

INDIAN RAILWAY CATERING AND TOURISM CORPORATION



Created by
ANAKHA THOMAS T

Introduction to IRCTC

Indian Railways and IRCTC: A Legacy of Connectivity and Innovation

Introduction

Indian Railways is one of the largest and most intricate rail networks in the world, serving as the backbone of India's transportation system. It connects distant corners of the country, facilitating economic growth, cultural exchange, and accessibility for millions. The Indian Railway Catering and Tourism Corporation (IRCTC) plays a vital role in modernizing railway services, making ticket booking, catering, and tourism more efficient and user-friendly.



History of Indian Railways

The history of Indian Railways dates back to 1853 when the first passenger train ran between Mumbai and Thane. Over the decades, the railway system expanded rapidly under British colonial rule, forming

a critical infrastructure for trade and governance. After India's independence in 1947, the government prioritized the expansion and electrification of railway lines, focusing on connecting rural areas and improving efficiency. In the 1980s and 1990s, technological advancements led to computerized reservations, faster trains, and enhanced services.

The establishment of IRCTC in 1999 marked a significant shift towards digital services in railway management. IRCTC streamlined ticket booking, catering, and tourism services, making railway travel more accessible and convenient for millions of Indians.

The Future of Indian Railways

Looking ahead, Indian Railways is undergoing a transformation towards sustainability, speed, and modernization. High-speed trains like Vande Bharat Express aim to revolutionize travel with their advanced technology and improved efficiency. Electrification efforts are also being ramped up to minimize carbon emissions and reduce dependence on fossil fuels. Furthermore, the introduction of AI and digital solutions for ticketing, customer support, and logistics is making railway operations more user-friendly.

IRCTC continues to innovate, integrating new-age digital platforms and contactless ticketing systems. Plans for world-class railway stations, bullet trains, and better connectivity are set to redefine India's rail transport experience in the years to come.

Indian Railways and IRCTC remain essential pillars of India's progress, constantly evolving to meet the needs of a dynamic and growing nation. 🚂

General

The IRCTC provides only the facility for transacting with Indian Railway's PRS System through the Internet. Indian Railway's rules for reservation and booking apply to all such transactions along with special conditions imposed for Internet based booking. The special conditions and the terms of service applicable to Internet booking are detailed in this document.

The following terms and conditions will apply if you wish to use the Indian Railways online ticket booking service offered through the IRCTC website. Please go through the conditions carefully and if you accept them, you may register and transact on the site.

Please note that once you register yourself on the IRCTC site, you are deemed to have agreed to the terms and conditions set forth below. If You do not agree with all these terms and conditions, you must not transact on this Website. Once you have clicked the 'I Agree' button you have entered into a formal agreement with IRCTC for the purpose of transactions on this website.

- No user can register more than once on the site. Only single user registration is allowed on each unique Email Id and Mobile Number.

- More than one user ids registered on an Email Id and Mobile Number may lead to deactivation of User Id on IRCTC.
- If a user violates the terms and conditions of use by registering more than one User ID and or booking tickets on such multiple User ID' s, IRCTC reserves the right to deactivate all such user registrations and cancel any or all ticket booked using these registrations without any notice.
- In case a user has not provided all the required details on the registration page (incomplete or incorrect details), or has garbage/junk values or indulges in suspicious booking activities including usage of scripting tools, or Tatkal Softwares etc., IRCTC reserves the right to deactivate any such user and to release the tickets booked through such User IDs, without providing any reason. Further, no refund of ticket fare will be admissible in such cases of misuse.
- Further, if address incorrectly submitted by user at the time of registration, IRCTC reserves the right to deactivate such User ID.
- Users are advised to keep a maximum of six (6) passengers in their Master Passengers List. Keeping more than six (6) passengers in Master Passengers list would make Master List inaccessible for the user. However, Users will still be able to book tickets for other passengers by submitting entries directly in Passenger Reservation Page.
- IRCTC Website and Mobile Apps are for your personal and non-commercial use. Use of automation software and/or Scripting Software is strictly prohibited. If any unauthorized carrying out of business of procuring and supplying of Railway tickets using illegal automation software / scripting is found, IRCTC reserves the right to deactivate all such users and release any tickets booked through such User IDs in PRS, without providing any reason. Further, no refund of ticket fare will be admissible in such cases.
- IRCTC's performance of this agreement is subject to existing laws and legal processes of Govt. Of India, and nothing contained in this agreement is in derogation of IRCTC's right to comply with law enforcement requests or requirements relating to your use of this Web Site or information provided to or gathered by IRCTC with respect to such use. You agree that IRCTC may provide details of your use of the Web Site to regulators or police or to any other third party, or in order to resolve disputes or complaints which relate to the Web Site, at IRCTC' s complete discretion.
- If any part of this agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth herein, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall continue in effect.
- This agreement constitutes the entire agreement between the customer and IRCTC with respect to this Web Site and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral, or written, between the customer and IRCTC with respect to this Web Site. A printed version of this agreement and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form.
- This agreement is made between IRCTC (Us) and The User (You), the individual, whose details are set out in the User Registration page.

Services

Services Offered

All the services given below are fully available on IRCTC Portal
Contents

1. Booking of e-tickets and tatkal tickets.
2. Quotas
3. Concessions
4. General enquires
5. Online cancellation facility for E-tickets
6. Boarding Point Change for E-tickets
7. Travel Insurance
8. Current Booking
9. Connecting Journey
10. IRCTC eWallet
11. IRCTC Loyalty Programme
12. Counter Ticket Services

1. Booking of e-tickets and tatkal tickets.

E-ticket: - E-ticket refers to a Railway reservation booked on this website, for the consummation of which the customer prints out an Electronic Reservation Slip, which, along with one of the authorized personal identification, constitutes the authority to travel, in lieu of the regular ticket on standard stationery.

Tatkal Ticket: - A ticket booked under Tatkal Quota defined by Railways against extra payment of premium charges as per extant Railway rules.

2. Quotas

List of Quotas available for Booking on IRCTC eTicketing platform:

- General
- Tatkal
- Premium Tatkal
- Ladies
- Lower Berth / Senior Citizen
- Divyaang
- Foreign Tourist

Tatkal Quota (TQ) berths/seats are earmarked in all-important trains in different classes except First Class Air-conditioned (1A) class. Ladies Quota (LD) is generally earmarked in Sleeper class (SL) and Second Sitting (2S).

3. Concessions

List of Concessions available for Booking on IRCTC eTicketing platform:

- Divyaang Concessions
- Journalist
- Senior Citizen
- Railway Pass

Note: Concessions on rail travel are governed by instructions and guidelines issued by Indian Railways and their applicability may change from time to time.

4. General enquires

- Accommodation available for a train/date combination
- Current Status of reserved tickets
- Time Table
- Train Fare
- Trains available between a given pair of stations

5. Online cancellation facility for E-tickets

Online cancellation facility for E-tickets is available with extant limit as set by Indian Railways. E-tickets cannot be cancelled at counters.

6. Boarding Point Change for E-tickets

Online facility to change boarding point for a journey is available with extant limit as set by Indian Railways.

7. Travel Insurance

Travel Insurance: Option of choosing Insurance coverage for passengers of all class who book e-ticket through online means with the ticket status of confirmed/RAC/Partially Confirmed berths in a group is available.

8. Current Booking

Facility is available to book vacant seats under Current booking after charting within the existing booking time limit specified by Railways.

9. Connecting Journey

Facility to book Connecting journey ticket on already booked ticket is available with extant limit as set by Indian Railways. While booking of connecting Journey train tickets passengers shall ascertain and take into consideration time limit between scheduled arrival of main train and schedule departure of connecting train.

10. IRCTC eWallet

IRCTC eWallet is a closed prepaid wallet under which user can deposit money in advance with IRCTC and can be used as payment option on IRCTC eTicketing platform for paying money at the time of booking tickets.

11. IRCTC Loyalty Programme

IRCTC Loyalty programme is a scheme for IRCTC users under which user can earn reward points on booking of tickets. Users can order Credit Card with partnering banks which can be used as payment

option to book tickets on IRCTC as well as for payment outside IRCTC domain i.e. shopping websites etc.

12. Counter Ticket Services

IRCTC e-Ticketing platform following services related to Counter Tickets

- Online cancellation of Counter Tickets
- Online change of Boarding point of Counter Tickets

Services NOT Offered

All the services given below are not available on IRCTC Portal.

- Reservation on Police/Military warrants, and INDRAIL passes and all types of Rail Travel Coupons or any Concessions.
- Tickets to cluster stations (Stations not on the route of the train).
- Reservation on pre-bought tickets, i.e. tickets already bought at stations.
- Reservation on tickets with Break Journey.
- Issue of duplicate tickets for lost, mutilated or torn tickets.
- Source cluster tickets (Tickets from a station not lying on the route of train).
- Bulk Booking for families and groups.
- Personal Collection of tickets by customers from any designated centers.
- The functionality of preponement/postponement of journey date and Train is not available at present for e tickets.

