



- 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.
- 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".
- 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
- In case the ticket has been booked in advance before implementation of GST and the same is cancelled after implementation of GST, Refund amount due as per refund shall be refunded to passenger. However total amount of service change charged at the time of booking shall not be refunded to passenger in cash/ shall not be transferred in the account in which transaction took place in case of e-Tickets etc.
- Refund of service tax shall be made only after Ministry of Railways gets refund from the department. The cancelled ticket shall be treated be as credit note for getting refund of service tax amount.
- General rules/ Information for e-ticket passenger have to be studied by the customer for cancellation & refund.



PNR: 8107706434	Train No. & Name: 11301/UDYAN EXPRESS	Quota: GN
Transaction ID: 100001355973700	Date & Time of Booking: 14-Jul-2018 09:32:41 pm	Class of Travel: 3A
From: DADAR (DR)	Date of Journey: 15-Jul-2018	To: KSR BENGALURU (SBC)
Boarding: DADAR (DR)	Date of Boarding: 15-Jul-2018	Scheduled Departure: 15-Jul-2018, 08:25 Hrs*
Resv. Up to: KSR BENGALURU (SBC)	Scheduled Arrival: 16-Jul-2018, 08:50 Hrs*	2 Adults, 0 Children
Passenger Mobile No: 9738444899	Note: NA	Distance: 1144 km(s)
Paytm Booking ID: 5582057647		

## FARE DETAILS:

S.No.	Description	Amount (In Rupees)	Amount (In Words)
1	Ticket Fare **	2450	Two Thousand Four Hundred Fifty Rupees Only
2	IRCTC Service Charges (Incl. of GST) #	0	Zero Rupees Only
3	Travel Insurance Premium (Incl. of GST)	0	Zero Rupees Only
4	Paytm Service Charges (Incl. of GST) #	0	Zero Rupees Only
5	Payment Gateway Charges	10	Ten Rupees Only
6	Total Fare	2460	Two Thousand Four Hundred Sixty Rupees Only

\*\* Inclusive of GST

# Service charges per e-ticket irrespective of number of passengers on the ticket.

## PASSENGER DETAILS:

S.No.	Name	Age	Gender	Concession Code	Booking Status/Current Status/Coach No./ Seat No.
1	Prabha	55	F		CNF/B2/6
2	Jitesh	30	M		CNF/B2/8
3					
4					
5					
6					

This ticket is booked on a personal user id and cannot be sold by an agent, if bought from an agent by any individual. It is at his/her own risk.

## PRINCIPLE SERVICE PROVIDER DETAILS:

Principal Agent: One97 Communications Ltd.	E-Mail Id: care.trains@paytm.com
Contact Number: 95553 95553	Address: B-121, Sector 5, Noida - 201301

## GST DETAILS:

Invoice Number: PS18810770643411

SAC Code	Supplier Information		Recipient Information			Taxable Value	CGST		SGST/UGST		IGST		Total Tax
	GSTIN	State Code/Name	GSTIN	State Name	Address		Rate	Amt	Rate	Amt	Rate	Amt	
996421	07AAAGM0289C1ZL	27/Maharashtra	NA	NA	NA	2333.5	2.5	0	2.5	0	5	116.5	116.5

## IMPORTANT:

- Only confirmed/RAC/Partially confirmed E-ticket is valid for travel. 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. Travelling on a fully waitlisted e-ticket is illegal.
- For details, rules and terms & conditions of E-Ticketing services, please visit [www.irctc.co.in](http://www.irctc.co.in)
- \* New Time Table is effective from 01-10-2017. Departure time printed on this ERS/VRM is liable to change. Please Check correct departure from Railway Station Enquiry, Dial 139 or SMS 'RAIL' to 139.
- 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](http://www.irctc.co.in) under heading Refund Rule--> Cancellation of Ticket and Refund Rules 2015.)
- The accommodation booked is not transferable and is valid only if the ORIGINAL ID card prescribed is presented during the journey. The ERS/VRM/MRM 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 produced/display ERS/VRM 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.
- E-ticket cancellations are permitted through respective agent website only.
- PNRs having fully waitlisted status will be dropped and the names of the passengers will not appear on the chart. They are not allowed to board the train. However the names of PARTIALLY waitlisted/confirmed and RAC will appear in the chart.

