IRCTC Customer Support Handbook

Welcome to IRCTC, your one-stop destination for all your railway travel needs! We are dedicated to providing excellent customer support to ensure your journey is smooth and hassle-free. If you have any queries or concerns, feel free to contact us at customersupport@irctc.co.in.

1. \*\*Ticket Booking:\*\*

- \*\*Q: "How can I book a train ticket?"\*\*

- \*\*A:\*\* You can book train tickets through the IRCTC website or mobile app. Simply log in to your IRCTC account, enter your journey details, select the train, and make the payment to confirm your booking.

- \*\*Q: "I didn't receive my ticket after booking. What should I do?"\*\*

- \*\*A:\*\* Check your registered email for the ticket confirmation. If you don't find it, log in to your IRCTC account and go to the "Booked Tickets" section to download or print your ticket.

2. \*\*PNR Status and Train Enquiry:\*\*

- \*\*Q: "How do I check the PNR status of my ticket?"\*\*

- \*\*A:\*\* You can check your PNR status on the IRCTC website or app. Enter your PNR number, and you'll get the latest status and information about your train journey.

- \*\*Q: "Can I inquire about the train schedule and route details?"\*\*

- \*\*A:\*\* Yes, you can find detailed information about train schedules, routes, and stops on the IRCTC website. Use the "Train Schedule" feature for comprehensive details.

3. \*\*Cancellations and Refunds:\*\*

- \*\*Q: "What is the cancellation process for train tickets?"\*\*

- \*\*A:\*\* Log in to your IRCTC account, go to the "Booked Tickets" section, and click on "Cancel Ticket." Follow the instructions to initiate the cancellation process.

- \*\*Q: "How long does it take to receive a refund after canceling a ticket?"\*\*

- \*\*A:\*\* Refunds are processed according to the IRCTC refund policy. It usually takes 5-7 working days for the amount to reflect in your account.

4. \*\*IRCTC Account Management:\*\*

- \*\*Q: "I forgot my IRCTC password. How can I reset it?"\*\*

- \*\*A:\*\* Click on the "Forgot Password" link on the login page. Follow the instructions sent to your registered email to reset your password securely.

- \*\*Q: "Can I update my personal details in my IRCTC account?"\*\*

- \*\*A:\*\* Yes, log in to your IRCTC account, navigate to the "Profile" section, and update your personal information, including contact details and communication preferences.

5. \*\*Travel Guidelines and Safety:\*\*

- \*\*Q: "Where can I find travel guidelines and safety information?"\*\*

- \*\*A:\*\* Visit the IRCTC website for travel advisories, safety guidelines, and COVID-19-related information. Ensure you follow the recommended safety protocols during your journey.

6. \*\*Promotions and Discounts:\*\*

- \*\*Q: "How can I avail discounts on train tickets?"\*\*

- \*\*A:\*\* Keep an eye on promotional offers and discounts on the IRCTC website. During the booking process, enter any applicable coupon codes to enjoy discounts.

7. \*\*Customer Support Hours:\*\*

- \*\*Q: "When is IRCTC customer support available?"\*\*

- \*\*A:\*\* Our customer support team is available seven days a week, from 8:00 AM to 8:00 PM (IST). For urgent inquiries, please contact us during these hours.

Thank you for choosing IRCTC for your train travel needs! We hope this handbook provides quick answers to your queries. For further assistance, don't hesitate to reach out to our dedicated customer support team. Happy travels!