



IRCTCs e-Ticketing Service Electronic Reservation Slip (Agent)

1. You can travel on e-ticket sent on SMS or take a Virtual Reservation Message (VRM) along with any one of the prescribed ID in original. Please do not print the ERS unless extremely necessary. This Ticket will be valid with an ID proof in original. Please carry original identity proof. If found traveling without original ID proof, passenger will be treated as without ticket and charged as per extent Railway Rules.

2. Only confirmed/Partially confirmed E-ticket is valid for travel.

3. **Fully Waitlisted E-ticket is invalid for travel if it remains fully waitlisted after preparation of chart and the refund of the booking amount shall be credited to the account used for payment for booking of the ticket. Passengers travelling on a fully waitlisted e-ticket will be treated as Ticketless.**

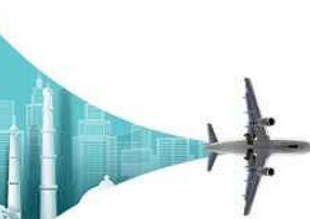
4. Valid IDs to be presented during train journey by one of the passenger booked on an e-ticket :- Voter Identity Card / Passport / PAN Card / Driving License / Photo ID card issued by Central / State Govt / Public Sector Undertakings of State / Central Government, District Administrations, Municipal bodies and Panchayat Administrations which are having serial number / Student Identity Card with photograph issued by recognized School or College for their students / Nationalized Bank Passbook with photograph / Credit Cards issued by Banks with laminated photograph/Unique Identification Card "Aadhaar", m-Aadhaar, e-Aadhaar. /Passenger showing the Aadhaar/Driving Licence from the "Issued Document" section by logging into his/her DigiLocker account considered as valid proof of identity. (Documents uploaded by the user i.e. the document in "Uploaded Document" section will not be considered as a valid proof of identity).

5. Service Accounting Code (SAC) 996411: Local land transport services of passengers by railways for distance upto 150 Kms Service Accounting Code (SAC) 996416: Sightseeing transportation services by railways for Tourist Ticket Service Accounting Code (SAC) 996421: Long distance transport services of passengers through rail network by Railways for distance beyond 150 Kms

6. **While booking this ticket, you have agreed of having read the Health Protocol of Destination State of your travel. You are again advised to clearly read the Health Protocol advisory of destination state before start of your travel and follow them properly.**



PNR No: 2243405950	Train No. & Name: 12011 / KLK SHATABADI	Quota: GENERAL (GN)
Transaction ID: 100003493412263	Date & Time Of Booking: 22-Jun-2022 11:19:31 HRS	Class: CHAIR CAR (CC)
From: NEW DELHI(NDLS)	Date Of Journey: 20-Oct-2022	To: KALKA(KLK)
Boarding At: NEW DELHI(NDLS)	Date Of Boarding: 20-Oct-2022	Scheduled Departure: 20-Oct-2022 07:40 *
Resv. Upto: KALKA(KLK)	Scheduled Arrival: 20-Oct-2022 11:40 *	Adult: 4 Child: 0
Passenger Mobile No: 9790033996		Distance: 303KM
Passenger Address		
N S		



Book and plan
your flights on
"IRCTC AIR"
www.air.irctc.co.in



FARE DETAILS :

Ticket Fare **	₹ 2260.0	Rupees Two Thousand Two Hundred Sixty and Zero Paise
Catering Charges (Incl. of GST) #	₹ 500.0	Rupees Five Hundred and Zero Paise
IRCTC Convenience Fee #	₹ 35.4	Rupees Thirty Five and Forty Paise
Travel Agent Service Charge #	₹ 40.0	Rupees Forty and Zero Paise
Total Fare ##	₹ 2835.4	Rupees Two Thousand Eight Hundred Thirty Five and Forty Paise

Convenience Fee (Inclusive of GST) per e-ticket irrespective of number of passengers on the ticket.

