rooms, the availability of rooms will be displayed on digital boards in respective counters. The rooms will be provided on first cum first serve basis.
11	IN INTERNET BOOKING-IP ADDRESS RESTRICTION?
	ANS:- IP Address restriction is removed from Internet Booking.
12	AVAILABILITY OF DIVYA DARSHAN TOKENS.?
	ANS:- Pilgrims can avail the divya darshan tokens round the clock at Galigorpuram footpath and from 05:00 AM to 06:00 PM at Srivari Mettu footpath, there is no ceiling limit for the tickets.
13	WHAT IS THE MINIMUM AGE LIMIT FOR BOOKING DARSHAN TICKETS ?
	ANS:- No need to book tickets for children below 12 years age. ID proof of the child is mandatory(Aadhar card)
14	HOW TO KNOW THE BLANK RECEIPTS DISPLAYING AS LABEL IN ALL COLUMNS IN INTERNET BOOKING?
	ANS:- Please send a mail with transaction details to helpdesk@tirumala.org . Your ticket will be automatically updated in booking history within week time or according to the priority. The same will be intimated via SMS and phone call.
15	HOW TO ACTIVATE E-MAIL ID IN INTERNET BOOKING?
	ANS:- Pilgrims are sent with activation link to their email ID registered with TTD. Pilgrims need to click on the activation link received to get activated. If not received activation link, pls contact TTD call center.
16	SELLING OF SRIVARI LADDU PRASADAMS IN E DARSHAN COUNTERS?
	ANS:- The Laddu Prasadam will be issued to pilgrim public on every Saturday at Chennai and Bangalore Information Centers and every second Saturday in Hyderabad, Vijayawada, Vellore and Devuni Kadapa. E-Darshan Counters are no way connected with selling of Laddu Prasadam
17	While booking through internet in payment page it is showing ICICI Bank and Andhra bank options, only those cards are accepted for booking?
	Ans: For online booking, payment through any Indian Credit cards or Debit cards is accepted.
	Sapthagiri Magazine

18	Is Sapthagiri a weekly or monthly? A. Sapthagiri is a monthly magazine.
19	In how many languages it is available? A. It is released in six languages including Telugu, Tamil, Kannada, Hindi, English and Sanskrit.
20	Give the subscription details? A. Annual subscription is Rs.60/- and life time subscription i.e., for a period of 20 years Rs.500/-.
21	What about overseas subscription? A. The annual subscription amount is Rs.850/- and there is no life time subscription in this category.
22	Do the lifetime subscription implies for all languages? A. Except for Sanskrit it applies to all other languages.
23	How to pay subscription? A. The subscription may be paid in the form of DD, MO, EMO taken in the name of Chief Editor, Sapthagiri and send to the address Chief Editor, Sapthagiri, Press compound, KT Road, Tirupati.
24	Do we get the copy of the magazine soon after we pay the subscription amount? A. The copy of the magazine will be received exactly after a month from the time the subscription is paid.
25	For more information please give the contact details? A. Please contact Ph no : 0877-2264543 and mail ID : sapthagiritttd@gmail.com
26	Which details to be enclosed along with subscription? A. Along with subscription amount, house no, street, pincode, district, Ph no and the language of the magazine should be enclosed.
27	Whom to approach for interrupted services? A. First contact the postman and later dial the above phone no or send your complaint to the above mail ID.
28	What if the house address changes? A. write a letter immediately along with the subscription no to our office.
29	Can we inform you over phone about the change of address? A. We respond only to letters.
30	Do you give us TTD Diary and Calander if we pay subscription to sapthagiri? A. Not possible. You should purchase them separately.
31	Can we get the copies of old Sapthagiri magazines? A. Not possible. But you can download them free of cost or browse on TTD Website.
32	When to contact your office ? A. Except during holidays you can contact us in the office hours between 10 am and 5 pm.
TTD Temples	
Sri Tirumala Temple	
33	RESCHEDULING OF THE SEVAS IN PARTICULAR SITUATIONS ? ANS:- Rescheduling of the seva tickets booked through demand draft under advance booking will be allotted by submitting the original seva ticket, death certificate / Medical certificate along with the 25% amount of DD in favour of E.O,TTD, Payable at Tirumala/Tirupati towards postponement charges by asking 3 option dates which ever they want. Further postponement is allowed one time only, the requisition should reach 90 days before or 15 days after the seva date.
34	HOW TO PERFORM THULABHARAM ? ANS:- Thulabaram can be performed in Darshan timings only . One can perform thulabaram with , Sugar, Sugar candy , Rice, Jaggery, Coins(1 /- 2/- & 5/-) . 1 rupee coins for 1KG approximately weighs 202 rupees, 2 rupee coins weighs 332/- per kg approx, and 5 rupee coins will be 555 approx. if pilgrims want to donate sugar and Jaggery etc.. they can pay the amount according to the present market rate.