For Railway tickets booked through IRCTC:

General Information: <https://equery.irctc.co.in>

For Cancellation E-tickets: etickets@irctc.co.in

For IRCTC iMudra Prepaid Wallet & Card User: <https://equery.irctc.co.in>

For IRCTC SBI Cobranded Credit/Loyalty Card users: loyaltyprogram@irctc.co.in

Registered Office / Corporate Office

Indian Railway Catering and Tourism Corporation Ltd., B-148, 11th Floor, Statesman House,
Barakhamba Road, New Delhi 110001

User registration

General User Registration

After successful registration on IRCTC ticketing website, you will be able to login through User ID and Password created at the time of registration. You are responsible for maintaining the confidentiality of

the password and account, and are fully responsible for all activities that occur under your password or account. You will also be default registered with www.ircctctourism.com

- a) Immediately notify <https://equery.ircctc.co.in> of any unauthorized use of your password or account or any other breach of security, and
- b) Ensure that you Logout from your account at the end of each session. IRCTC cannot and will not be liable for any loss or damage arising from your failure to comply with this.

In order to maintain correct records in users' profile, IRCTC may time to time ask users to provide and verify their correct Email ID and Mobile numbers.

International User Registration

Users from countries other than India and Non Resident Indian (NRI) can avail registration services to register themselves as Foreign Users by paying registration fee and by following the above user registration process. Once registered, Foreign Users can book tickets under Foreign Tourist Quota and General Quota.

Normal User Registration

Please click on REGISTER link on home page of <https://www.ircctc.co.in>

Registration Flow Normal User

First screen: Registration:

The following fields will be required for registration:

- i. User ID
- ii. Password
- iii. Confirm password
- iv. Full Name (Info!Please provide your exact name as per Aadhaar)
- v. Mobile Number
- vi. Email ID
- vii. Captcha
- viii. Submit button

After filling all details, click on "Submit" button, a pop up will appear as follow:

[SIGN IN](#)

-

IMPORTANT DATES OF KUMBH MELA

1. Prabhakar	2. Jyoti	3. Nand Lal	4. Nand Lal
1. Prabhakar	2. Jyoti	3. Nand Lal	4. Nand Lal
1. Prabhakar	2. Jyoti	3. Nand Lal	4. Nand Lal
1. Prabhakar	2. Jyoti	3. Nand Lal	4. Nand Lal

r3=K

Submit



IRCTC does not share any unsolicited links, APKs, SMS, or WhatsApp messages for installing the IRCTC Rail Connect Ticketing App. Always download the official app only from Google Play Store or Apple App Store.

Email ,Mobile OTP will be sent to the user on provided Email ID and Mobile number




r3=K

Confirmation

1. Your email id **bhardwajhemant093@gmail.com** and ISD-mobile number **91 -9990492665** will be verified next. Press OK to continue or Cancel for Return.

Cancel

Verify your email, mobile number by entering the verification code sent to your registered email ID and mobile number.



AGENT LOGINCONTACT USHELP & SUPPORTDAILY DEALSALERTS10-Feb-2025 [15:32:08]A⁻A⁺हिंदी

IRCTC EXCLUSIVE TRAINSLOYALTYIRCTC eWalletBUSESFLIGHTSHOTELSHOLIDAYSMEALSPROMOTIONS MORE

r3=K

r3=K

Please enter OTP received on provided Mobile number and Email ID


ISD-Mobile*919990492665Enter OTP

Email *bhardwajhemant093@gmail.comEnter OTP

Edit Email or MobileResend OTP

Verify Email and Mobile with OTP

After successful registration please check your registered email for registration confirmation mail. After email and mobile verification, "Your account is verified successfully."



LOGINREGISTERAGENT LOGINCONTACT USHELP & SUPPORTDAILY DEALSALERTS10-Feb-2025 [16:04:12]A⁻A⁺हिंदी

IRCTC EXCLUSIVE TRAINSLOYALTYIRCTC eWalletBUSESFLIGHTSHOTELSHOLIDAYSMEALSPROMOTIONS MORE

PNR STATUSCHARTS / VACANCY

BOOK TICKET

From

DD/MM/YYYY*

10/02/2025

To

All Classes

GENERAL

☐ Person With Disability Concession☐ Flexible With Date☐ Train with Available Berth

☐ Railway Pass Concession


Search

Easy Booking on AskDISHA

Customers can use enhanced interface for their IRCTC related queries!! <https://equerry.irctc.co.in>
Customer Care Numbers : 14646/08044647999 /08035734999
BEWARE OF FRAUDSTERS: Always download official IRCTC Rail Connect App from the Google Play Store or Apple App Store only.

INDIAN RAILWAYS


Safety | Security | Punctuality




BEWARE OF FRAUDSTERS!

"Beware of fake emails and messages: Verify authenticity before responding."

DEALS OF THE DAY



Click on “LOGIN” button and enter your User ID and Password mentioned at the time of registration.



[REFUND STATUS](#) [Logout](#) [Welcome Hemant Kumar \(hem23\)](#) [CONTACT US](#) [HELP & SUPPORT](#) [DAILY DEALS](#) [ALERTS](#) 10-Feb-2025 [15:37:07] A · A · A · हिंदी

[IRCTC EXCLUSIVE](#) [TRAINS](#) [LOYALTY](#) [IRCTC eWallet](#) [BUSES](#) [FLIGHTS](#) [HOTELS](#) [HOLIDAYS](#) [MEALS](#) [PROMOTIONS](#) [MY ACCOUNT](#) [MORE](#)

Complete your IRCTC account

1. Please use valid E-Mail ID, Mobile number and correct personal details in registration form. This may be required for verification purpose.
2. Garbage / Junk values in profile may lead to deactivation of IRCTC account.

Male Female Transgender

Date Of Birth

Address1

Address2(Optional)


Pin code

Select city

State

Select a Post Office


Please inform me about IRCTC Co-branded credit card through Phone/Email/SMS (Optional)



BEWARE OF FRAUDSTERS

IRCTC does not share any unsolicited links, APKs, SMS, or WhatsApp messages for installing the IRCTC Rail Connect Ticketing App. Always download the official app only from Google Play Store or Apple App Store.

After completing the registration part, User has to fill rest of the information like Gender, DOB and Address to complete user profile.



[REFUND STATUS](#) [Logout](#) [Welcome Hemant Kumar \(hem23\)](#) [CONTACT US](#) [HELP & SUPPORT](#) [DAILY DEALS](#) [ALERTS](#) 10-Feb-2025 [15:38:09] A · A · A · हिंदी

[IRCTC EXCLUSIVE](#) [TRAINS](#) [LOYALTY](#) [IRCTC eWallet](#) [BUSES](#) [FLIGHTS](#) [HOTELS](#) [HOLIDAYS](#) [MEALS](#) [PROMOTIONS](#) [MY ACCOUNT](#) [MORE](#)

☒ Please inform me about IRCTC Co-branded credit card through Phone/Email/SMS (Optional)
//
☒ I have read and agree with the [Terms and Conditions](#) and also agree to receive promotional emails/SMS/WhatsApp/Alerts/offers/announcements from IRCTC & associated partners.
[Submit](#)

Confirmation

Congratulations, your user profile is complete now. Click OK to use IRCTC e-ticketing services and book rail tickets online.