PASSENGER DETAILS :

Sl No.	Name	Age	Gender	Concession	Registration Number	Food Choice	Booking Status	Current Status	ID Card Type	ID Card Number
1	MADAN KALLOW	74	Male	NOCONC		VEG	CNF/C5/30/WINDOW SIDE	CNF/C5/30/WINDOW SIDE	Passport/Travel document	563165690
2	BRENDA D KALLOW	71	Female	NOCONC		VEG	CNF/C5/31/NO CHOICE	CNF/C5/31/NO CHOICE	Passport/Travel document	575370078
3	GARETHJOHN SHARE	50	Male			VEG	CNF/C5/32/NO CHOICE	CNF/C5/32/NO CHOICE	Passport/Travel document	560144349
4	SARAHJAYNE SHARE	46	Female			VEG	CNF/C5/33/NO CHOICE	CNF/C5/33/NO CHOICE	Passport/Travel document	575424756

Indian Railways GST Details :

Invoice Number : PS22224340595011 Address: Indian Railways New Delhi

Supplier Information		Recipient Information		Taxable Value	CGST	SGST/UGST	IGST	Total Tax
SAC Code	GSTIN	GSTIN	Name	Address	Rate	Amount	Rate	Amount
996421	07AAAGM0289C1ZL				2152.4	53.8	53.8	107.60

AGENT DETAILS :

Principle Agent:	CHOLAN TOURS PRIVATE LIMITED	Corporate Name:	CHOLAN TOURS PRIVATE LIMITED
Agent Name:	PANDIAN PANDIAN	E-mail ID:	pandian@cholantravels.com
Mobile Number:	9790033996	Contact Number:	919790033996
Address:	NO 4 ANNAI AVENUE VASANTH NAGAR EXTN, KOLLIDAKARAI SRIRANGAM, Srirangam H.O, TAMIL NADU - 620006		

Place of Supply: 7(Delhi) State Code/Name of Supplier : Delhi(DL)

Ticket Printing Time: 22-Jun-2022 11:19:38 HRS

IR recovers only 57% of cost of travel on an average.



**IRCTC OR ITS AFFILIATES NEVER ASK FOR YOUR PERSONAL BANK OR SECURITY DETAILS
PLEASE BE AWARE IF ANYONE IS ASKING FOR YOUR ATM PIN / OTP / CVV NUMBER**

www.irctc.co.in



IMPORTANT :

- For details, rules and terms & conditions of E-Ticketing services, please visit www.irctc.co.in.
- Departure time and Arrival Time printed on this ERS and VRM sent through mail are liable to change. Please Check correct departure, arrival from Railway Station Enquiry, Dial 139 or SMS RAIL to 139.
- There are amendments in certain provision of Refund Rules. Refer Amended Refund Rules w.e.f 12-Nov-2015.(details available on www.irctc.co.in under heading General Information --> Rules & Policies)
- The accommodation booked is not transferable and is valid only if the ORIGINAL ID card prescribed is presented during the journey. The SMS/VRM/ERS along with valid id card of any one the passenger booked on e-ticket proof in original would be verified by TTE with the name and PNR on the chart. If the Passenger fail to produced/display SMS/VRM/ERS due to any eventuality(loss, damaged mobile/laptop etc.) but has the prescribed original proof of identity, a penalty of Rs.50/- per ticket as applicable to such cases will be levied. The ticket checking staff on board/off board will give excess fare ticket for the same.
- E-ticket cancellations are permitted through www.irctc.co.in by the user.
- PNRs having fully waitlisted status will be dropped and the names of the passengers on such tickets will not appear on the chart. They are not allowed to board the train. However the names of PARTIALLY waitlisted/confirmed and RAC ticket passenger will appear in the chart.
- Obtain certificate from the TTE / Conductor in case of (a) PARTIALLY waitlisted e-ticket when LESS NO. OF PASSENGERS travel, (b) A.C.FAILURE, (c) TRAVEL IN LOWER CLASS. This original certificate must be sent to GGM (IT), IRCTC, Internet Ticketing Centre, IRCA Building, State Entry Road, New Delhi-110055 after filing TDR online within prescribed time for claiming refund.