35	DONORS WHO HAVE NOT GOT THE CONFIRM LETTERS UNDER DASA VARSHA DARSHINI & VIMSATHI VARSHA DARSHINI SCHEME ? ANS:- Intimation will be sent to the Gruhasthas by Registered Post in advance 45 days. If, they ask for postponement it will be considered on payment of Rs. 600/- DD infavour of the Executive Officer, TTDs towards postponement charges.
36	DARSHAN PRIVILIGE FOR NEWLY MARRIED COUPLE ? ANS:-If the marriage is performed in TTD Kalyanamandapams in Tirumala / Purohithasangam, newly married couple along with parents of both sides will be allowed for darshan through supadham entrance on free of cost from afternoon 12.30 to 5.00pm.
37	SUPADAM ENTRY TIMINGS FOR DIFFERENT CATEGORY OFPEOPLE ? ANS:- For Infant parents - 8.30 to 10.30 AM, Donors, Defence personnel & NRIs, - 12.30PM to 5.30 PM
38	WHAT IS THE DRESS CODE TO PERFORM SEVAS & DARSHAN(Rs.300/-) IN TIRUMALA ? ANS:- Traditional Indian dress code is mandatory for Arjitha sevas and advance booking ticket holders. For Men: dhothi and Shirt/Kurtha-Pyjama, For Women: Sari with blouse/Half Sari with blouse/Chudidar-Pyjama with dupatta(upper cloth).

39	FULL DETAILS OF SPECIAL OCCASSIONS PERFORMED IN TIRUMALA(ANATHALWAR THOTOTSAVAM,SRI RAMA NAVAMI, NAGULA CHAVITHI, GARUDA PANCHAMI)?
	ANS:- 1)Pedda Shesha vahanam will be performed on Nagulachavithi 2) Garuda vahanam on Garuda panchami.3) Special Snapana Thirumanjanam will be conducted from 9AM -11 AM on Sriramanavami and Hanumantha Vahana Seva will be performed from 7 Pm to 8 PM. 4) Ananthalwar Thototsavam : After Sahasra Deepalankara Seva procession of Sri Swami Varu will be taken to Ananthalwar Thota.
40	WHAT IS THE KAISIKA DWADASI?
	ANS: Ugra Sreenivasamoorthy will be taken out to the procession in four mada streets in the early hours. Kaisika Puranam will be recited at Bangaru Vakili after the procession of Ugra Srinivasamurthy. Usually during other days Lord Malayappa Swamy is taken around mada streets in procession.
41	In new entry for Seegra Darshan which pilgrims are allowed whether booked through Internet or e-darshan?
	Ans: Any pilgrim who book Seegra Darshan (i.e Rs.300/-) through e-darshan, Internet, Post Office or in Srinivasam will be allowed through the New ATC complex.
42	For senior citizen entry if once visited then how many days time period for next visit?
	Ans: If once they visit, they will get darshan only after 90 days.
43	Availability status of current booking sevas list?
	Ans: Pilgrims can approach Vijaya Bank Current Booking Counter, Tirumala, one day in advance (or) contact 0877-2263724 for information.
Sri Padmavathi Ammavari Temple	
44	How to donate a saree to goddess Padmavathi?
	Ans: Silk (Pattu) Saree with 9 inch and above pure jari border costing about Rs.10000/- and more is being accepted as donation. Such sarees will be adorned to the Goddess on any Friday. Sarees can be sent by post or can handover in the temple itself. Receipt will be given to the donor.
45	Advance booking of Abhishekam Tickets in Tiruchanoor Temple?
	Ans: Advance booking system is not provided due to lack of space in Sannidhi. Abishekam tickets are being issued one day in advance at Ticket Issue Counter, Tiruchanoor itself duly collecting ID Proof and request application. Cost of ticket is Rs.400/- per head. Seva timing Friday @ 5:30 AM.
46	Appalayagunta & Narayanavanam Temple timings and details about Kalyanotsavam?
	Ans: Appalayagunta temple remains open from 6:00 AM to 08:00 PM and Kalyanotsavam is being performed on Sravana Nakshathram day of every month. Cost of ticket is Rs.300/- per pair.
Sri Kalyana Venkateswara Swamy Temple, Srinivasamangapuram	
47	There is no Mobile Phone Deposit counter? Where can I deposit ? Am I allowed to take Mobile phone to the temple?
	Ans :: Yes, there is no mobile phone deposit counter at present. There is a proposal for construction of counter. You are requested to switch-off your mobile phone and take inside the temple.
48	Is Laddu, Vada and Dosa Prasadams available on payment basis in this temple?If no why?
	Ans:No. The temple is under the control of the Archaeology Survey of India. There is no permission for construction/extension of Potu (kitchen) to make additional prasadam.
