

**Electronic Reservation Slip****birdres.****IRCTC E-Ticketing Service(Agent)**

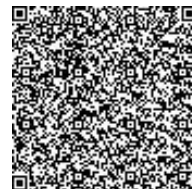
You can travel on e-ticket sent on SMS or take a Virtual Reservation Message (VRM) along with any one of the prescribed ID in original. Please do not print the ERS unless extremely necessary. This Ticket will be valid with an ID proof in original. Please carry original identity proof. If found traveling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

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".

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

Refund of service tax shall be made only after Ministry of Railways gets refund from the department. The cancelled ticket shall be treated as credit note for getting refund of service tax amount.

General rules/ Information for e-ticket passenger have to be studied by the customer for cancellation & refund.



PNR No. : 8527884220	Train No. & Name : 12221 /PUNE HWH DURONTO#	Quota : General (GN)
Transaction ID : 100002173395146	Date & Time of Booking : 04 Dec 2019 18:23:12 HRS.	Class : 3A
From : PUNE JN (PUNE)	Date of Journey : 07-Dec-19	To : HOWRAH JN (HWH)
Boarding : PUNE JN (PUNE)	Date of Boarding : 07-Dec-19	Scheduled Departure : 07-Dec-19 15:15 *
Resv. Up to : Howrah Jn (HWH)	Scheduled Arrival : 20191208 19:50 *	Adult : 1 Child : 0
Passenger Mobile No : 9424675606	^ATAS Opted : No	Distance : 2020KM

FARE DETAILS:

Ticket fare **	₹. 3525.00	Rupees Three Thousand Five Hundred Twenty Five Only.
IRCTC Service charges #	₹. 35.40	Rupees Thirty Five and Forty Paise Only
Travel Insurance Premium (Incl. of GST)	₹. 0.49	Rupees Zero and Forty Nine Paise Only
PG Charges	₹. 35.60	Rupees Thirty Five and Sixty Paise Only
Agent Service charges #	₹. 40.00	Rupees Forty Only.
Total	₹. 3636.49	Rupees Three Thousand Six Hundred Thirty Six and Forty Nine Paise Only

** Inclusive of GST - ₹ 148.25 Only

#Service charges (inclusive of GST) per e-ticket irrespective of number of passengers on the ticket.

Eradicate corruption - Build a New India <https://pledge.cvc.nic.in>

PASSENGER DETAILS:

S.No	Name	Age	Sex	Food Preference	Concession Code	Booking Status	Current_Status
1	Akhil Sahu	21	Male	Veg		CNF/ B6/ 32/ SU	CNF/ B6/ 32/ SU

Indian Railways GST Details :

Invoice Number : PS19852788422011 **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				2966.75					5.00	148.25	148.25

AGENT DETAILS:

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Principle Agent :	Birdres	Corporate Name:		DNATA INTERNATIONAL PRIVATE LIMITED.	
Agent Name :	TAJAMMUL VIQUAS	E-mail ID :	stella.mary@dnata.com	Contact No. :	0124 - 4636610
Address :	dnata house residency road Bangalore,#72, salarpuria pearl 3H cross, residencyBangalore Karnataka560025 India				
Mobile Number :	9886845773				

Ticket Printing Time: 04-Dec-2019 18:23:14 18RS

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?

IMPORTANT:

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.

For details, rules and terms & conditions of E-Ticketing services, please visit 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 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 Refund Rule) Cancellation of Ticket and Refund Rules 2015.)

Only IRCTC authorized agents are permitted to book reserved rail e-tickets to the customer.

Customer/passenger should ensure that the agent registers his or her mobile no. correctly, at the time of booking reserved rail e-tickets through agent.

E-ticket cancellations are permitted through respective agent website only. The customer/passenger should share the OTP with the agent who booked/cancelled the ticket, for getting the cancellation refund amount.

The accommodation booked is not transferable and is valid only if the ORIGINAL ID card prescribed is presented during the journey. The ERS/VRM/MMR 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.

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.

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 General Information.

In premium special train cancellation is not allowed.

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 , 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.

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.

Contact us on: 24*7 Hrs Customer Support at 0124 - 4636610, or Mail To: contact@birdres.com

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)

Railway Security Helpline No.182

FOR MEDICAL EMERGENCY/FIRST AID, CONTACT TICKET CHECKING STAFF/GUARD OR DIAL 138.

PNR and train arrival/departure enquiry no. 139

To report unsavory 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's Terms & Conditions available on Home page of www.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

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.

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 waitlisted passengers in the partially waitlist ticket).

a. Cancellation & 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 credit 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 & 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.

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.

Customer/passenger should ensure that the agent registers his or her mobile no. correctly, at the time of booking reserved rail e-tickets through agent.

Whenever a ticket booked through agent is cancelled by the customer or fully waitlisted dropped ticket, an OTP SMS is sent on Customer/passenger mobile no. (Which was provided by the customer/passenger to the agent at the time of booking) along with the refund amount.

The customer/passenger should share the OTP with the agent who booked the ticket, for getting the cancellation refund amount. In order to get benefitted by OTP based refund system, customer/passenger should provide correct mobile no. to the IRCTC authorized agent at the time of booking reserved rail e-tickets.

Only IRCTC authorized agents are permitted to book reserved rail e-tickets to the customer.

OTP based refund for cancelled tickets or fully waitlisted dropped tickets, will be processed only if the ticket is booked through IRCTC authorized agents.

OTP based refund process will not work if the reserved rail tickets are booked through unauthorized agents or touts or through personal user Ids.

b. 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.

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.

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

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

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.

Convenience fee for E-Ticket (inclusive of GST) (not refundable):

Class	Service Charges
SL/2S	Rs. 15.0 + GST
1AC/2AC/3AC/CC/3E/FC	Rs. 30.0 + GST

c. 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/-

Fundamental Duties

It shall be the duty of every citizen of India-

1. To abide by the Constitution and respect its ideals and institutions, the National Flag and the National Anthem.
2. To cherish and follow the noble ideals which inspired our national struggle for freedom.
3. To uphold and protect the sovereignty, unity and integrity of India.
4. To defend the country and render national service when called upon to do so.
5. To promote harmony and the spirit of common brotherhood amongst all the people of India transcending religious, linguistic and regional or sectional diversities; to renounce practices derogatory to the dignity of women.
6. To value and preserve the rich heritage of our composite culture.
7. To protect and improve the natural environment including forests, lakes, rivers and wild life, and to have compassion for living creatures.
8. To develop the scientific temper, humanism and the spirit of inquiry and reform.
9. To safeguard public property and to abjure violence.
10. To strive towards excellence in all spheres of individual and collective activity so that the nation constantly rises to higher levels of endeavor and achievement.
11. Who is a parent or guardian to provide opportunities for education to his child or, as the case may be, ward between the age of six and fourteen years.

Thank you for using IRCTC's Services