8. In case of Partial confirmed/RAC/Wait listed ticket, TDR should be filed online within prescribed time in case NO PASSENGER is travelling for processing of refund as per Railway refund rules
9. While TDR refund requests are filed & registered on IRCTC website www.irctc.co.in, they are processed by Zonal Railways as per Railway Refund Rules. (detail available on www.irctc.co.in under heading Important Information-->Refund Cancellation Rules.
10. Confirmed ticket can be cancelled upto thirty minutes before scheduled departure of the train. However, no refund shall be granted on cancellation of confirmed ticket after four hours before the scheduled departure of train.
11. RAC/partially confirmed Ticket can be cancelled upto thirty minutes before scheduled departure of the train. However, refund will be granted as per provisions of extant Railway Refund Rule.
12. In case, on a party e-ticket or a family e-ticket issued for travel of more than one passenger, some passengers have confirmed reservation and others are on RAC or waiting list, full refund of fare, less clerkage, shall be admissible for confirmed passengers also subject to the condition that the ticket shall be cancelled online or online TDR shall be filed for all the passengers upto thirty minutes before the scheduled departure of the train.
13. For Suvidha Train, W.e.f. 20-Jan-2018, refund rule will be applicable as per General refund rule.
14. In case of train cancellation on its entire run, full refund is granted automatically by the system. However, if the train is cancelled partially on its run or diverted and not touching boarding/destination station, passengers are required to file online TDR within 72 hours of scheduled departure of the train from passengers boarding station.
15. Passengers are advised not to carry inflammable/dangerous/explosive/articles as part of their luggage and also to desist from smoking in the trains.
16. Contact us on: - 24*7 Hrs Customer Support at 0755-6610661, 0755-4090600 or Mail To: care@irctc.co.in.
17. Variety of meals available in more than 1500 trains. For delivery of meal of your choice on your seat log on to www.ecatering.irctc.co.in or call 1323 Toll Free. For any suggestions/complaints related to Catering services, contact Toll Free No. 1800-111-321 (07.00 hrs to 22.00 hrs)
18. PNR and train arrival/departure enquiry no. 139
19. National Consumer Helpline (NCH) Toll Free Number: 1800-11-400 or 14404
20. All the Terms and conditions specified will be applicable in case of opting Travel Insurance facility. Please Refer Travel Insurance's Terms & Conditions available on Home page of www.irctc.co.in website.
21. Never purchase e-ticket from unauthorized agents or persons using their personal IDs for commercial purposes. Such tickets are liable to be cancelled and forfeited without any refund of money, under section (143) of the Indian Railway Act 1989. List of authorized agents are available on www.irctc.com E-Ticket Agent Locator
22. General rules/ Information for e-ticket passenger have to be studied by the customer for cancellation & refund.
23. The FIR forms are available with on board ticket checking staff, train guard and train escorting RPF/GRP staff.

[Download the UTS APP for Unreserved Ticket booking.](#)