49	We have participated in Sri Vari Kalyanotsavam. It gets over by 1 PM. There are diabetic Patients. There are no private hygienic hotels near by the temple. Why TTD management is not providing Annaprasadam for Kalyanotsavam Grihasthas at Srinivasamangapuram like PAT and other temples?
	Ans:There is a proposal and it would take some time for TTD management to implement.
50	We want to participate in early morning Srivari sevas like Suprabhatham, Thomala Seva, Archana and Abhishekam. Is furnished accommodation TTD Rest House available at Srinivasa Managapuram so as to stay there itself at night?
	Ans:At present there is no furnished accommodated TTD Rest House. We are going to implement it soon.
51	We wish to tonsure. Is there TTD Kalyana Katta for Tonsuring?
	Ans: No.
52	Is there any free accommodation provision like pilgrim Amenities Complex?
	Ans:No. But,we are taking efforts to implement soon.
53	We came from a distant place. We want to reserve Melchat Vastram ticket for a particular date. Why there is no such provision for advance resevation ?
	Ans: : At present there is no such provision available. We are planning to implement it in the future, considering the increasing requests of pilgrims recently. As of now, you can submit a letter of request regarding the same and we will process your request accordingly.
Srivari Seva	

54	<p>How to enrol for srivari seva?</p> <p>A. The devotees who are willing to render free services to fellow pilgrims have to apply to following address. To The Public Relations officer, Tirumala Tirupati Devasthanams, K.T.Road,Tirupati. Ph : 0877-2264217/4392.</p>
55	<p>Age limit for srivari seva?</p> <p>A. 18-60 years.</p>
56	<p>How to apply for Parakamani and Laddu prasada seva?</p> <p>A. The devotees willing to take part in these specialised sevas have to apply online. For Parakamani either inservice or retired employees of public sector units and Nationalised banks alone are eligible. For Laddu Prasada seva also same rule applies. But recently, the Management has relaxed the rules for Laddu Prasada Seva. Now, even women aged between 20 – 45 Years also can apply offline. But should have basic computer knowledge.</p>
57	<p>Srivari Seva is for how many days?</p> <p>A. General Srivari Seva is for 7 days with darshan on 8th day. Parakamani Seva – 3 Days and 4 Days. Laddu prasada Seva – 4 Days and 5 Days.</p>
TTD Publications	
58	<p>About Mahabharatam, Bhagavatam books?</p> <p>A. Mahabharatam, Bhagavatam books are available in TTD bookstalls located at Tirupati, Tirumala and Hyderabad. Devotees can also send DDs in favour of EO,TTDs, TPT and get the books through a private transport under 'To pay' system. The cost of Mahabharatam, Bhagavatam books Rs.1800/-, Rs.936/- respectively.</p>
SVBC	
59	<p>How to send photo request for Sathamambhavathi?</p> <p>Ans: Photo should be given minimum 15 days before the date of telecast.</p>
60	<p>How to participate in “Nadaneerajanam” programme.?</p> <p>Anybody who want to perform in Nadaneerajanam programme have to apply to Chief Executive Officer, SVBC,Tpt with their latest performance in DVD format. All the applications will be scrutinized by a committee headed by Sri PVRK Prasad, Former EO, TTD and as per their selection, allotment of programmes will be made on daily basis.</p>
61	<p>Website: Now anyone can watch the programmes of SVBC through our website www.svbcttd.com and also in Social Media Networks like youtube, Facebook, Twitter.</p>
62	<p>Feedback: SVBC has also introduced a feedback system. After every programme we are giving our e-mail address for feedbacks. All the viewers can send any query, information, suggestion to our e-mail svbcfeedback@tirumala.org.</p>
Package Tours	
63	<p>HOW TO VISIT IMPORTANT TEMPLES IN AND AROUND TIRUPATI ?</p> <p>ANS:- AP Tourism development corporation (APTDC) has been conducting local and surrounding temple package tours every day from Tirupati for the convenience of pilgrims. Local temple tours are conducted at the frequency of 1 Hour from 06:00 AM to 01:00 PM (8 trips) from Srinivasam complex opposite to APSRTC Central Bus Station, Tirupati and at a frequency of 2 hours from 06:00 AM to 12 Noon (4 trips) from Vishnu Nivasam opp. to railway Station, Tirupati. These tours cover 1.Sri Govindaraja Swamy Temple, Tirupati 2.Sri Kodandarama Swamy Temple, Tirupati 3.Sri Padmavathi Ammavari Temple, Tiruchanoor 4.Sri Agastyeswaraswamy Temple, Thondavada 5. Sri Kalyana Venkateswara Swamy Temple, Srinivasamangapuram 6.Sri Kapileswara Swamy Temple, Tirupati . The time of tour is 4 hours and fare charge is Rs.100/- per pilgrim. Surrounding Temple tours are conducted at 8 Hrs and 9 Hrs (2 trips) from Srinivasam complex opposite to APSRTC Central Bus Station, Tirupati. These tours cover 1. Sri Venugopala Swamy Temple, Karvetinagaram 2. Sri Vedanarayana Swamy Temple, Nagulapuram 3. Sri Kalyana Venkateswara Swamy Temple, Narayanavanam 4. Sri Prasanna Venkateswara Swamy Temple, Appalayagunta 5. Sri Kariya Manikya Swamy Temple, Nagari 6. Sri Annapurna Sametha Kasi Visweswara Swamy Temple, Bugga 7. Sri Pallikondeswaraswamy Temple, Surutupalli. The time of the tour is 8 hours and fare charge is Rs.250/- per pilgrim.</p>

