

**Waitlisted****Electronic Reservation Slip****Waitlisted**

- This E-Ticket Will only be valid along with an ID proof. If found traveling without ID Proof, Passenger will be treated as without ticket and charged as per extant Railway rules
- Valid IDs to be presented during train journey by one of the passenger booked on an e-ticket :- Voter Identity Card / Passport / PAN Card / Driving License / Photo ID card issued by Central / State Govt. / 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.
- General rules/ Information for e-ticket passenger have to be studied by the customer for cancellation & refund.
- PNRs having Fully waitlisted status will be dropped and names of the passengers will not appear on the chart. They are not allowed to board the train. If full waitlisted passengers are found travelling, they will be treated as without ticket and charged as per extant Railway rules.

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**New Delhi-Allahabad one-way (PNR: 2559652317)**

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**Journey details**

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Transaction ID	0440498979	Cleartrip Trip ID	1201094984
Train No & Name	14218 / Unchahar Exp	Date of journey	06 Mar, 2012
Class	AC 2 Tier (2A)	Date of boarding	06 Mar, 2012
From	Delhi (DLI)	To	Allahabad Jn (ALD)
Boarding	Delhi (DLI)	Reservation upto	Allahabad Jn (ALD)
Scheduled Departure	21:40 *	Total Fare	Rs. 925
Distance	648 km	Quota	General
Adults	1	Children	0
Date of Booking	09 Jan, 2012	Time of Booking	14:31
Passenger Mobile Number	7799221313		

\* Departure time printed on the ERS is liable to change. New time table from 01-Jul-2011.

**Passenger details**

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S. No.	Name	Age	Sex	Concession Code	Coach No/Seat No/Status	Berth
1	Ruchi Tiwari	21	Female	BLANK	RLWL - 5	

**Passenger address**

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Flat 404,SuryaPlanet Kondapur  
Hyderabad 500081  
AndhraPradesh  
India

**Agent Details**

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Principal Agent	Cleartrip Travel Services Pvt Ltd.
Sub Agent Name	-
Address	Cleartrip Unit No 001, Ground Floor, DTC Bldg,

Sitaram Mills Compound,  
N.M. Joshi Marg, Delisle Road,  
Lower Parel (E) Mumbai - 400011

Phone No

+91 22 41300300

Email ID

customercare@cleartrip.com

### Service charges

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IRCTC Service Fee	Rs. 20.00
Cleartrip Service Fee	Rs. 20.00
Transaction Fee	Rs. 17.37

### Important Instructions

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1. **PNRs having Fully waitlisted status will be dropped and names of the passengers will not appear on the chart. They are not allowed to board the train. If full waitlisted passengers are found travelling, they will be treated as without ticket and charged as per extant Railway rules.**
2. **New time table will be effective from 01-07-2011. Departure time printed in ERS is liable to change. Customers are requested to check with Railway enquiry.**
3. Train Numbers are changed w.e.f 20-12-2010 from 4 to 5 digits.
4. One of the passenger booked on an E-ticket is required to present any of the identity cards noted below in original during the train journey and same will be accepted as a proof of identity failing which all the passengers will be treated as travelling without ticket and shall be dealt as per extant Railway Rules. Valid Ids:- Voter Identity Card/Passport/PAN Card/Driving License/Photo ID card issued by Central/State Govt./Student Identity Card with photograph issued by recognized School/College for their students/Nationalised Bank Passbook with photograph/Credit Cards issued by Banks with laminated photograph.
5. The accommodation booked is not transferable and is valid only if one of the ID card noted above is presented during the journey. The passenger should carry with him the Electronic Reservation Slip print out. In case the passenger does not carry the electronic reservation slip, a charge of Rs.50/- per ticket shall be recovered by the ticket checking staff and an excess fare ticket will be issued in lieu of that.
6. E-ticket cancellations are permitted before preparation of chart. In case e-ticket is booked through an agent, please contact respective agent for cancellations.
7. **For Railway Enquiry Dial 139 or SMS 'RAIL' to 139.**
8. **Jago Yatri Jago.**

For catering related queries dial toll free no. 1800-111-139.

