



IRCTCs e-Ticketing Service
Electronic Cancellation 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/Partially confirmed E-ticket is valid for travel.

3. **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. Passengers travelling on a fully waitlisted e-ticket will be treated as Ticketless.**

4. 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).

5. 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

6. While booking this ticket, you have agreed of having read the Health Protocol of Destination State of your travel. You are again advised to clearly read the Health Protocol advisory of destination state before start of your travel and follow them properly.



PNR No: 8825394168	Train No. & Name: 12192 / JPB NZM SF EXP	Quota: GENERAL (GN)
Cancellation ID: 100000583239869	Date & Time Of Booking: 08-Feb-2022 11:16 HRS	Class: THIRD AC (3A)
From: GWALIOR(GWL)	Date of Journey: 09-Feb-2022	To: H NIZAMUDDIN(NZM)
Boarding At: GWALIOR(GWL)	Date of Boarding: 09-Feb-2022	Scheduled Departure: 09-Feb-2022 06:55 *
Resv. Upto: H NIZAMUDDIN(NZM)	Scheduled Arrival: 09-Feb-2022 12:20 *	Adult: 2 Child: 0
Passenger Mobile No: 8770136011		Distance: 306KM
Passenger Address	903,~KAILASH VIHAR~BEHIND S.P.OFFICE, CITY CENTRE, Bhopal, Madhya Pradesh - 474001	
Date Of Cancellation:	08-Feb-2022 22:43:20 HRS	



ई-दाखिल से उपभोक्ता आयोग में शिकायत करना हुआ और आसान

अब आप अपने घर बैठे <https://edaakhil.nic.in/edaakhil/> पर जाकर उपभोक्ता आयोग में अपनी शिकायत दर्ज कर सकते हैं



राष्ट्रीय उपभोक्ता फैलप्लाइन
14404 या 1800-11-4000
(दोनों नंबर टोल फ्री हैं)

FARE DETAILS :

Total Collected Fare	₹1220.0	Rupees One Thousand Two Hundred Twenty and Zero Paise
Cancellation Fee	₹620.0	Rupees Six Hundred Twenty and Zero Paise
Total Refund Amount	₹600.0	Rupees Six Hundred and Zero Paise

Convenience Fee per e-ticket irrespective of number of passengers on the ticket.

PASSENGER DETAILS :

SI No.	Name	Age	Sex	Booking Status	Current Status
1	SUNIL NIGAM	57	Male	CNF/B2/2/	CAN
2	RACHNA NIGAM	57	Female	CNF/B2/5/	CAN

Indian Railways GST Details :

Invoice Number : PS2282539416822 Address: Indian Railways New Delhi

Supplier Information		Recipient Information		Taxable Value	CGST		SGST/UGST		IGST		Total Tax
SAC Code	GSTIN	GSTIN	Name		Address	Rate	Amount	Rate	Amount	Rate	Amount
996421	07AAAGM0289C1ZL			581.15				5.0	28.85		28.85

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: 23(Madhya Pradesh) State Code/Name of Supplier : Delhi(DL)
Ticket Printing Time: 08-Feb-2022 22:43:58 HRS
IR recovers only 57% of cost of travel on an average.

**IRCTC OR ITS AFFILIATES NEVER ASK FOR YOUR PERSONAL BANK OR SECURITY DETAILS
PLEASE BE AWARE IF ANYONE IS ASKING FOR YOUR ATM PIN / OTP / CVV NUMBER**

www.irctc.co.in | @irctc

IMPORTANT :

1. For details, rules and terms & conditions of E-Ticketing services, please visit 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 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 produce/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 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, they are processed by Zonal Railways as per Railway Refund Rules.(detail available on 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 is granted automatically by the system. However, if the train is cancelled partially on its run or diverted and not touching boarding/destination station,

- passengers are required to file online TDR within 72 hours of scheduled departure of the train from passengers 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. PNR and train arrival/departure enquiry no. 139
19. National Consumer Helpline (NCH) Toll Free Number: 1800-11-400 or 14404
20. 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.
21. 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
22. General rules/ Information for e-ticket passenger have to be studied by the customer for cancellation & refund.
23. The FIR forms are available with on board ticket checking staff, train guard and train escorting RPF/GRP staff.

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

No charges for food or drinks is being collected with fare. As passenger service, provision for Ready to Eat food, Packed branded food and drinks is being made on trains/ stations, on payment basis. Passengers may purchase desired available items at MRP/ approved rates.

Information on Covid-19 Vaccination Programme

1. COVID-19 Vaccine is an injectable vaccine and is a safe vaccine.
2. COVID-19 vaccine will help to protect you, your family and communities from the Coronavirus.
3. COVID-19 vaccine provides immunity against the Coronavirus disease and reduces the risk of contracting the COVID-19 infection.
4. It is true that the COVID-19 vaccine has been developed in a short time frame, but it has undergone the protocols of various levels of trials, following due scientific processes and after due diligence.
5. Only registered beneficiaries will be vaccinated for COVID-19 vaccine. All beneficiaries have to be registered online. There will be no on-spot registrations at the vaccination site.
6. Once you have registered yourself, you will receive the vaccine in the selected location near your home.
7. All safety protocols including COVID Appropriate Behaviour (CAB) will be strictly followed in the vaccination centers and sites while providing the vaccine. .
8. While vaccines are now available for some people in the initial phase, it is critical that all of us continue to follow all the COVID Appropriate Behaviour, like use of masks, frequent handwashing with soaps and sanitizers, and maintaining physical distance of at least 6 feet (Do Gaj ki Door).

ONE NATION ONE RATION CARD

Under this scheme, migrant NFSAs beneficiaries can get their foodgrains from any Fair Price Shop in the country through their existing ration cards. Currently this facility is available in 32 States/UTs.



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