- 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.
- 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
- 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 General Information.
- In premium special train cancellation is not allowed.
- 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.
- 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.
- 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.
- For Suvidha Train, only 50% refund is allowed in case of cancellation of Confirm/RAC tickets upto 6 hours before the scheduled departure of the train or preparation of chart whichever is earlier.
- In case of Train Cancellation, 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 schedule departure of the train from the passenger's boarding station.
- Passengers are advised not to carry inflammable/dangerous/explosive/articles as part of their luggage and also to desist from smoking in the trains.
- 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)
- Railway Security Helpline No.182
- ALL India Passenger Helpline no 138
- PNR and train arrival/departure enquiry no. 139
- To report unsavoury situation during journey, Please dial railway security helpline no. 182
- 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.
- 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
- Contact us on: 24\*7 Hrs Customer Support at 95553-95553 or www.paytm.com/care.

## General Rules/ Information for E-ticket passengers

### a) Status of E-tickets after Chart preparation :

1. Confirmed E ticket -E-ticket where all passengers are confirmed.
2. Partially waitlist/Confirmed/RAC E ticket -E-ticket where some passengers are confirmed/ RAC and other wait-listed.
3. Fully waitlisted E tickets -E-ticket where all passengers are waitlisted.

### b) Authorization to board the train :

1. Passengers with confirmed E ticket are permitted to board the train. Their names will appear on the reservation chart.

### c) Name of passengers with Partially Waitlisted /Confirmed/RAC will appear on the chart (including the waitlisted passengers in the partially waitlist ticket).

### d) Cancellation & refund rules :

1. Confirmed E-ticket before chart preparation: E-ticket can be cancelled online and the amount will be refunded electronically to the respective agent s account used for booking.
2. Confirmed E-ticket after chart preparation: Cancellation/ Refund request received after preparation of chart are forwarded by IRCTC to concerned railway for manual processing. Refund amount received from concerned railway will be credit back to the respective agent s account used for booking by IRCTC.
3. Partially waitlisted E-ticket before chart preparation: E-ticket can be cancelled online and the amount will be refunded electronically to the respective agent s account used for booking.
4. Partially waitlisted E-ticket after chart preparation: E-ticket cannot be cancelled online after chart preparation. Partially waitlisted e-ticket holder where part passengers have travelled and want to claim refund for passengers who have not travelled is required to send the original certificate issued by TTE / Conductor in lieu of the same to IRCTC after filing online refund request through the respective agent. The partially waitlisted e-ticket holder where no passengers have travelled & wants to claim refund is required to file online refund request through respective agent. It would then be forwarded to concerned railway and refund received from Railways would be credited back electronically to the respective agent s account used for booking by IRCTC.
5. If the ticket is partially waitlisted/ Confirmed/ RAC at remote location chart preparation then E-ticket cannot be cancelled online. It is required to file refund request online for claiming refund through the respective agent. It would then be processed offline and refund received from Railways would be credited back electronically to the respective agent s account used for booking by IRCTC.

### e) Dynamic fare pricing:

Dynamic fare stands for the fare component which may be increased with the subsequent bookings in Premium special train.

1. No concession shall be applicable on this train.
2. Only end to end, GN quota bookings will be applicable.
3. Cancellation is not allowed. However, ticket can be cancelled and full refund is admissible if the train is cancelled by Indian Railways.
4. For any reason, if berth cannot be given to passenger by Indian Railways on booked PNR, full refund shall be granted to the passenger through TDR.
5. Agents will not be allowed to book tickets in trains with dynamic pricing.

f) If train is cancelled, E-ticket can be cancelled online up to 3 days from the date of departure of the train through the respective agent s account used for booking.

g) Bank charges, if any, will be payable extra. (For details of bank charges kindly refer to Terms and Conditions on www.irctc.co.in )

h) The Compartment/ Cabin/ Coupe/ Coach/ Seat numbers for first AC and First class will be allotted at the time of chart preparation.

i) 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.

j) IRCTC Service Charge for E-Ticket (Incl. of GST)- Non-refundable:

Class	Service Charge
SL/2S	0
1AC/2AC/3AC/CC/3E/FC	0

k) Agent(Paytm) Service Charge for e-ticket (Incl. of GST)- Non-refundable:

Class	Service Charge
SL/2S	0
1AC/2AC/3AC/CC/3E/FC	0

**Customer Support- Contact us at 95553 95553 or www.paytm.com/care**