



**IRCTCs e-Ticketing Service**  
**Electronic Reservation Slip (Personal User)**

1. You can travel on e-ticket sent on SMS or take a Virtual Reservation Message (VRM) along with any one of the prescribed ID in original. Please do not print the ERS unless extremely necessary. This Ticket will be valid with an ID proof in original. Please carry original identity proof. If found traveling without original ID proof, passenger will be treated as without ticket and charged as per extant Railway Rules.

2. Only confirmed/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: 6259296824	Train No. & Name: 12822 / DHAULI EXPRESS	Quota: GENERAL (GN)
Transaction ID: 100003033068523	Date & Time Of Booking: 15-Nov-2021 20:06:52 HRS	Class: SECOND SITTING (2S)
From: KHARAGPUR JN(KGP)	Date Of Journey: 04-Dec-2021	To: HOWRAH JN(HWH)
Boarding At: KHARAGPUR JN(KGP)	Date Of Boarding: 04-Dec-2021	Scheduled Departure: 04-Dec-2021 17:10 *
Resv. Upto: HOWRAH JN(HWH)	Scheduled Arrival: 04-Dec-2021 19:15 *	Adult: 1 Child: 0
Passenger Mobile No: 9104423822		Distance: 116KM
Passenger Address NS	Duplex No 16, Krishna Township, Opp VUDA FLATS, Near Signet Plaza, Gotri, Vadodara, GUJARAT - 390021	



## 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 हेल्पलाइन  
14404 वा 1800-11-4000  
(दोनों नंबर टोल फ्री हैं)

**FARE DETAILS :**

Ticket Fare **	₹ 90.0	Rupees Ninety and Zero Paise
IRCTC Convenience Fee (Incl. of GST) #	₹ 17.7	Rupees Seventeen and Seventy Paise
Total Fare (all inclusive)	₹ 107.7	Rupees One Hundred Seven and Seventy 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	MIHIR KUMAR	20	Male	CNF//D5/37	CNF/D5/37

Indian Railways GST Details :

Invoice Number : PS21625929682411 Address: Indian Railways New Delhi

SAC Code	GSTIN	Recipient Information			Taxable Value	CGST Rate	SGST Rate	IGST Rate	Total Amount
		GSTIN	Name	Address					
996411	07AAAGM0289C1ZL				90.0				0.00

**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: 0() State Code/Name of Supplier : Delhi(DL)

Ticket Printing Time: 01-Dec-2021 11:42:35 HRS

IR recovers only 57% of cost of travel on an average.



**IMPORTANT :**

As the booking is done in Special Train under COVID-19. Please check Salient features available in Alerts section on IRCTC eTicketing website or [Click here](#)

1. For details, rules and terms & conditions of E-Ticketing services, please visit [www.irctco.co.in](http://www.irctco.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.irctco.co.in](http://www.irctco.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 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 presc 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.irctco.co.in](http://www.irctco.co.in) by the user.

6. PNPs 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 se 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.irctco.co.in](http://www.irctco.co.in), they are processed by Zonal Railways as per Railway Refund Rules.(detail available on [www.irctco.co.in](http://www.irctco.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 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, sha admissible for confirmed passengers also subject to the condition that the ticket shall be cancelled online or online TDR shall be filed for all the passengers upto thirty minutes before the scheduled departure of the train

13. For Suvidha Train, W.e.f 20-Jan-2018, refund rule will be applicable as per General refund rule.

14. In case of Train Cancellation on its entire run, full refund will be granted automatically by the System. However, if the train is cancelled partially on its run, passengers are required to file TDR within 72hrs from sched

- departure of the train from the passenger's boarding station.
15. Passengers are advised not to carry inflammable/dangerous/explosive/articles as part of their luggage and also to desist from smoking in the trains.
16. Contact us on: - 24\*7 Hrs Customer Support at 0755-6610661, 0755-4090600 or Mail To: care@irctc.co.in.
17. Variety of meals available in more than 1500 trains. For delivery of meal of your choice on your seat log on to [www.ecatering.irctc.co.in](http://www.ecatering.irctc.co.in) or call 1323 Toll Free. For any suggestions/complaints related to Catering service 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](http://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 Indian Railway Act 1989. List of authorized agents are available on [www.irctc.com](http://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 NFSA 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.