OK

IRCTC Trains

General Information

Important Information

Agents

Enquiries

How To

IRCTC Official App

Advertise with us

Refund Rules

Person With Disability Facilities

IRCTC eWallet

Avail Loyalty Benefits

IRCTC-IPAY Payment Gateway

IRCTC Zone

DMRC Ticket Booking at IRCTC

For Newly Migrated Agents

Mobile Zone

Policies

Ask Disha ChatBot

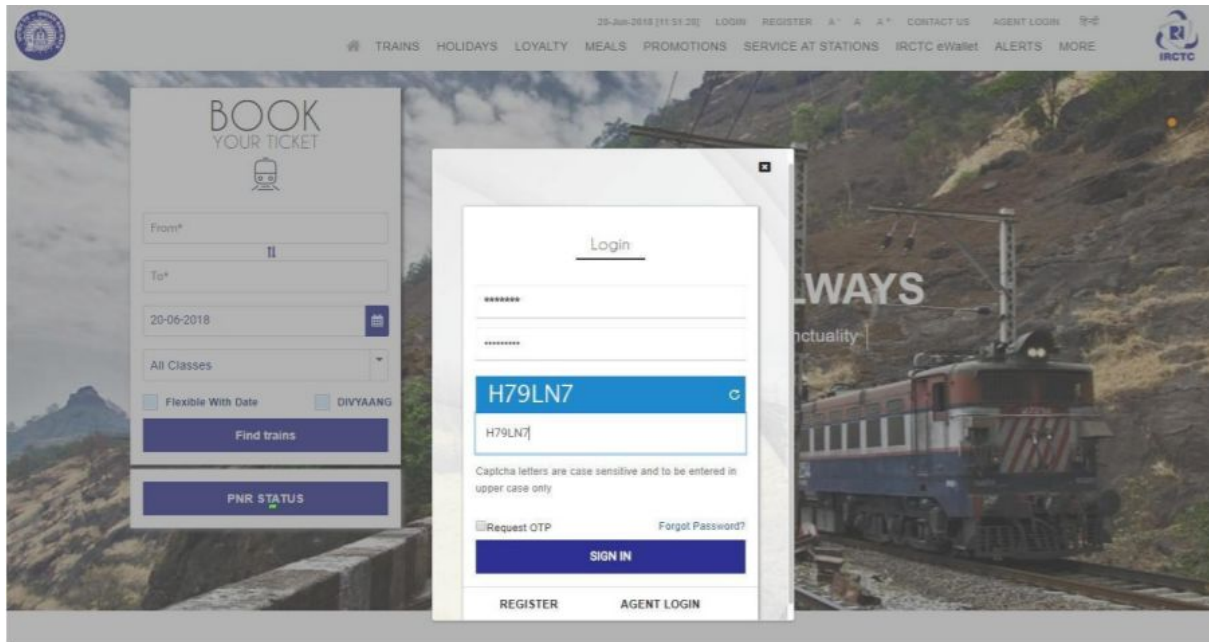
Help & Support

About us

Login to IRCTC

- After successfully registration and creation of Account.
- You can now login to Account using the credentials.
- Below shown is the Login Window.

- Insert Valid Username , Password and Captcha to Log-in.

The image is a screenshot of the IRCTC website. At the top, there is a navigation bar with links for TRAINS, HOLIDAYS, LOYALTY, MEALS, PROMOTIONS, SERVICE AT STATIONS, IRCTC eWallet, ALERTS, and MORE. The main content area is split into two panels. The left panel, titled 'BOOK YOUR TICKET', contains fields for 'From*', 'To*', a date '20-06-2018', a dropdown for 'All Classes', checkboxes for 'Flexible With Date' and 'DIVYAANG', a 'Find trains' button, and a 'PNR STATUS' button. The right panel, titled 'Login', has fields for username and password, a CAPTCHA field with the text 'H79LN7', a 'SIGN IN' button, and links for 'REGISTER' and 'AGENT LOGIN'. A background image of a train is visible behind the panels.

Ticket Booking

Supply by Us: We agree to provide online ticket booking facilities to registered users who agree to the terms and conditions outlined in this document.

Standard of Service: We will supply the service to you with reasonable care and skill.

Service Hours:

Booking through the Internet is allowed from **00:20 AM to 11:45 PM** (Indian Standard Time) on all days, including Sundays. Service hours are liable to be changed without prior notice.

Opening day booking: (60 days in advance, excluding the date of journey) will be available only after 8 AM.

Opening day means 60 days in advance of the date of journey (journey date not to be included) from train originating station. Please note that in case of some intercity day trains, the ARP (Advance Reservation Period) is less than 60 days.

For Tatkal booking, opening day means one day in advance from date of departure of train from originating station. For AC classes, Tatkal Booking commences at 10:00 AM and for Non AC classes, Tatkal Booking commences at 11:00 AM.

Issue of Tickets: You must be a registered user to use our site to book tickets and for any type of enquiries. No user can register more than once on the site. All payments towards the cost of the tickets

issued will be through one of the payment mode provided on the payment page. To ensure security, your card details are NOT stored in our Website/Mobile Apps.

Scope of Service: IRCTC makes no guarantee that any service will be uninterrupted, timely, secure or error-free.

Rules Governing the Booking of Tickets through Internet: Normal Booking (Other than Tatkal Booking) is allowed for journey by any train from the train starting station to any intermediate halting station or to the destination of the train or from one halting station to another halting station on the train route subject to distance restriction prescribed for the concerned train.

Example: Suppose a train is running from New Delhi to Chennai with halting stations at Agra and Vijaywada, a passenger can book either for New Delhi- Agra, New Delhi- Vijayawada, New Delhi- Chennai, Agra- Vijaywada, Agra- Chennai, or Vijayawada-Chennai subject to distance restrictions imposed by the Indian Railways.

All rules and regulations applicable for the reservation of seats/berths and charging of fare for rail reservation on Indian Railway's PRS will also apply to reservation through the Internet.

Allotment of coach/berth/seats will be done as per existing allocation logic available in the PRS. We do not guarantee allotment of seat/berth of your choice. Furthermore, it is not possible for us to advise you whether your choice of berth is being allotted or not. In case a lady passenger alone or with children under 12 years, is willing to reserve berth/berths in ladies quota wherever earmarked, she can give choice 'Ladies' in the field of quota. If berths are available in ladies quota the system will allot accommodation in ladies cabin otherwise accommodation will be allotted in General quota, as available. In case of 1AC booking, Coach/Seat No will be given at the time of charting.

Confirmation of Booking: Your booking and reservation will be confirmed online, after you complete the transaction successfully. Further, the system will issue you a unique Transaction ID for each booking. The choice of Payment Gateway lies with you. If any one of the Payment Gateway is not functioning, please try the other one available. Booking of tickets is subject to realization of fare and the convenience fee (including GST) from concerned Bank through the Payment Gateway. You will be responsible for all charges, fees, duties, taxes and assessments arising out of your use of this Website.

If, for any reason, the reservation does not materialize, the entire amount debited from your card/bank / wallet account will be credited back to your source account. If you want to try for the same reservation again, it will be treated as a fresh booking.

After booking tickets through this site, the details of berth/seat number, RAC/Waitlist position at the time of booking, PNR No and a unique Reservation ID will appear on your screen. You must preserve the Reservation ID and all other details for future reference.

Electronic Reservation Slip (ERS)/Virtual Reservation Message (VRM)/ Short Message Service(SMS)

- Electronic Reservation Slip (ERS)/Virtual Reservation Message (VRM)/ SMS sent by IRCTC along with any one of the prescribed ID proofs in original and the indication of the passenger(s)' name(s) in the Reservation Chart will authorize the passenger(s) to travel.
- ERS/VRM/SMS sent by IRCTC along with one of the prescribed proofs of identity in original will also authorize the passenger to enter the platform on the day of journey and he/she will not be required to purchase platform ticket.
- ERS/VRM/SMS sent by IRCTC along with original id proof will be required to be produced on demand by Ticket Checking Staff on the platform. The ERS/VRM/SMS sent by IRCTC along with the ID proof in original would be verified by TTE with the name and PNR on the chart. If the passenger fails to produce/display ERS/VRM/SMS sent by IRCTC due to any eventuality (loss, discharged mobile/laptop, etc.) but has the prescribed original proof of identity, penalty as applicable under Railway rules will be levied. The ticket checking staff on train/at station will give EFT for the same.

A maximum of six berths/seats can be booked at a time for a specified journey between any two stations served by the train subject to distance restrictions in force.

[Tatkal Tickets Service](#)

Tatkal E-ticket can be booked for selected trains one day in advance, excluding the date of journey from the train originating station. It can be booked on the opening day from 10:00 hrs for AC class (2A/3A/CC/EC/3E) and at 11:00 hrs for Non- AC class(SL/FC/2S). e.g. if train is to depart from originating station on 2nd August, for AC class Tatkal Booking will commence at 10:00 AM and for Non AC class will commence at 11:00 AM on 1st August.

Tatkal Booking facility provides Confirmed / Waitlisted tickets against Tatkal quota, in any class except 1 AC, for journey between source/remote stations having Tatkal Quota to destination.

Maximum four passengers per PNR can be booked on a Tatkal e-ticket. Tatkal charges per passenger are in addition to normal ticket.

How to book an e-ticket

-

Register as an individual. Registration is FREE.

The screenshot shows the IRCTC website interface. At the top, there is a navigation bar with links: LOGIN, REGISTER, AGENT LOGIN, CONTACT US, ASK DISHA, ALERTS, 13-Jun-2021 [19:14:42], A, A, A, and a language selector. Below this is a secondary bar with 'IRCTC EXCLUSIVE', 'TRAINS', BUSES, FLIGHTS, HOTELS, HOLIDAYS, LOYALTY, MEALS, PROMOTIONS, 'PREMIUM PARTNER', and MORE. The main content area features a 'BOOK TICKET' form on the left and a large banner for 'INDIAN RAILWAYS' on the right. The banner includes the text 'Safety | Security | Punctuality' and an image of a train on a track.

BOOK TICKET

DD/MM/YYYY *

From 13/06/2021

To All Classes

GENERAL

☐ Divyaang Concession ☐ Flexible With Date

☐ Train with Available Berth ☐ Railway Pass Concession

Search

Login by entering your User name and Password.

The screenshot shows the IRCTC website interface with the 'LOGIN' form. The form has fields for 'User Name' and 'Password', with links for 'FORGOT USER ID?' and 'FORGOT PASSWORD?'. Below the form is a sidebar with advertisements for LIC BIMA Jyoti and AMD. The AMD advertisement includes the text 'Struggling to find your way in HCI? Let performance and efficiency be your guide. Learn more in 2 minutes.' and the AMD logo.