64	HOW TO JOIN IN VEDAPATASHALA TO LEARN VEDAM ?
	ANS:- Brahmin boy have had Upanayanam in accordance with Vedic tradition, must be 10 to 12 years age group as on 1st July of every Academic year & have passed 5th standard in general education pattern for admission into Vedic courses. Brahmin boy have had Upanayanam in accordance with Vedic tradition, must be 12 to 14 years age group as on 1st July of every Academic year & have passed 7th standard in general education pattern for admission into Prabandha /Agama / Smarta courses.
TTD Kalyanamandapams	
65	Procedure to Book TTD Kalyanamandapams Located in Various Districts?
	Ans: The details of Kalyanamandapams in each district along with service charges payable towards allotment per day is available in the website "www.tirumala.org". For further details contact Manager incharge of the respective Kalyanamandapams.
66	How to know the vacancies of kalyanamandapams status both in tirupati and tirumala?
	Ans: Kindly contact the following numbers. Tirupati : 0877-2264508. Tirumala: 0877- 2263626
Hospitality Services	
67	WHAT IS THE REST HOUSE TARIFFS ?
	ANS:- All the details about the rooms at Tirumala [Block wise, Tarriff wise] are available in TTD Website. For more details please visit www.tirumala.org.
Others	
68	HOW TO KNOW ABOUT THE THEERTHAMS IN TIRUMALA?
	There are 7 important Theerthams around Tirumala. Three namely Papavinasanam, akasaganga and Gogarbham are easily accessible and rest i.e., Thumburu Theertham, Ramakrishna Theertham , kumaradhara& Pasupudhara Theerthams can be accessed by trekking. FRO Gogarbham tirumala / DFO TTD@ 9849370152 can provide information and guide you. Route maps are available @ tirumala.org. Note. For trekking it needs permission of Forest dept. (Divisional Forest Officer, Wildlife Management Division, kapilatheertham, Tirupati. Ph. 9440810069, 0877- 2280980.
69	How to donate immovable property to TTD?
	1.The property should be free from encumbrances/litigations. 2.The property should be in his/her own possession. 3.The property should be registered infavor of Lord Sri Venkateswara Swamy, represented by its EO,TTD., Tirupati. 4.Registration expenditure should be borne by donor him/herself.
70	Details about Godanam?
	you can donate Desavali cow yeilding 4 ltrs. of milk per day i.e., ongole cow, gir cow, shaiwal cow. you can donate an amount of Rs. 30,000/- and above either DD or Cheque drawn in favour of the Executive Officer, TTD payable at Tirupati. you are requested to intimate the date of Godanam one day in advance and also requested to get pooja material to perform Godanam.
71	Route Map of Tirumala?
	Ans: Please visit www.tirumala.org for details.
72	IS THERE ANY PRIVILAGE FOR PRATHIBHA AWARD WINNERS FOR DARSHAN ?
	There is no such privilege.
73	How to purchase Gold Dollars ?
	Gold Dollars can be purchased in Andhra Bank at Tirumala and Syndicate Bank at Sri Govindaraja Swamy Temple, Tirupati. It can also be purchased at TTD Information Centres located at Mumbai and Chennai
74	How to donate food in ghat road?
	TTD is arranging food in ghat road (Footpath) other donors are not allowed to do annadanam in footpath.
75	Whether tempo vehicles (12,13 Seaters) and other state vehicles will be allowed in ghat road?
	Ans: AP and other state Tempo vehicles (12+1) allowed in ghat road.
76	HOW TO GET TREATMENT IN SHANKAR NETRALAYA?
	ANS:- SHANKAR NETRALAYA is located in Central Hospital, TTD Admn Bldg Compund, K.T .Road, Tirupati. For details kindly contact 0877-2264372.
77	DETAILS ABOUT SRAVANAM PROJECT.
	ANS:- Children from 1 1/2 year age will be given special training with good trainers. Special hearing machines will be provided to the children. One guardian or Parent can stay along with the disabled child in the accommodation provided by TTD.