General Rules/ Information for E-ticket passengers

- a) Status of E-tickets after Chart preparation :
- Confirmed E ticket - E-ticket where all passengers are confirmed.
 - Partially waitlist/Confirmed/RAC E ticket - E-ticket where some passengers are confirmed/ RAC and other wait-listed.
 - Fully waitlisted E tickets - E-ticket where all passengers are waitlisted.
- b) Authorization to board the train :
- Confirmed E ticket - E-ticket where all passengers are confirmed.
 - Name of passengers with Partially Waitlisted /Confirmed/RAC will appear on the chart (including the waitlisted passengers in the partially waitlist ticket).
- c) Cancellation and refund rules :
- Confirmed E-ticket before chart preparation : E-ticket can be cancelled online and the amount will be refunded electronically to the respective agent's account used for booking.
 - Confirmed E-ticket after chart preparation : Cancellation/ refund request received after preparation of chart are forwarded by IRCTC to concerned railway for manual processing. Refund amount received from concerned railway will be credited back to the respective agent's account used for booking by IRCTC.
 - Partially waitlisted E-ticket before chart preparation : E-ticket can be cancelled online and the amount will be refunded electronically to the respective agent's account used for booking.
 - Partially waitlisted E-ticket after chart preparation : E-ticket cannot be cancelled online after chart preparation. Partially waitlisted e-ticket holder where part passengers have travelled and want to claim refund for passengers who have not travelled is required to send the original certificate issued by TTE / Conductor in lieu of the same to IRCTC after filing online refund request through the respective agent . The partially waitlisted e-ticket holder where no passengers have travelled and wants to claim refund is required to file online refund request through the respective agent . It would then be forwarded to concerned railway and refund received from Railways would be credited back electronically to the respective agent's account used for booking by IRCTC.
 - If the ticket is partially waitlisted/ Confirmed/ RAC at remote location chart preparation then E-ticket cannot be cancelled online. It is required to file refund request online for claiming refund through the respective agent . It would then be processed offline and refund received from Railways would be credited back electronically to the respective agent's account used for booking by IRCTC.
- d) Dynamic fare pricing:
Dynamic fare stands for the fare component which may be increased with the subsequent bookings in Premium special train.
- No concession shall be applicable on this train.
 - Only end to end, GN quota bookings will be applicable.
 - Cancellation is not allowed. However, ticket can be cancelled and full refund is admissible if the train is cancelled by Indian Railways.
 - For any reason, if berth cannot be given to passenger by Indian Railways on booked PNR, full refund shall be granted to the passenger through TDR.
 - Agents will not be allowed to book tickets in trains with dynamic pricing.
- e) If train is cancelled, E-ticket can be cancelled online up to 3 days from the date of departure of the train through the respective agent's account used for booking .
- f) Bank charges, if any, will be payable extra. (For details of bank charges, kindly refer to Terms and Conditions on www.irctc.co.in)
- g) The Compartment/ Cabin/ Coupe/ Coach/ Seat numbers for first AC and First class will be allotted at the time of chart preparation.
- h) The customer who has opted for auto-up gradation during booking of his/her e-ticket is requested to check the up-gradation chart before boarding the train.
- i) IRCTC Service Charges (Incl. of GST) (not refundable):
- | Class | Service Charges |
|----------------------|-----------------|
| SL/2S | Rs.17.25/- |
| 1AC/2AC/3AC/CC/3E/FC | Rs.34.5/- |
- j) Agent service charge (inclusive of GST)(not refundable):
- | Class | Service Charges |
|----------------------|--|
| SL/2S | Rs.20.00/-" |
| 1AC/2AC/3AC/CC/3E/FC | Rs.40.00/- As per the prevalent charges in concerned country |

Thank you for using IRCTC's Services.

Information on Covid-19 Vaccination Programme

- COVID-19 Vaccine is an injectable vaccine and is a safe vaccine.
- COVID-19 vaccine will help to protect you, your family and communities from the Coronavirus.
- COVID-19 vaccine provides immunity against the Coronavirus disease and reduces the risk of contracting the COVID-19 infection.
- It is true that the COVID-19 vaccine has been developed in a short time frame, but it has undergone the protocols of various levels of trials, following due scientific processes and after due diligence.
- Only registered beneficiaries will be vaccinate for COVID-19 vaccine. All beneficiaries have to be registered online. There will be no on-spot registrations at the vaccination site.
- Once you have registered yourself, you will receive the vaccine in the selected location near your home.
- All safety protocols including COVID Appropriate Behaviour (CAB) will be strictly followed in the vaccination centers and sites while providing the vaccine. .
- While vaccines are now available for some people in the initial phase, it is critical that all of us continue to follow all the COVID Appropriate Behaviour, like use of masks, frequent handwashing with soaps and sanitizers, and maintaining physical distance of at least 6 feet (Do Gaj ki Doori).