LOGIN

User Name FORGOT USER ID?

Password FORGOT PASSWORD?

Introducing LIC BIMA Jyoti

Your key to a bright future GUARANTEED every year

Get Guaranteed Additions* every year

Buy Online Available offline and online

LIC

Type "Bima jyoti" in the box below

Type Here: NLP/Captcha

Login & Booking With OTP

SIGN IN

Struggling to find your way in HCI? Let performance and efficiency be your guide. Learn more in 2 minutes.

AMD

- Provide your **desired From - To station, Date of Journey and Class of travel.**
- In case, you do not have any fixed date of journey, select **"Flexible with Date"** option.
- Divyaang passengers should select **"Divyaang"** option to avail corresponding benefits.

- To find train list, click on "Search" option.

The screenshot shows the IRCTC website interface. At the top, there is a navigation bar with links like REFUND STATUS, Logout, Welcome Ravi Mehra (Ravi4684), CONTACT US, ASK DISHA, ALERTS, and a date/time display. Below this is a secondary bar with IRCTC EXCLUSIVE, TRAINS, BUSES, FLIGHTS, HOTELS, HOLIDAYS, LOYALTY, MEALS, PROMOTIONS, MY ACCOUNT, PREMIUM PARTNER, and MORE. The main content area is divided into sections: PNR STATUS, CHARTS / VACANCY, Refund Status, and Re-Book Favourite Journey. The 'BOOK TICKET' section is prominent, featuring a form with fields for 'From' (NEW DELHI - NDLS), 'To' (LUCKNOW NR - LKO), 'DD/MM/YYYY' (15/06/2021), and 'All Classes'. There are also checkboxes for various concessions like Divyaang Concession, Flexible With Date, Train with Available Berth, and Railway Pass Concession. A 'Search' button is at the bottom of the form. To the right, there is an 'Upcoming Journey' section with a bar chart and a 'Last Transaction Detail' section with a table for Transaction ID and Status. The bottom of the page shows a Windows taskbar with various application icons and a system clock indicating 7:59 PM on 6/13/2021.

- The next page displays the list of trains available for the selected route.
- If you wish to know the route and the timings, click on Train Schedule link.
- To select the train from the train list, click on the type of class available in the selected train.

- The fare appearing is for a single adult passenger.

122300/0^v xseconds ago C

Book Now

OTHER DATES

LUCKNOW MAIL SPL (02230)

Runs On: M T W T F S S

Train Schedule

22:00 | NEW DELHI | Tue, 15 Jun

08:50

06:50 | LUCKNOW NE | Wed, 16 Jun

Second Sitting (2S)

AVAILABLE-0054

₹ 190 ⓘ

Sleeper (SL)

RAC90

₹ 325 ⓘ

AC 3 Tier (3A)

AVAILABLE-0054

₹ 835 ⓘ

AC 2 Tier (2A)

AVAILABLE-0026

₹ 1170 ⓘ

AC First Class (1A)

AVAILABLE-0006

₹ 1960 ⓘ

Updated 4 Minutes and 24 Seconds ago C

Book Now

OTHER DATES

Go from now

PADMAVAT EX SPL (04208)

Runs On: M T W T F S S

Train Schedule

19:50 | DELHI | Tue, 15 Jun

08:50

Second Sitting (2S)

Sleeper (SL)

AC 3 Tier (3A)

AC 2 Tier (2A)

AC First Class (1A)

Need Help? Ask DISHA

DEALS OF THE DAY

122300/0^v xseconds ago C

Book Now

OTHER DATES

LUCKNOW MAIL SPL (02230)

Runs On: M T W T F S S

Train Schedule

22:00 | NEW DELHI | Tue, 15 Jun

08:50

06:50 | LUCKNOW NE | Wed, 16 Jun

Second Sitting (2S)

AVAILABLE-0054

₹ 190 ⓘ

Sleeper (SL)

RAC90

₹ 325 ⓘ

AC 3 Tier (3A)

AVAILABLE-0054

₹ 835 ⓘ

AC 2 Tier (2A)

AVAILABLE-0026

₹ 1170 ⓘ

AC First Class (1A)

AVAILABLE-0006

₹ 1960 ⓘ

Updated 4 Minutes and 24 Seconds ago C

Book Now

OTHER DATES

Go from now

PADMAVAT EX SPL (04208)

Runs On: M T W T F S S

Train Schedule

19:50 | DELHI | Tue, 15 Jun

08:50

Second Sitting (2S)

Sleeper (SL)

AC 3 Tier (3A)

AC 2 Tier (2A)

AC First Class (1A)

Need Help? Ask DISHA

DEALS OF THE DAY

- To book e-ticket in the selected train, click on “**Book Now**” button.
- Passenger Reservation Page** will appear; check whether the train name, station names, class and journey date displayed on the page are same as desired by you.
- Enter the **Name of the Passengers, Age, Gender, Berth Preference** etc. details for each passenger.
- The maximum length of names should be restricted to 16 characters. If the Passenger is a senior citizen (60 years and above for male and 58 years and above for female) and wants to avail Senior Citizens' concession (40% of Base**

- After providing correct details, click on “**Continue**” button. To change any details related to Train, Class, Quota etc. “**Back**” button may be used.

- The ticket details, Total fare (including GST & Convenience Fee) and availability of berths at the particular time appear on the screen.
- To change any details related to Passengers, Back button may be used.
- After checking all details, **click on Continue button for Payment process.**

- All payment options are grouped under **specific categories (viz. Credit cards, Net banking, Wallets and Multiple payment service etc.)**
- Select the desired payment option from the displayed Payment Gateway menus.

- Click on **"Pay & Book"** button for redirection to selected Bank website.

1 Passenger Details
 2 Review Journey
 3 Payment

Payment Methods

IRCTC iPay (Credit Card/Debit Card/UPI)
Credit cards/ Debit cards / UPI (Powered by IRCTC)

Multiple Payment Service

Netbanking

Payment Gateway / Credit Card / Debit Card

Wallets / Cash Card

Back
Pay & Book

JOURNEY SUMMARY

LUCKNOW MAIL SPL(02230) Tue, 15 Jun
NEW DELHI → **LUCKNOW NE**
 NDLS (22:00) → LJN (06:50)
1 Adult | Second Sitting (2S) |
GENERAL | NEW DELHI

Passenger Details
 1. Pramod Bahera 53 yrs | Male

Contact Details
 Email: me*****@gmail.com
 Mobile: 91-9*****84

Fare Summary

Ticket Fare ₹ 190

Are you a Digital Marketer?
Brian Cugelman, PhD

12230
0/0
Secure Payments

Payment Methods

IRCTC iPay (Credit Card/Debit Card/UPI)

Multiple Payment Service

Netbanking

Payment Gateway / Credit Card / Debit Card

Wallets / Cash Card

State Bank of India

Federal Bank

Union Bank of India
Rs. 10/- per transaction

Punjab National Bank

Karur Vysya Bank

Karnataka Bank

ICICI Bank

IndusInd Bank

Kotak Mahindra Bank

Central Bank of India

Nepal SBI Bank Ltd.

South Indian Bank

City Union Bank

Canara Bank

Airtel Payments Bank

IDFC FIRST Bank

Back
Pay & Book

JOURNEY SUMMARY

LUCKNOW MAIL SPL(02230) Tue, 15 Jun
NEW DELHI → **LUCKNOW NE**
 NDLS (22:00) → LJN (06:50)
1 Adult | Second Sitting (2S) |
GENERAL | NEW DELHI

Passenger Details
 1. Pramod Bahera 53 yrs | Male

Contact Details
 Email: me*****@gmail.com
 Mobile: 91-9*****84

Fare Summary

Ticket Fare	₹ 190
Convenience Fee (Incl. of GST)	₹ 17.7
Travel Insurance (Incl. of GST)	₹ 0.49
Total Fare	₹ 208.19

Need Help? Ask DISHA

After successful payment and booking of accommodations, **Ticket Confirmation Page** will appear.

