

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 waitlisted passengers in the partially waitlist ticket).
3. PNRs having **Fully waitlisted** 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 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 credit 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 & 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.
5. **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.
6. **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.
7. 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)

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 upgradation chart before boarding the train.

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

Class Service Charges

SL/2S Rs.10.00/-

1AC/2AC/3AC/CC/3E/FC Rs.20.00/-

KALINGA'S

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