



Electronic Reservation  
Slip



IRCTCs e-Ticketing Service  
(Agent)



- 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.
- Only confirmed/RAC/Partially confirmed E-ticket is valid for travel. 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. Travelling on a fully waitlisted e-ticket is illegal.
- 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).
- 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
- General rules/ Information for e-ticket passenger have to be studied by the customer for cancellation & refund.



PNR No. : 6228587575	Train No. & Name : 18622/Patliputra Exp	Quota : General (GN)
Transaction ID: 2P454GM13AG34Q5IBT	Date & Time of Booking: 2019-04-28 13:45:20	Class of Travel: Sleeper Class (SL)
From: HTE	Date of Journey: 2019-05-03	To : JMU
Boarding: Hatia (HTE)	Date of Boarding: 2019-05-03	Scheduled Departure: 22:00 *
Resv. Up to : Jamui (JMU)	Scheduled Arrival: 2019-05-04 08:20 *	1 Adult,0 Children
Passenger Mobile No : 7634844355	Note:- N/A	Distance: 419.0 km(s)
Ixigo Booking Id : IXITR97579061394		

#### Fare Details

S.No.	Description	Amount (In Rupees)	Amount (In Words)
1	Ticket fare**	250	Rupees Two Hundred Fifty Only
2	Travel Insurance Charge**	0.49	Rupees Zero and Forty Nine Paisa Only
3	ixigo Service Charge	20	Rupees Twenty Only
4	Payment Gateway Charge	5.31	Rupees Five and Thirty Paisa Only
5	Total	275.8	Rupees Two Hundred Seventy Five and Eighty Paisa Only

\*\* Inclusive of GST :

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#### Passenger Details

S No.	Name	Age	Sex	Concession Code	Booking Status	Current Status
1	AKASHDEEP	19	Male (M)	N.A	CNF/S1/54/UB	CNF/S1/54/UB

This ticket is booked on a personal user id and cannot be sold by an agent, if bought from an agent by any individual. It is at his/her own risk.

#### Principal service provider details:

Principal Agent: Le Travenues Technology Pvt Ltd	E-Mail Id: trains@ixigo.com
Contact Number:01246682111	Address: 2nd floor, Veritas Building, Behind Ibis Hotel, Sector 53, Golf Course Road, Gurgaon, Haryana, 122002

#### Important

- For details, rules and terms & conditions of E-Ticketing services, please visit [www.irctc.co.in](http://www.irctc.co.in).

- \*New Time Table will be effective from 1-Oct-2017. Departure time and Arrival Time printed on this ERS/VRM is liable to change. Please check correct departure, arrival from Railway
- 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 Refund Rule) Cancellation of Ticket and Refund Rules 2015.)
- The accommodation booked is not transferable and is valid only if the ORIGINAL ID card prescribed is presented during the journey. The ERS/VRM/MRM 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/displ ay ERS/VRM 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 respective agent website only.
- PNRs having fully waitlisted status will be dropped and the names of the passengers will not appear on the chart. They are not allowed to board the train. However the names of PARTIALLY waitlisted/confirmed and RAC 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
- 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.
- 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.
- 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.
- 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.
- For Suvidha Train, W.e.f. 20-Jan-2018, refund rule will be applicable as per General refund rule.
- In case of Train Cancellation, full refund will be granted automatically by the System.
- 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. customer care email & phone/mobiles details.
- 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)
- FOR MEDICAL EMERGENCY/FIRST AID, CONTACT TICKET CHECKING STAFF/GUARD OR DIAL 138.(ALL India Passenger Helpline No. 138)
- PNR and train arrival/departure enquiry no. 139
- To report unsavoury situation during journey, Please dial railway security helpline no. 182
- All the Terms and conditions specified will be applicable in case of opting Travel Insurance facility. Please Refer Travel Insurance? Terms & Conditions available on Home page ofwww.irctc.co.in website.
- 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

## 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. Passengers with confirmed E ticket are permitted to board the train. Their names will appear on the reservation chart.
2. Name of passengers with Partially Waitlisted /Confirmed/RAC will appear on the chart (including the wait listed passengers in the partially waitlist ticket).
3. PNRs having Fully wait listed status will be dropped and names of the passengers will not appear on the reservation chart. They are not allowed to board the train. If full waitlisted passengers are found travelling, they will be treated as without ticket and charged as per extant Railway rules.

### c) Cancellation & refund rules:

1. Confirmed Tatkal E-ticket: No refund will be granted on cancellation of Confirmed Tatkal E-ticket.
  2. Partial cancellation of Tatkal tickets is allowed for only those passengers whose ID proof is not given at the time of booking. On cancellation of passenger whose ID proof is given, all the passengers on that ticket will be cancelled
  3. 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.
  4. 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 credit back to the respective agent's account used for booking by IRCTC.
  5. 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.
  6. 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 & wants to claim refund is required to file online refund request through 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.
  7. Fully waitlisted E-tickets before chart preparation: E-ticket can be cancelled online and amount will be refunded electronically to the respective agent's account used for booking by IRCTC.
- Fully waitlisted E-tickets after chart preparation: E-ticket will be automatically cancelled by Railways and amount will be refunded electronically to the respective agent's account used for booking by IRCTC.

9. 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) 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.

e) Bank charges, if any, will be payable extra. (For details of bank charges kindly refer to Terms and Conditions on [www.irctc.co.in](http://www.irctc.co.in) )

f) The Compartment/ Cabin/ Coupe/ Coach/ Seat numbers for first AC and First class will be allotted at the time of chart preparation.

g) 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.

h) IRCTC Service Charge for E-Ticket (Service charge levied is not refundable):

Class	SERVICE FEE
SL/2S	Rs.20
1AC/2AC/3AC/CC/3E/FC	Rs.40