Congratulations! You have successfully booked a ticket
 Booking details will be sent to Email/Mob: **ch*****@irctc.com / 82*****46**

LUCKNOW MAIL (12230)		PNR: 2441515438	
22:05 NEW DELHI Fri, 30 Apr	08:40	06:45 LUCKNOW NR Sat, 01 May	
1 Adult Sleeper (SL) General Boarding at New Delhi			

[View Cancellation Policy](#)

Passenger Details			
1 PRAMOD BEHERA 53 yrs Male India Side Upper EPRPAS Pass Number - 11487			
Booking Status CNF	Coach \$5	Berth/WL No 72	Berth Type Side Upper

[Book Return/Onward Ticket](#)
[Book Another Ticket](#)

[Book Flight](#)
[Book ebedroll](#)
[Order Food](#)
[Book Retiring Room](#)
[Book Ho](#)

Book Free Train Tickets using Reward Points with IRCTC SBI Platinum Credit Card [Apply Now](#)

Deals & Offers on IRCTC: Explore Best Deals & offers on Credit Cards [Apply Now](#)

Get Connected with us on social networks

[f](#)
[y](#)
[i](#)
[in](#)
[o](#)
[d](#)
[t](#)

Authorized ID for travel

The provision for specifying ID proof at the time of booking an e-ticket has been dispensed with. The accommodation booked is not transferable and is valid only if one of the passenger booked on an e-ticket in a transaction presents any of the following identity cards:

1. Passport
2. Voter Photo Identity card issued by Election Commission of India.
3. Driving Licence issued by RTO.
4. Pan Card issued by Income Tax Department.
5. Photo Identity card having serial number issued by Central / State Government.
6. Student Identity Card with photograph issued by recognized School/College for their students.
7. Nationalized Bank Passbook with photograph.
8. Credit Cards issued by Banks with laminated photograph.
9. Printed Unique Identification card "Aadhaar" or downloaded Aadhaar (e-Aadhaar).
10. m-Aadhaar when shown through m-Aadhaar mobile app by the passenger on his/her mobile after entering the password is accepted as proof of identity for undertaking journey in any reserved class.
11. Photo identity cards having serial number issued by public sector Undertakings of State/Central Government, District Administrations, Municipal bodies and Panchayat Administrations.

12. 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).

For passengers other than Indian, their Country's Passport will constitute as sole authorized ID for travel.

The ID proofs should be carried in original during train journey and same will be accepted as proof of identity failing which the passengers will be treated as travelling without ticket and shall be dealt with as per extant Railway Rules.

Payment Options

Booking of tickets is subject to realization of fare and the convenience fee (including GST) from concerned Bank through the Payment Gateway. If any one of the Payment Gateway is not functioning, please try the other one available. The choice of Payment Gateway lies with you.

Ticket Confirmation Page: After successful payment, Ticket Confirmation Page will be display to you with successfully PNR Details along with an option to Print Ticket.

Booked Ticket History: if the "Ticket Confirmation Page" is not displayed on your monitor due to power failure or Internet link failure or any other reason, please click the Booked Ticket History under My Account >> My Transactions.

Booked Ticket History page contains all the details of the tickets booked by you. If the reservation desired by you finds a place in the above page, you can note down the transaction id, PNR and other details. You are also advised to check your e-mail or contact IRCTC, if necessary.

In case user fails to check his "booked Tickets", does a repeated transaction, also fails to cancel the ticket. The user shall have no right to claim the amount. The loss on this account shall not be borne either by IRCTC or by the Banks /Payment Gateways.

[Click Here](#) to know the list of payment options available along with bank / payment gateway transaction charges.

Charges: You are required to pay the cost of ticket and convenience fee (+ GST) as indicated in the reservation page through any one of the payment options provided on the page.

- You will be responsible for all charges, fees, duties, taxes and assessments arising out of your use of this Website

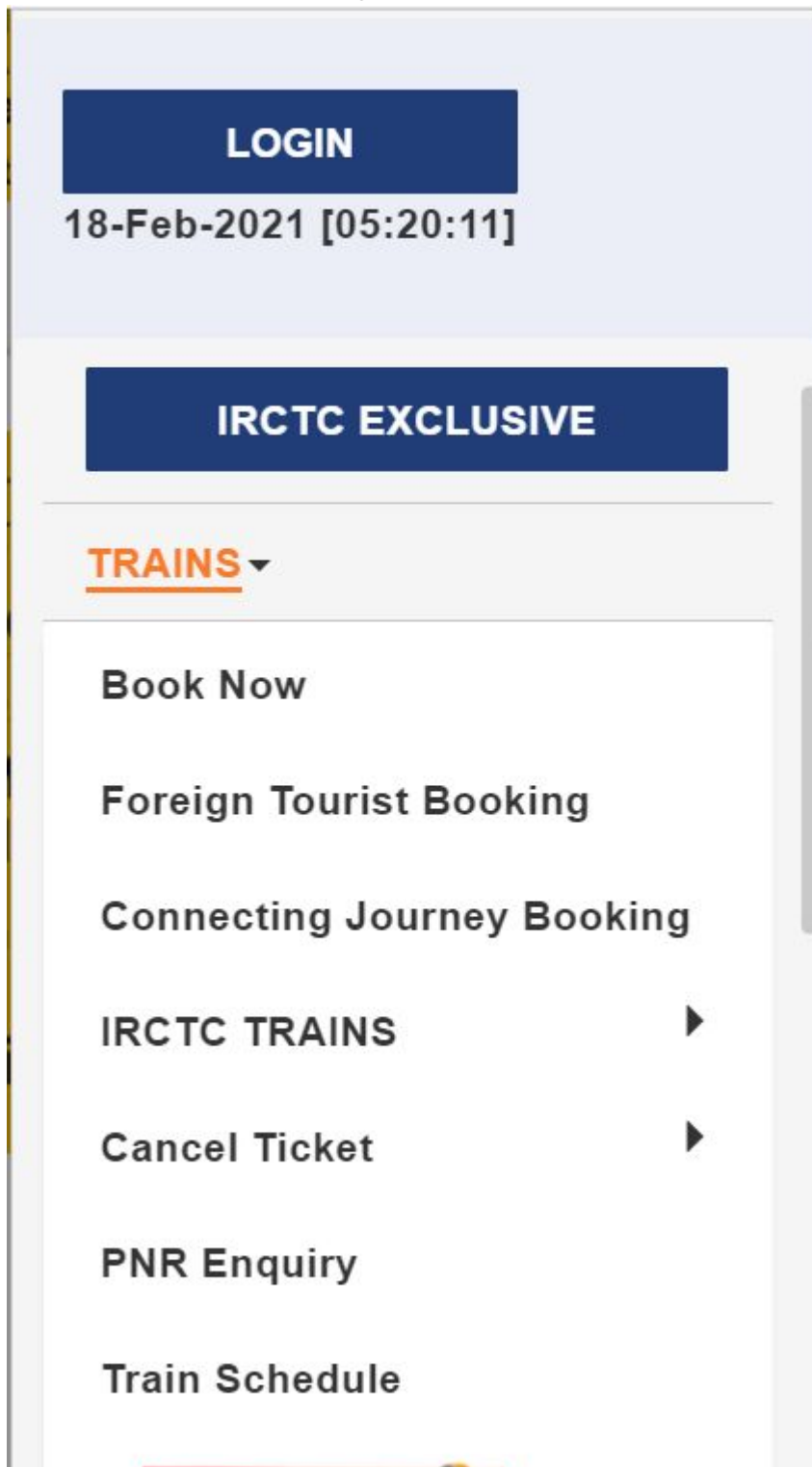
- Non-authorization of payment more than once by payment gateway for tickets booked by you is liable to result in deregistration of your account with this site, without any notice.

Tracking Ticket

Step 1: Find Your PNR Number

- Your PNR (Passenger Name Record)** number is a **10-digit code** printed on your ticket or e-ticket.

- It is used to check the booking status and seat confirmation.



- After clicking on the given tab, new window appears.
- This PNR number is issued as soon as you make a train booking on Indian Railways Reservation System.
- The PNR number provides complete travel details of the passengers along with the journey details.
- PNR status can also be check for railway reservation using SMS/phone: SMS PNR and send to 139 or call 139.
- PNR status on mobile on Paytm App/Website. PNR Status Enquiry at railway station counters.

- Check in Final reservation charts.
-

PNR Number :

Enter PNR number

Get Status

-
- Enter the 10 digit Unique PNR number in the given window and Click on **“Get Status”**.
 - PNR number gives you information about the booking status and current status of your railway ticket reservation, along with seat/coach position and other details about the train and your journey. For instance, if you have a Wait-listed seat at the time of booking and you want to know whether it is moved up the list or got confirmed, you can check for confirmation update using your PNR number. This current reservation status is also known as PNR Status.
 - You can access the following information by checking the PNR status:
 - Train name
 - Train number
 - Coach, seat number, and quota
 - Date of journey
 - Booking status (whether it is waitlisted, confirmed RAC, etc. at the time of reservation)
 - Current status (whether it is waitlisted, confirmed RAC, etc. at the time of checking)
 - Ticket charges
 - Class of travel (1 AC, 2 AC, CC, SL, etc.)
 - Status of Chart Preparation (Chart Prepared / Chart Not Prepared)
 - From (Station)
 - To (Station)
 - Boarding point

- The point up to which you have reservation

Ticket Details

Transaction ID :	100001181174581	PNR No. :	4442227187	Train No. / Name :	16307 / CANNANORE EXP
Date of Booking :	04-Mar-2018	Class :	CHAIR CAR	Quota :	GENERAL
Date of Journey :	01-May-2018	From :	ALLP	To :	BDJ
Boarding At :	ALLP	Date Of Boarding :	01-May-2018	Reservation Up to :	BDJ
Scheduled Departure :	14:55 Hrs				

Passenger Details

Sl. No.	Name	Age	Gender	Status	Coach	Seat / Berth / WL No
		35	Female	CHN	C1	29
		35	Female	CHN	C1	28

Fare Details

Distance :	296 KM
Ticket Fare :	Rs. 870.00
Service Charge (Inclusive of GST) :	Rs. 0.00
Travel Insurance Premium (Inclusive of GST) :	Rs. 0.00
Total Fare :	Rs. 870.00 *

* Payment Gateway charges as applicable.