ONE NATION ONE RATION CARD

Under this scheme, migrant NFSA beneficiaries can get their foodgrains from any Fair Price Shop in the country through their existing ration cards. Currently this facility is available in 32 States/UTs.



[Print ERS Without Advertisements \[X\]](#)



IRCTCs e-Ticketing Service Electronic Reservation Slip (Agent)

1. You can travel on e-ticket sent on SMS or take a Virtual Reservation Message (VRM) along with any one of the prescribed ID in original. Please do not print the ERS unless extremely necessary. This Ticket will be valid with an ID proof in original. Please carry original identity proof. If found traveling without original ID proof, passenger will be treated as without ticket and charged as per extent Railway Rules.

2. Only confirmed/Partially confirmed E-ticket is valid for travel.

3. **Fully Waitlisted E-ticket is invalid for travel if it remains fully waitlisted after preparation of chart and the refund of the booking amount shall be credited to the account used for payment for booking of the ticket. Passengers travelling on a fully waitlisted e-ticket will be treated as Ticketless.**

4. Valid IDs to be presented during train journey by one of the passenger booked on an e-ticket :- Voter Identity Card / Passport / PAN Card / Driving License / Photo ID card issued by Central / State Govt / Public Sector Undertakings of State / Central Government, District Administrations, Municipal bodies and Panchayat Administrations which are having serial number / Student Identity Card with photograph issued by recognized School or College for their students / Nationalized Bank Passbook with photograph / Credit Cards issued by Banks with laminated photograph/Unique Identification Card "Aadhaar", m-Aadhaar, e-Aadhaar. /Passenger showing the Aadhaar/Driving Licence from the "Issued Document" section by logging into his/her DigiLocker account considered as valid proof of identity. (Documents uploaded by the user i.e. the document in "Uploaded Document" section will not be considered as a valid proof of identity).

5. Service Accounting Code (SAC) 996411: Local land transport services of passengers by railways for distance upto 150 Kms Service Accounting Code (SAC) 996416: Sightseeing transportation services by railways for Tourist Ticket Service Accounting Code (SAC) 996421: Long distance transport services of passengers through rail network by Railways for distance beyond 150 Kms

6. **While booking this ticket, you have agreed of having read the Health Protocol of Destination State of your travel. You are again advised to clearly read the Health Protocol advisory of destination state before start of your travel and follow them properly.**



PNR No: 2505375953	Train No. & Name: 12011 / KLK SHATABADI	Quota: GENERAL (GN)
Transaction ID: 100003493412448	Date & Time Of Booking: 22-Jun-2022 11:31:22 HRS	Class: CHAIR CAR (CC)
From: NEW DELHI(NDLS)	Date Of Journey: 20-Oct-2022	To: KALKA(KLK)
Boarding At: NEW DELHI(NDLS)	Date Of Boarding: 20-Oct-2022	Scheduled Departure: 20-Oct-2022 07:40 *
Resv. Upto: KALKA(KLK)	Scheduled Arrival: 20-Oct-2022 11:40 *	Adult: 2 Child: 1
Passenger Mobile No: 9790033996		Distance: 303KM
Passenger Address		
N S		



FARE DETAILS :

Ticket Fare **	₹ 1695.0	Rupees One Thousand Six Hundred Ninety Five and Zero Paise
Catering Charges (Incl. of GST) #	₹ 375.0	Rupees Three Hundred Seventy Five and Zero Paise
IRCTC Convenience Fee #	₹ 35.4	Rupees Thirty Five and Forty Paise
Travel Agent Service Charge #	₹ 40.0	Rupees Forty and Zero Paise
Total Fare ##	₹ 2145.4	Rupees Two Thousand One Hundred Forty Five and Forty Paise

Convenience Fee (Inclusive of GST) per e-ticket irrespective of number of passengers on the ticket.