Helpline No: **+91 22 41300300** or Mail To: **traincs@cleartrip.com**

### Rules for Waitlisted E tickets passengers

#### a) Status of E-tickets after chart preparation

1. **Confirmed E ticket**-Wait-listed E- ticket where all passengers are confirmed at the time of charting.
2. **Partially waitlisted/Confirmed/RAC E ticket**-Wait-listed E- ticket where some passengers are confirmed/RAC and others are wait-listed at the time of charting.
3. **Fully waitlisted E tickets**-Wait-listed E- ticket where all passengers continue to be waitlisted at the time of charting.

#### b) Authorization to board the train

1. Passengers with **Confirmed E ticket** are permitted to board the train. Their names will appear on the chart.
2. Names of passengers with **Partially Waitlisted /Confirmed/RAC** will appear on the chart (including the Waitlisted passengers).
3. PNRs having **Fully waitlisted** status will be dropped and names of the passengers will not appear on the chart. They are not allowed to board the train. If full waitlisted passengers are found travelling, they will be treated as

They are not allowed to board the train. If full waitlisted passengers are found travelling, they will be treated as without ticket and charged as per extant Railway rules.

### c) Cancellation rules

1. **Confirmed E ticket** can be cancelled by passengers through internet before chart preparation only.
2. **Partially waitlisted/Confirmed/RAC E ticket** can be cancelled by passengers through internet before chart preparation only.
3. **Fully waitlisted E tickets** can be cancelled by passenger using internet before chart preparation. After chart preparation it will be cancelled by Railways and money refunded automatically.

### d) Refund rules

1. After chart preparation, Refunds for Confirmed E ticket will be processed on a receipt of mail from user/agent on the email id: traincs@cleartrip.com. It would then be processed offline and refund sanctioned by Railways would be credited back to user's account.
2. For refunds of Fully waitlisted E ticket after chart preparation, customer needs not to apply to IRCTC for cancellation and refund. Their tickets will be cancelled online by Railways and refund shall be credited to user/agents account automatically.
3. Partially waitlisted E-Ticket holders where part passengers have travelled & want to claim refund for the passengers who have not travelled are required to collect Guard certificate from TTE / Conductor of the coach. Refund will be processed after receiving mail from user/agent on the email id: traincs@cleartrip.com and the guard certificate in original at following address:

General Manager (Ops)  
IRCTC  
Internet Ticketing Centre,  
State Entry Road  
New Delhi 110055.

4. Submission of Guard certificate in original to IRCTC is also required for refund claim on account of A.C. failure/Coach not attached / Accommodation offered in lower class in addition to filing of TDR. Guard certificate can be obtained from TTE / Conductor of the coach.

### Other Instructions


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1. E-ticket passenger is permitted in the train against a berth/seat only when his name appears in the reservation chart failing which he can be treated as a passenger travelling without ticket
2. E-ticket cannot be cancelled after chart preparation through internet. After Chart preparation, refund will be processed through TDR refund process as per Indian Railways Refund rules. Submission of Guard certificate in original to IRCTC is also required for refund claim on account of A.C. failure/Coach not attached/Accommodation offered in lower class in addition to filing of TDR. Guard certificate can be obtained from TTE / Conductor of the coach.
3. If train is cancelled, E-ticket can be cancelled through internet by the user upto 3 days from the date of departure of the train.
4. Bank charges, if any, will be payable extra.
5. The compartment/cabin/coupe numbers for first ACC and first class will be allotted at the time of chart preparation.
6. For Train No. 2901 / 2902 (Gujarat Mail), Coach No. S2 to S6 will be attached / detached at Dadar
7. In case of I AC booking, Coach / Seat No. will be given at the time of charting.
8. The customer who has opted for auto-up gradation during booking of his/her e-ticket is requested to check the up-gradation chart before boarding the train.

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