Cancellation/Refund/Modification

E-Tickets Cancellation

E-Tickets (Reservations) can be cancelled only through Internet till Chart preparation of the train and it is not allowed at face to face Railway Counters. If the user wishes to cancel his e-Ticket, he can do so till the time of chart preparation for the train through the Internet.

- Registered User can log on to www.irctc.co.in and go to Booked Tickets link and select the ticket to be cancelled and can initiate the cancellation by selecting the passengers to be cancelled.
- Cancellation would be confirmed online and the refund would be credited back to the account used for booking as for normal Internet tickets. If there is any partial cancellation of ticket, please ensure that the modified ticket (Electronic Reservation Slip) is printed separately. Please note that IRCTC Convenience Fee collected against successful booking of e-ticket is non-refundable under any circumstances.

For details, please refer to the Indian Railways' rules for cancellation/Refund/Modification of Tickets.

Refund in Failed Transaction / Cancelled Tickets: Though IRCTC's payment reconciliation team works on a 24 x 7 basis, IRCTC offers no guarantees whatsoever for the accuracy or timeliness of the refunds reaching the Customers card/bank accounts. This is on account of the multiplicity of organizations involved in processing of online transactions, the problems with Internet infrastructure currently available and working days/holidays of financial institutions.

In case a passenger faces any problem in cancelling an E-Ticket online, He should apply for cancellation by sending the E-ticket details through email to etickets@irctc.co.in. IRCTC will process such cases with the Railways for grant of the due refund on behalf of the customer. The time taken and amount of refund granted in such cases is dependent on the merit of each case and is to be decided by the Railways and IRCTC will not be responsible for delays at the Railway end in any such case. Amount of Refund whenever received from the Railways shall be credited to the customer's account immediately.

On Cancellation of tatkal tickets –

- Partial cancellation of Tatkal e-tickets is allowed.
- No refund will be granted on cancellation of confirmed Tatkal tickets. For contingent cancellation & waitlisted Tatkal ticket cancellations, charges will be deducted as per existing Railway rules.

Please note that IRCTC Convenience Fee collected against successful booking of e-ticket is non-refundable under any circumstances.

Modification of Tickets

Change in Boarding Point: Through IRCTC's online eTicketing platform, customer can change/modify the Boarding station of already booked e-ticket prior to journey with extant limit as set by Indian Railways.

complaint procedure

Customer Care Numbers: 14646 OR 08044647999, 08035734999 (Language: Hindi and English) (24 X 7)

For Railway tickets booked through IRCTC:

General Information: <https://equery.irctc.co.in>

For Cancellation E-tickets: etickets@irctc.co.in

For IRCTC iMudra Prepaid Wallet & Card User: <https://equery.irctc.co.in>

For IRCTC SBI Cobranded Credit/Loyalty Card users: loyaltyprogram@irctc.co.in

Registered Office / Corporate Office

Indian Railway Catering and Tourism Corporation Ltd., B-148, 11th Floor, Statesman House,
Barakhamba Road, New Delhi 110001

Frequently Asked Question

Here are some frequently asked questions about the IRCTC website:

1. What documents are required to book an e-ticket?

You don't need to provide identity details while booking, but you must carry a valid photo ID while traveling.

Related Topics

[Authorised ID for travel](#)

2. How can I make a payment for an e-ticket?

IRCTC offers multiple payment options, including credit cards, net banking, wallets, and UPI.

Related Topics

[Payment Options](#)

3. How can I cancel an e-ticket, and how will I get a refund?

You can cancel your ticket online, and the refund will be processed based on IRCTC's cancellation policy.

Related Topics

[Cancellation/Refund/Modification](#)

4. What happens if I forget to carry my photo identity card?

You must carry a valid ID while traveling. Failure to do so may result in penalties or denial of travel.

Related Topics

[Rules and Policies](#)

5. Can I change the name of a passenger on a booked ticket?

Yes, name changes are allowed under certain conditions, such as government employees traveling on duty.

6. Can I book a Tatkal ticket?

Tatkal bookings are available for all classes except First AC and Executive Class.

Related Topics

[Ticket Booking](#)

7. Can I book a break-journey ticket?

Yes, IRCTC allows break-journey tickets under specific conditions.

Related Topics

[services](#)

8. **Can I book a student or other concession ticket?**

Some concessions are available for students and senior citizens, subject to eligibility.

9. **How can I postpone or prepone my journey?**

You can modify your journey date under certain conditions, but charges may apply.

Related Topics

[services](#)

10. **What are the compatible browsers for IRCTC?**

IRCTC recommends using updated versions of popular browsers like Chrome, Firefox, and Edge for a smooth experience.

You can find more details on the [IRCTC website](#).

Disclaimer

Indian Railways and IRCTC are not responsible for wrong booking due to incorrect details furnished by the customer.

Advertising Material: Parts of the Site contain advertising/other material submitted to www.irctc.co.in by third parties. Responsibility for ensuring that material submitted for inclusion on the Site complies with applicable International and National law is exclusively on the advertisers and IRCTC will not be responsible for any claim, error, omission or inaccuracy in advertising material.

Link to other sites: www.irctc.co.in may contain images of and links to third party Web sites ("Linked Sites"). The Linked Sites are not under the control of IRCTC and IRCTC is not responsible for the contents of any Linked Site, including without limitation any link contained in a Linked Site, or any changes or updates to a Linked Site. IRCTC is not responsible for web casting or any other form of transmission received from any Linked Site nor is IRCTC responsible if the Linked Site is not working appropriately. IRCTC is providing these links to you only as a convenience or value addition, and the inclusion of any link does not imply endorsement by IRCTC of the site or any association with its operators. The visitor is responsible for viewing and abiding by the privacy statements and terms of use posted at the Linked Sites.

Promotions: IRCTC does not endorse or guarantee on quality of any goods and services that are being promoted by the vendors of such goods and services through the medium of www.irctc.co.in. Any transactions with third parties including advertisers on this website or participation in promotions, including the delivery of and the payment for goods and services, and any other terms, conditions, warranties or representations associated with such dealings or promotions, are solely between you and the advertiser or other third party. IRCTC shall not be responsible or liable for any part of any such dealings or promotions.

Liability

Limitation of Liability: We shall not be liable to you save as expressly provided for in these terms and conditions and shall have no other obligations, duties or liabilities whatsoever in contract, tort or otherwise arising out of the use of the service or connection to the web site. To the maximum extent permitted by law, IRCTC and/or its respective suppliers hereby disclaims all warranties, terms and conditions with regard to this information, products and services including all implied warranties, terms and conditions, by statute, collaterally or otherwise, of satisfactory quality, fitness for a particular purpose, title and non-infringement in no event, shall IRCTC and / or its suppliers be liable for any loss of profit, loss of opportunity, loss of business, loss of revenue, wasted time, wasted costs, indirect, incidental, special or consequential loss arising out of, or in any way connected with the use of this Website or with the delay or inability to use this Web site or for any information, products and services obtained through this Website or otherwise arising out of the use of this website whether based on contract, tort, strict liability or otherwise, even if IRCTC or any of its suppliers has been advised of the possibility of damages.

Accuracy of Information: We shall use reasonable endeavors to check the accuracy of the information published on this web site. We give no warranty as to the accuracy of such information given on our web site and reserve the right to amend and vary the contents of this web site from time to time without notice. The IRCTC Sites/Services may contain links to third party Web sites ("Linked Sites"). The Linked Sites are not under the control of IRCTC and IRCTC is not responsible for the contents of any Linked Site, including without limitation any link contained in a Linked Site, or any changes or updates to a Linked Site. IRCTC is not responsible for web casting or any other form of transmission received from any Linked Site nor is IRCTC responsible if the Linked Site is not working appropriately. IRCTC is providing these links to you only as a convenience, and the inclusion of any link does not imply endorsement by IRCTC of the site or any association with its operators. You are responsible for viewing and abiding by the privacy statements and terms of use posted at the Linked Sites.

Any transactions with third parties including advertisers on this website or participation in promotions, including the delivery of and the payment for goods and services, and any other terms, conditions, warranties or representations associated with such dealings or promotions, are solely between you and the advertiser or other third party. IRCTC shall not be responsible or liable for any part of any such dealings or promotions.

Maximum Liability: The maximum amount of our liability to you for all loss or damage arising out of your use of our web site and the service whether in contract or tort (including any liability for negligence howsoever arising out of or in connection with the performance of our obligations in the provision of the web site and this service) shall be limited to the value of the ticket purchased for your use through this service.

