



## IRCTCs 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 extant Railway Rules.
2. 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.
3. 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).
4. 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
5. General rules/ Information for e-ticket passenger have to be studied by the customer for cancellation & refund.



|                                   |   |  |
|-----------------------------------|---|--|
| PNR No: 4161288836                | Train No. & Name: 12269 / DURONTO EXPRESS   | Quota: GENERAL (GN)                      |
| Transaction ID: 100001946024446   | Date & Time Of Booking: 18-Jul-2019 10:24:53 HRS  | Class: SECOND AC (2A)                    |
| From: MGR CHENNAI CTL(MAS)        | Date Of Journey: 19-Jul-2019  | To: H NIZAMUDDIN(NZM)                    |
| Boarding At: MGR CHENNAI CTL(MAS) | Date Of Boarding: 19-Jul-2019   | Scheduled Departure: 19-Jul-2019 06:40 * |
| Resv. Upto: H NIZAMUDDIN(NZM)     | Scheduled Arrival: 20-Jul-2019 10:40 *  | Adult: 2 Child: 0                        |
| Passenger Mobile No: 9840284988   |   | Distance: 2180KM                         |
| Passenger Address                 | no1/10 seventh cross Street Venkateswara nagar Ramapuram, chennai, Kanchipuram, TAMIL NADU - 600089 |  |
| N S                               |   |  |

### FARE DETAILS :

|  |          |   |
|--|----------|---|
| <b>Ticket Fare **</b>                        | ₹ 7610.0 | Rupees seven thousand six hundred ten and Zero paise      |
| <b>Catering Charges (Incl. of GST)</b>       | ₹ 770.0  | Rupees seven hundred seventy and Zero paise               |
| <b>IRCTC Service Charge (Incl. of GST) #</b> | ₹ 0.0    | Rupees Zero and Zero paise                                |
| <b>Total Fare (all inclusive)</b>            | ₹ 8380.0 | Rupees eight thousand three hundred eighty and Zero paise |

\*\* Inclusive of GST - ₹ 362.28 Only

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

### PASSENGER DETAILS :

| Sl No. | Name       | Age | Sex  | Food Choice | Booking Status      | Current Status      |
|--------|------------|-----|------|-------------|---------------------|---------------------|
| 1      | RAJESH K   | 35  | Male | NON_VEG     | CNF/A2/5/SIDE LOWER | CNF/A2/5/SIDE LOWER |
| 2      | ELUMSLAI A | 41  | Male | NON_VEG     | CNF/A2/6/SIDE UPPER | CNF/A2/6/SIDE UPPER |

### Indian Railways GST Details :

**Invoice Number :** PS19416128883611 **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               | 07AAGM0289C1ZL |                       |      |               | 7247.7197 |        |           |        | 5.0  | 362.28 | 362.28    |

**This ticket is booked on a personal user ID. Its sale/purchase is an offence u/s 143 of the Railways Act, 1989.**

**Place of Supply:** MGR CHENNAI CTL(MAS) **State Code/Name of Supplier :** 33 Tamil Nadu

**Ticket Printing Time:** 22-Jul-2019 19:32:35 HRS

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

[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. 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.
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 General Information --> Rules & Policies)
4. 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.
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 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.
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 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 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.

- 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.FOR MEDICAL EMERGENCY/FIRST AID, CONTACT TICKET CHECKING STAFF/GUARD OR DIAL 138.(ALL India Passenger Helpline No. 138)
- 19.PNR and train arrival/departure enquiry no. 139
- 20.To report unsavoury situation during journey, Please dial railway security helpline no. 182
- 21.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.
- 22.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

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

## Dear Passengers Know Your Entitlement

|  |          |
|--|----------|
| <b>Indicative Standard Menu Mail Express :-</b> (Catering charges are not included in ticket fare)   |          |
| Tea (With tea bag)/Coffee (150ml)  | Rs. 10/- |
| <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 + Tomato 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 + Tomato 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) + Pickle 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) + Pickle Sachet +250 ml PDW glass | Rs. 55/- |