PASSENGER DETAILS :

SI No.	Name	Age	Gender	Food Choice	Booking Status	Current Status	ID Card Type	ID Card Number
1	ELLIEMAE C SHARE	16	Female	VEG	CNF/C5/25/WINDOW SIDE	CNF/C5/25/WINDOW SIDE	Passport/Travel document	131902506
2	CHLOE A SHARE	14	Female	VEG	CNF/C5/26/NO CHOICE	CNF/C5/26/NO CHOICE	Passport/Travel document	575477886
3	BETHANY N SHARE	11	Female	VEG	CNF/C5/27/NO CHOICE	CNF/C5/27/NO CHOICE	Passport/Travel document	132129140

Indian Railways GST Details :

Invoice Number : PS22250537595311 Address: Indian Railways New Delhi

Supplier Information		Recipient Information		Taxable Value	CGST		SGST/UGST		IGST		Total Tax
SAC Code	GSTIN	GSTIN	Name	Address	Rate	Amount	Rate	Amount	Rate	Amount	
996421	07AAAGM0289C1ZL				1614.3	2.5	40.35	2.5	40.35		80.70

AGENT DETAILS :

Principle Agent:	CHOLAN TOURS PRIVATE LIMITED	Corporate Name:	CHOLAN TOURS PRIVATE LIMITED
Agent Name:	PANDIAN PANDIAN	E-mail ID:	pandian@cholantravels.com
Mobile Number:	9790033996	Contact Number:	919790033996
Address:	NO 4 ANNAL AVENUE VASANTH NAGAR EXTN, KOLLIDAKARAI SRIRANGAM, Srirangam H.O, TAMIL NADU - 620006		

Place of Supply: 7(Delhi) State Code/Name of Supplier : Delhi(DL)

Ticket Printing Time: 22-Jun-2022 11:31:26 HRS

IR recovers only 57% of cost of travel on an average.



IMPORTANT :

- For details, rules and terms & conditions of E-Ticketing services, please visit www.irctc.co.in.
- Departure time and Arrival Time printed on this ERS and VRM sent through mail are liable to change. Please Check correct departure, arrival from Railway Station Enquiry, Dial 139 or SMS RAIL to 139.
- There are amendments in certain provision of Refund Rules. Refer Amended Refund Rules w.e.f 12-Nov-2015.(details available on www.irctc.co.in under heading General Information --> Rules & Policies)
- The accommodation booked is not transferable and is valid only if the ORIGINAL ID card prescribed is presented during the journey. The SMS/VRM/ERS along with valid id card of any one the passenger booked on e-ticket proof in original would be verified by TTE with the name and PNR on the chart. If the Passenger fail to produced/display SMS/VRM/ERS due to any eventuality(loss, damaged mobile/laptop etc.) but has the prescribed original proof of identity, a penalty of Rs.50/- per ticket as applicable to such cases will be levied. The ticket checking staff on board/off board will give excess fare ticket for the same.
- E-ticket cancellations are permitted through www.irctc.co.in by the user.
- PNRs having fully waitlisted status will be dropped and the names of the passengers on such tickets will not appear on the chart. They are not allowed to board the train. However the names of PARTIALLY waitlisted/confirmed and RAC ticket passenger will appear in the chart.
- Obtain certificate from the TTE /Conductor in case of (a) PARTIALLY waitlisted e-ticket when LESS NO. OF PASSENGERS travel, (b) A.C.FAILURE, (c) TRAVEL IN LOWER CLASS. This original certificate must be sent to GGM (IT), IRCTC, Internet Ticketing Centre, IRCA Building, State Entry Road, New Delhi-110055 after filing TDR online within prescribed time for claiming refund.
- In case of Partial confirmed/RAC/Wait listed ticket, TDR should be filed online within prescribed time in case NO PASSENGER is travelling for processing of refund as per Railway refund rules
- While TDR refund requests are filed & registered on IRCTC website www.irctc.co.in, they are processed by Zonal Railways as per Railway Refund Rules.(detail available on www.irctc.co.in under heading

Important Information-->Refund Cancellation Rules.