Exclusion of Liability: We shall not be liable to you for any of the following types of loss or damage arising out of your use of our web site and the service whether in contract or tort (including any liability

for negligence howsoever arising out of or in connection with the performance of our obligations in the provision of the web site and this service):

- i. Loss of revenue, business, anticipated savings or profits; or
- ii. Any indirect or consequential loss howsoever arising.

Exclusion of other Warranties/Remedies: You acknowledge and agree that in entering into the Agreement, you do not rely on and shall have no remedy in respect of any statement, representation or warranty given by any person (including as to condition, quality and fitness for purpose). ALL warranties implied by statute, common law, custom or otherwise as to the standard of the service and the accuracy of any information (other than fraudulent misrepresentation) provided on this web site are hereby excluded.

Force Majeure: We shall not be liable to you in respect of any delay in performance of these terms and conditions or delay in performance or breach of the terms and conditions due to any event or circumstances beyond our reasonable control.

Privacy policy

IRCTC is committed to its esteemed user's privacy and security and to take steps designed to secure personal and financial information and to make all reasonable endeavors to keep the detail secure and private. As a general rule, this website/mobile application does not collect Personal Information about you when you visit the site. You can generally visit the site without revealing your Personal Information, unless you choose to provide such information.

Indian Railway Catering and Tourism Corporation Limited (IRCTC) is committed to maintain the trust and confidence of visitors to the website (www.irctc.co.in) and its Mobile Applications. Users may access or/and download the information or material outlined on www.irctc.co.in and its Mobile Applications only for personal and non-commercial use. The unauthorized use/ illegal use of the website/ mobile application is strictly prohibited.

IRCTC's eTicketing platform may use social media networks such as Facebook, Twitter etc. to share our information/videos for better convenience of the commuters and general public at large. IRCTC do not claim any responsibility nor shall any claim stand against IRCTC if any error/ inconvenience occurs while browsing it or any objection put on it by these site hosting organization/agencies at any time.

Site Visit Data:

This website/ mobile application records your visit and logs the following information for statistical purposes such as, your IP address, type of browser you use, type of operating system, date and time you access the site, webpages you have accessed, dates downloaded etc. This information may be used to track aggregate traffic patterns.

IRCTC eTicketing website and mobile applications does not automatically capture the specific personal information from you, (like name, phone number or email address), that allows us to identify the end user individually.

Cookies:

This site uses cookies to give you a personalized experience on the website and ensure that it is functioning effectively. In order to identify your interest in our products, and to track the effectiveness of advertising served by us, such cookies are used. This website does not collect any personal information during this process.

Browser controls:

Majority of the browsers will allow you to see what cookies you have, and delete them on an individual basis or block cookies from any particular or all websites. Basically, cookies allow ease of access, by logging you in without having to type your login name each time (only your password is needed). We may also use such cookies to display any advertisement(s) to you while you are on the Website or to send you offers (or similar emails – provided you have not opted out of receiving such emails) focusing on products which may be of your interest.

You should be aware that if the cookies are deleted, any preference you have set will be lost which includes your preference to opt-out from cookies, as this itself requires an opt- out cookie to have been set. Also, this may also lead to unavailability of some services.

Automatic Logging of Session Data:

Each time you access IRCTC eTicketing website / mobile applications, your session data gets logged. Session data may consist of various aspects like the IP address, operating system and type of browser software being used and the activities done by the User on the Website / Mobile application. We collect session data as it helps us analyse User's choices, browsing pattern including the frequency of visits and duration for which a User is logged on. It also helps us diagnose problems with our servers and lets us better administer our systems. The aforesaid information cannot identify any User personally. However, it may be possible to determine a User's Internet Service Provider (ISP), and the approximate geographic location of User's point of connectivity through the above session data.

Links to External Websites/Portals:

At many places in this IRCTC eTicketing website / mobile applications, you may find links to other websites/portals. These links have been placed for your information and convenience. When a user selects a link to an external portal, the user leaves the IRCTC eTicketing website / mobile application and is subject to the privacy and security policies of the owners/sponsors of the external portal/website. IRCTC is not responsible for the contents and reliability of the linked websites and does not necessarily endorse the views expressed in them. Mere presence of the link or its listing on this website / mobile application should not be assumed as endorsement of any kind. IRCTC does not guarantee that linked websites comply with Indian Laws. We cannot guarantee that these links will work all the time and we have no control over availability of linked pages.

Type of information collected:

Registration on the Website / Mobile Applications: Information which you provide while subscribing to or registering on the Website / mobile application, including but not limited to the information about your personal identity such as name, gender, marital status, age or Date of birth, Nationality etc., your contact details such as your email address, complete postal addresses, contact number etc.

Other information: We may also collect some other information including but not limited to:

Transactional history (other than banking details) about your e-commerce activities, buying behaviour.

Data either created by you or by a third party and which you wish to store on our servers such as image files, documents etc.

Information pertaining to any other traveller(s) for who you make a booking through your registered IRCTC account. In such case, you must confirm and represent that each of the other traveller(s) for whom a booking has been made, has agreed to have the information shared by you disclosed to us and further be shared by us with the concerned service provider(s).

USE OF YOUR PERSONAL INFORMATION:

We may also use your Personal Information for several reasons including but not limited to:

confirm your reservations with respective service providers;

keep you informed of the transaction status;

send booking confirmations either via SMS or WhatsApp or any other messaging service;

send any updates or changes to your booking(s);

allow our customer service to contact you, if necessary;

customize the content of our website, mobile site and mobile app;

request for reviews of products or services or any other improvements;

send verification message(s) or email(s);

validate/authenticate your account and to prevent any misuse or abuse.

Surveys:

We value opinions and comments from our Users and frequently conduct surveys, both online and offline. Participation in these surveys is entirely optional. Typically, the information received is aggregated, and used to make improvements to Website / mobile applications, services and to develop appealing content, features and promotions for members based on the results of the surveys. Identity of the survey participants is anonymous unless otherwise stated in the survey.

Marketing Promotions, Research and Programs:

Marketing promotions, research and programs help us to identify your preferences, develop programs and improve user experience. Personal Information collected by us for such activities may include contact information and survey questions. We use such Personal Information for survey information to develop promotions and product improvements. As a registered User, you will also occasionally receive updates from us about discounts in a product, special offers, new IRCTC services, other noteworthy items (like savings and benefits on airfares, hotel reservations, holiday packages, and other travel services) and marketing programs.

In addition, you may look forward to receiving periodic marketing emails, newsletters and exclusive promotions offering special deals.

From time to time we may add or enhance services available on the Website / Mobile Applications. To the extent these services are provided, and used by you, we will use the Personal Information you provide to facilitate the service(s) requested. For example, if you email us with a question, we will use your email address, name, nature of the question, etc. to respond to your question. We may also store such Personal Information to assist us in making the website / mobile Applications better and easier to use for our users.

Duration of keeping the Personal Information:

IRCTC will retain your Personal Information on its servers for as long as is reasonably necessary for the purposes listed in this policy. In some circumstances we may retain your Personal Information for longer periods of time, for instance where we are required to do so in accordance with any legal, regulatory, tax or accounting requirements.

WITH WHOM YOUR PERSONAL INFORMATION IS SHARED:

1. To our suppliers and Service Providers:

Your information shall be shared with the end service providers like Railways or any other suppliers who are responsible for fulfilling your booking. You may note that while making a booking with IRCTC you authorize us to share your information with the said service providers and suppliers. It is noted that IRCTC does not authorize the end service provider to use your information for any other purpose(s) except as may be for fulfilling their part of service. However, how the said service providers/suppliers use the information shared with them is beyond the purview and control of IRCTC as they process Personal Information as independent data controllers, and hence IRCTC cannot be made accountable for the same. You are therefore advised to review the privacy policies of the respective service provider or supplier whose services you choose to avail.

IRCTC does not sell or rent individual customer names or other Personal Information of Users to third parties except sharing of such information with our business / alliance partners or vendors who are engaged by us for providing various referral services and for sharing promotional and other benefits to our customers from time to time on the basis their booking history with us.

2. Companies in the same Group:

To improve personalization experience and service efficiency, we may, under controlled and secure circumstances, share your Personal Information with our affiliate or associate entities. This will enable us to provide you with information about various products and services, both leisure- and travel-related, which might interest you; or help us address your questions and requests in relation to your bookings. In addition, as part of business expansion/development/restructuring or for any other reason whatsoever, if we decide to sell/transfer/assign our business, any part thereof, any of our subsidiaries or any business units, then as part of such restructuring exercise customer information including the Personal Information collected herein shall be transferred accordingly.

3. Disclosure of Information:

In addition to the circumstances described above, IRCTC may disclose User's Personal Information if required to do so by law, required by any enforcement authority for investigation, by court order or in reference to any legal process, to conduct our business, for regulatory, internal compliance and audit exercise(s), to secure our systems or to enforce or protect our rights or properties of IRCTC or any or all of its affiliates, associates, employees, directors or officers or when we have reason to believe that disclosing Personal Information of User(s) is necessary to identify, contact or bring legal action against someone who may be causing interference with our rights or properties, whether intentionally or otherwise, or when anyone else could be harmed by such activities.

