



### IRCTC's e-Ticketing Service

#### Electronic Reservation Slip (Personal User)



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. 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".
3. 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
4. In case the ticket has been booked in advance before implementation of GST and the same is cancelled after implementation of GST, Refund amount due as per refund shall be refunded to passenger. However total amount of service charge charged at the time of booking shall not be refunded to passenger in cash/ shall not be transferred in the account in which transaction took place in case of e-Tickets etc.
5. Refund of service tax shall be made only after Ministry of Railways gets refund from the department. The cancelled ticket shall be treated be as credit note for getting refund of service tax amount.
6. General rules/ Information for e-ticket passenger have to be studied by the customer for cancellation & refund.



PNR No: 4138417302	Train No. & Name: 16340/MUMBAI EXPRESS	Quota: GENERAL (GN)
Transaction ID: 100001055042962	Date & Time Of Booking: 18-Nov-2017 08:14:46 HRS	Class: SLEEPER CLASS (SL)
From:TIRUNELVELI(TEN)	Date Of Journey:29-Nov-2017	To:C SHIVAJI MAH T(CSTM)
Boarding At:TIRUNELVELI(TEN)	Date Of Boarding:29-Nov-2017	Scheduled Departure:29-Nov-2017 08:35 *
Resv. Upto:C SHIVAJI MAH T(CSTM)	Scheduled Arrival:30-Nov-2017 20:50 *	Adult:1 Child:0
Passenger Mobile No:9003652941		Distance:1809 KM
Passenger Address:	012, Sannathi St, Nanguneri, Tirunelveli, TAMIL NADU - 627108	
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#### FARE DETAILS :

Ticket Fare **	₹ 670.0	Rupees Six Hundred and Seventy Only
IRCTC Service Charge (Incl. of GST) #	₹ 0.0	Rupees Zero Only
Travel Insurance Premium (Incl. of GST)	₹ 0.0	Rupees Zero Only
Total Fare (all inclusive)	₹ 670.0	Rupees Six Hundred and Seventy Only

# Service Charges per e-ticket irrespective of number of passengers on the ticket.

#### PASSENGER DETAILS :

SNo.	Name	Age	Sex	Booking Status	Current Status
1	H ANAND	20	Male	CNF/S3/42/MIDDLE	CNF/S3/42/MIDDLE

#### Indian Railways GST Details :

Invoice Number :PS17413841730211 Address: Indian Railways New Delhi

Supplier Information		Receipt Information			Taxable Value	CGST		SGST/UGST		IGST		Total Tax
SAC Code	GSTIN	GSTIN	Name	Address		Rate	Amount	Rate	Amount	Rate	Amount	
996421	07AAAGM0289C1ZL				670.0							0.0

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.

Place of Supply: TIRUNELVELI(TEN) State Code/Name of Supplier : 0/

Ticket Printing Time: 18-Nov-2017 08:14:56 HRS

क्या आप जानते हैं कि आपके किराये का 43% देश के आम नागरिक वहन करते हैं?

Are you aware that 43% of your fare is borne by the common citizens of the country?

अपना समर्थन दिखाएं और भ्रष्टाचार मुक्त भारत बनने में मदद करें और केंद्रीय सतर्कता आयोग से प्रमाण पत्र प्राप्त करें।

Show your support and help India become corruption free.GO to <http://pledge.cvc.nic.in> and get a certificate from Central Vigilance Commission.

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



#### IMPORTANT :

1. For details, rules and terms & conditions of E-Ticketing services, please visit [www.irctc.co.in](http://www.irctc.co.in).
2. \*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 Station Enquiry, Dial 139 or SMS RAIL to 139.
3. 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](http://www.irctc.co.in) under heading Refund Rule--> Cancellation of Ticket and Refund Rules 2015.)
4. The accommodation booked is not transferable and is valid only if the ORIGINAL ID card prescribed is presented during the journey. The ERS/VRM/ORM 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 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.
5. E-ticket cancellations are permitted through [www.irctc.co.in](http://www.irctc.co.in) by the user.
6. 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.

7. 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](http://www.irctc.co.in), they are processed by Zonal Railways as per Railway Refund Rules.(detail available on [www.irctc.co.in](http://www.irctc.co.in) under heading General Information.
10. In premium special train cancellation is not allowed.
11. 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.
12. 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.
13. 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.
14. For Suvidha Train , only 50% refund is allowed in case of cancellation of Confirm/RAC tickets upto 6 hours before the scheduled departure of the train or preparation of chart whichever is earlier.
15. In case of Train Cancellation, full refund will be granted automatically by the System. However, if the train is cancelled partially on its run, passengers are required to file TDR within 72hrs from schedule departure of the train from the passenger's boarding station.
16. Passengers are advised not to carry inflammable/dangerous/explosive/articles as part of their luggage and also to desist from smoking in the trains.
17. Contact us on: - 24\*7 Hrs Customer Support at 011-23340000/011-39340000 , Chennai Customer Care 044 – 25300000 or Mail To: [care@irctc.co.in](mailto:care@irctc.co.in).
18. 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](http://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)
19. Railway Security Helpline No.182
20. ALL India Passenger Helpline no 138
21. PNR and train arrival/departure enquiry no. 139
22. To report unsavoury situation during journey, Please dial railway security helpline no. 182
23. 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](http://www.irctc.co.in) website.
24. 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](http://www.irctc.com) E-Ticket Agent Locator

## Dear Passengers Know Your Entitlement

Indicative Standard Menu Mail Express :- (Catering charges are not included in ticket fare)	
Tea (With tea bag)/Coffee (150ml)	Rs. 7/-
<b>Rail Neer/Packaged drinking water (Chilled)</b>	
(a). 1 litre bottle/1000ml	Rs. 15/-
(b). 500ml. Bottle	Rs. 10/-
Janta meal or Economy meal or Janta Khana	Rs. 20/-
<b>Standard Breakfast</b>	
<b>Veg. Breakfast</b> - Bread Butter and Cutlet -02 Veg. Cutlet (100 gm) + 02 bread slice+10gms butter chiplet + Totmato sauce	Rs. 30/-
<b>Veg. Breakfast</b> - Idli and Vada -04 no. Idli (200 gm) + 04 no Urad Vada (120gm) + 50gms Chutney	Rs. 30/-
<b>Non-Veg. Breakfast</b> - Omelette of 02 eggs + 02 bread slice + 10gms butter chiplet + Totmato sauce	Rs. 35/-
<b>Standard Casserole meals - Lunch/Dinner</b>	
<b>Vegetarian</b> - Rice (150 gm) + Parantha (02 nos.)/ Chapati (04nos.) + Dal/Sambhar(150gms) + Mix Veg.(100gms) + Pickel sachet + 250 ml PDW glass	Rs. 50/-
<b>Non. Vegetarian</b> - Rice (150 gm) + Parantha (nos.)/Chapati (04nos.) + Dal/Sambhar(150gms) + Egg curry (02 nos of eggs) + Pickel sachet +250 ml PDW glass	Rs. 55/-