10. Confirmed ticket can be cancelled upto thirty minutes before scheduled departure of the train. However, no refund shall be granted on cancellation of confirmed ticket after four hours before the scheduled departure of train.
11. RAC/partially confirmed Ticket can be cancelled upto thirty minutes before scheduled departure of the train. However, refund will be granted as per provisions of extant Railway Refund Rule.
12. In case, on a party e-ticket or a family e-ticket issued for travel of more than one passenger, some passengers have confirmed reservation and others are on RAC or waiting list, full refund of fare, less clerkage, shall be admissible for confirmed passengers also subject to the condition that the ticket shall be cancelled online or online TDR shall be filed for all the passengers upto thirty minutes before the scheduled departure of the train.
13. For Suvidha Train, W.e.f. 20-Jan-2018, refund rule will be applicable as per General refund rule.
14. In case of train cancellation on its entire run, full refund is granted automatically by the system. However, if the train is cancelled partially on its run or diverted and not touching boarding/destination station, passengers are required to file online TDR within 72 hours of scheduled departure of the train from passengers boarding station.
15. Passengers are advised not to carry inflammable/dangerous/explosive/articles as part of their luggage and also to desist from smoking in the trains.
16. Contact us on: - 24*7 Hrs Customer Support at 0755-6610661, 0755-4090600 or Mail To: care@irctc.co.in.
17. Variety of meals available in more than 1500 trains. For delivery of meal of your choice on your seat log on to www.ecatering.irctc.co.in or call 1323 Toll Free. For any suggestions/complaints related to Catering services, contact Toll Free No. 1800-111-321 (07.00 hrs to 22.00 hrs)
18. PNR and train arrival/departure enquiry no. 139
19. National Consumer Helpline (NCH) Toll Free Number: 1800-11-400 or 14404
20. All the Terms and conditions specified will be applicable in case of opting Travel Insurance facility. Please Refer Travel Insurance's Terms & Conditions available on Home page of www.irctc.co.in website.
21. Never purchase e-ticket from unauthorized agents or persons using their personal IDs for commercial purposes. Such tickets are liable to be cancelled and forfeited without any refund of money, under section (143) of the Indian Railway Act 1989. List of authorized agents are available on www.irctc.com E-Ticket Agent Locator
22. General rules/ Information for e-ticket passenger have to be studied by the customer for cancellation & refund.
23. The FIR forms are available with on board ticket checking staff, train guard and train escorting RPF/GRP staff.

[Download the UTS APP for Unreserved Ticket booking.](#)**General Rules/ Information for E-ticket passengers****a) Status of E-tickets after Chart preparation :**

1. Confirmed E ticket - E-ticket where all passengers are confirmed.
2. Partially waitlist/Confirmed/RAC E ticket - E-ticket where some passengers are confirmed/ RAC and other wait-listed.
3. Fully waitlisted E tickets - E-ticket where all passengers are waitlisted.

b) Authorization to board the train :

1. Confirmed E ticket - E-ticket where all passengers are confirmed.
2. Name of passengers with Partially Waitlisted /Confirmed/RAC will appear on the chart (including the waitlisted passengers in the partially waitlist ticket).

c) Cancellation and refund rules :