Such disclosure and storage may take place without your knowledge. In that case, we shall not be liable to you or any third party for any damages howsoever arising from such disclosure and storage.

FEEDBACK OPTION:

IRCTC provides an option to its users to post their experiences by way of reviews, ratings and general poll questions. The customers also have an option of complaining w.r.t to a service offered by IRCTC. Though the participation in the feedback process is purely optional, you may still receive emails, notifications (app, SMS, or any other messaging service) for you to share your review(s), answer questions posted by IRCTC. The reviews may be in written format. The reviews written or posted may also be visible on social media platform or Travel media platform.

PROMOTIONAL E-MAILS – OPTION TO UNSUBSCRIBE:

Promotional mailers are sent by IRCTC occasionally about Special packages, New Initiatives, Special Offers etc. Our New products and other Informative services will be very useful. If you wish not to receive them, please click on the unsubscribe or Opt out link or follow the instructions in each e-mail message.

HOW IS THE PERSONAL INFORMATION PROTECTED?

All payments on the website / mobile applications are secured. Website / Mobile Applications has stringent security measures in place to protect the loss, misuse, and alteration of the information under our control. Whenever you change or access your account information, we offer the use of a secure server. Once your information is in our possession we adhere to strict security guidelines, protecting it against unauthorized access.

AGE LIMIT TO TRANSACT WITH IRCTC:

You must be at least 18 years of age to transact directly with IRCTC and also to give your consent to the processing of your personal data.

CHANGES IN TERMS AND CONDITIONS / DISCLAIMER / PRIVACY POLICY:

IRCTC may change the terms and conditions and disclaimer set out above from time to time. IRCTC also reserves its rights to change or amend its privacy policy as per the management policy norms or Government of India guidelines from time to time.

By browsing this portal, the user accepts that he/she is bound by the current terms and conditions,

privacy policy and disclaimer and so the user checks these each time he/she revisits the portal. The information contained in this website / mobile application has been prepared solely for the purpose of providing information about IRCTC in public interest.

By accessing this website / mobile application, the user agrees that IRCTC will not be liable for any direct or indirect loss, of any nature whatsoever, arising from the use or inability to use website / mobile application and from the material contained in this website / mobile application or in any link thereof. The use of the website / mobile application or any incidental issue that may arise shall be strictly governed by the laws in force in India and by using this website / mobile application the user submits himself/herself to the exclusive jurisdiction of the courts in Delhi/New Delhi.

Who can I ask if I have additional questions?

Feel free to contact us any time and we'll answer any additional questions you may have.

Call us at 14646 OR 08044647999, 08035734999 (24x7 Hrs) (English and Hindi)

or

Raise query at <https://equery.irctc.co.in>

Rules and Policies

For Reservation Rules, please click Here-<https://www.indianrail.gov.in/enquiry/StaticPages/StaticEnquiry.jsp>

For Refund Rules, please click here-

<https://contents.irctc.co.in/en/Refundrule2015.pdf>

For Other Rules, please click here-

<https://www.indianrail.gov.in/enquiry/StaticPages/StaticEnquiry.jsp>

Use of Tickets

You must check your ticket for errors, if any, as soon as you receive it. If an error is noticed and the ticket does not comply with the information set out in the reservation page, you must inform us of the same immediately at Phone no. 14646 OR 08044647999, 08035734999 (24X7).

Exclusion of liability for cancellation of trains: Please note that in case of cancellation/diversion/termination short of destination of trains, the Indian Railways Rules apply which contain limitations and exclusions relating to the liability of the Indian Railways to the customer in respect of loss or damage

caused by the delay/diversion/termination short of destination and/or cancellation of any train, any missed connection, or closure of the Railway.

The IRCTC provides only the facility of interacting with the Indian Railway's PRS system through the Internet. The IRCTC is not responsible for providing train services or any other service through this site.

Termination

Our Termination Rights: We may at any time at our sole discretion and without giving any reason or any prior notice terminate or temporarily suspend your access to all or any part of the web site.

[*Entire Agreement*](#)

[*Third party rights*](#)

[*Website Contents*](#)

[*Materials Provided to IRCTC*](#)

[*Severability*](#)

[*Waiver*](#)

Governing Law

Indian Law and the courts of New Delhi, India govern this Agreement and your use of the web site. You hereby irrevocably consent to the exclusive jurisdiction and venue of courts in New Delhi, India in all disputes arising out of or relating to the use of the IRCTC Sites/Services. Use of the IRCTC Sites/Services is unauthorized in any jurisdiction that does not give effect to all provisions of these terms and conditions, including without limitation this paragraph.

Entire Agreement: This Agreement including any document referred to herein constitute the entire agreement between us and you in respect of your use of this service.

Third Party Rights: Nothing in this Agreement shall be taken as granting any rights expressly or implicitly whether contractual or statutory to persons other than you or us.

Website Contents: All content and software (if any) that is made available to view and/or download in connection with the IRCTC Sites/Services, excluding content and/or software that may be made available by end-users through a Communication Service, ("Software") is owned by and is the copyrighted work of IRCTC and/or its suppliers and is protected by copyright laws and international treaty provisions. Your use of the Software is governed by the terms of the end user license agreement, if any, which accompanies or is included with the Software ("License Agreement").

No part of this site shall be reproduced in any form whether electronically or otherwise without the prior consent of IRCTC Ltd. other than temporarily in the course of using the IRCTC service or to keep a record of transactions entered into using the service.

Materials Provided to IRCTC: IRCTC does not claim ownership of the materials you provide to IRCTC (including feedback and suggestions) or post, upload, input or submit to any IRCTC Site/Service or its associated services for review by the general public (each a "Submission" and collectively "Submissions"). However, by posting, uploading, inputting, providing or submitting your Submission you are granting IRCTC, its affiliated companies and necessary sub licensees permission to use your Submission in connection with the operation of their Internet businesses including, without limitation, the rights to: copy, distribute, transmit, publicly display, publicly perform, reproduce, edit, translate and reformat your Submission; and to publish your name in connection with your Submission.

No compensation will be paid with respect to the use of your Submission, as provided herein. IRCTC is under no obligation to post or use any Submission you may provide and IRCTC may remove any Submission at any time in its sole discretion. By posting, uploading, inputting, providing or submitting your Submission you warrant and represent that you own or otherwise control all of the rights to your Submission as described in this section including, without limitation, all the rights necessary for you to provide, post, upload, input or submit the Submissions.

Severability: Each of the provisions of these terms and conditions shall be separate and severable. Should any provision be invalid or unenforceable, it shall be severed from the terms and conditions, and the remaining provisions of these terms and conditions shall continue in full force and effect and be amended so far as possible to give valid effect to the intentions of the parties under the severed provision.

Waiver: The failure to exercise or delay in exercising any right or remedy under this Agreement shall not constitute a waiver of the right or remedy or a waiver of any other rights or remedies under this Agreement or at law. A waiver by us of any terms or conditions in any instance should not be considered to be a waiver of any term or condition for the future or of any subsequent breach.

No partnership: Nothing in this Agreement shall operate so as to create a partnership, joint venture, an agency relationship or employment of any kind between you and us.

All rights not expressly granted herein are reserved.

Your Obligations

General Obligations: You shall access our web site only for lawful purposes and you shall be responsible for complying with all applicable laws, statutes and regulations in connection with the use of our web site. This Website is for your personal and non- commercial use. You shall not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer

or sell any information, products or services obtained from this Website. You shall not create a hypertext link to the Website or "frame" the Website, except with the express advance written permission of IRCTC.

Information Provided: The information you provide in the Registration page must be complete and accurate. IRCTC reserves the right at all times to disclose any information as IRCTC deems necessary to satisfy any applicable law, regulation, legal process, or Governmental request.

Use of the Online Reservation Service and Mobile Reservation Service: You may only use this service to make legitimate bookings / reservations i.e., you may not use this service to book tickets for the purpose of commercial resale and profit. Without limitation, any speculative, false or fraudulent reservation or any reservation in anticipation of demand is prohibited.

Non-authorization of payment more than once by payment gateway for tickets booked by you is liable to result in deregistration of your account with this site, without any notice.

Customer Responsibility: You confirm to us that you are 18 years of age or above and have the legal capacity to enter into this Agreement with us and that all information you provide in respect of your use of the service is true and accurate to the best of your knowledge and belief. You are responsible for the security of your password and for all transactions undertaken using your password through our service. The Password entered by you is transmitted in one- way encrypted form to our database and stored as such. Thus the Password will not be known even to IRCTC. You confirm that you are the authorized holder of the credit card or the original account holder used in the transactions you make using the site and you alone use the "id" and "password" you have created in the site. Railways/IRCTC will not be responsible for any financial loss, inconvenience or mental agony resulting from misuse of your ID/ password/credit card number/account details number for booking tickets on this site.