1. Confirmed E-ticket before chart preparation : E-ticket can be cancelled online and the amount will be refunded electronically to the respective agent's account used for booking.
2. Confirmed E-ticket after chart preparation : Cancellation/ refund request received after preparation of chart are forwarded by IRCTC to concerned railway for manual processing. Refund amount received from concerned railway will be credited back to the respective agent's account used for booking by IRCTC.
3. Partially waitlisted E-ticket before chart preparation : E-ticket can be cancelled online and the amount will be refunded electronically to the respective agent's account used for booking.
4. Partially waitlisted E-ticket after chart preparation : E-ticket cannot be cancelled online after chart preparation. Partially waitlisted e-ticket holder where part passengers have travelled and want to claim refund for passengers who have not travelled is required to send the original certificate issued by TTE / Conductor in lieu of the same to IRCTC after filing online refund request through the respective agent . The partially waitlisted e-ticket holder where no passengers have travelled and wants to claim refund is required to file online refund request through the respective agent . It would then be forwarded to concerned railway and refund received from Railways would be credited back electronically to the respective agent's account used for booking by IRCTC.
5. If the ticket is partially waitlisted/ Confirmed/ RAC at remote location chart preparation then E-ticket cannot be cancelled online. It is required to file refund request online for claiming refund through the respective agent . It would then be processed offline and refund received from Railways would be credited back electronically to the respective agent's account used for booking by IRCTC.

d) Dynamic fare pricing:

Dynamic fare stands for the fare component which may be increased with the subsequent bookings in Premium special train.

1. No concession shall be applicable on this train.
2. Only end to end, GN quota bookings will be applicable.
3. Cancellation is not allowed. However, ticket can be cancelled and full refund is admissible if the train is cancelled by Indian Railways.
4. For any reason, if berth cannot be given to passenger by Indian Railways on booked PNR, full refund shall be granted to the passenger through TDR.
5. Agents will not be allowed to book tickets in trains with dynamic pricing.

e) If train is cancelled, E-ticket can be cancelled online up to 3 days from the date of departure of the train through the respective agent's account used for booking .**f) Bank charges, if any, will be payable extra.(For details of bank charges, kindly refer to Terms and Conditions on www.irctc.co.in)****g) The Compartment/ Cabin/ Coupe/ Coach/ Seat numbers for first AC and First class will be allotted at the time of chart preparation.****h) The customer who has opted for auto-up gradation during booking of his/her e-ticket is requested to check the up-gradation chart before boarding the train.****i) IRCTC Service Charges (Incl. of GST) (not refundable):**

Class	Service Charges
SL/2S	Rs.17.25/-
1AC/2AC/3AC/CC/3E/FC	Rs.34.5/-

j) Agent service charge (inclusive of GST)(not refundable):

Class	Service Charges
SL/2S	Rs.20.00/-"
1AC/2AC/3AC/CC/3E/FC	Rs.40.00/- As per the prevalent charges in concerned country

Thank you for using IRCTC's Services.

Information on Covid-19 Vaccination Programme

- 1.COVID-19 Vaccine is an injectable vaccine and is a safe vaccine.
- 2.COVID-19 vaccine will help to protect you, your family and communities from the Coronavirus.
- 3.COVID-19 vaccine provides immunity against the Coronavirus disease and reduces the risk of contracting the COVID-19 infection.
- 4.It is true that the COVID-19 vaccine has been developed in a short time frame, but it has undergone the protocols of various levels of trials, following due scientific processes and after due diligence.
- 5.Only registered beneficiaries will be vaccinate for COVID-19 vaccine. All beneficiaries have to be registered online. There will be no on-spot registrations at the vaccination site.
- 6.Once you have registered yourself, you will receive the vaccine in the selected location near your home.
- 7.All safety protocols including COVID Appropriate Behaviour (CAB) will be strictly followed in the vaccination centers and sites while providing the vaccine. .
- 8.While vaccines are now available for some people in the initial phase, it is critical that all of us continue to follow all the COVID Appropriate Behaviour, like use of masks, frequent handwashing with soaps and sanitizers, and maintaining physical distance of at least 6 feet (Do Gaj ki Doori).

ONE NATION ONE RATION CARD

Under this scheme, migrant NFSA beneficiaries can get their foodgrains from any Fair Price Shop in the country through their existing ration cards. Currently this facility is available in 32 States/UTs.



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