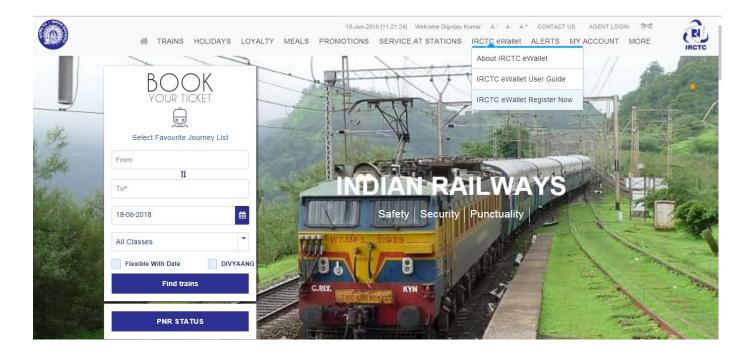
#### **IRCTC eWallet User Guide**

#### **About IRCTC eWallet**

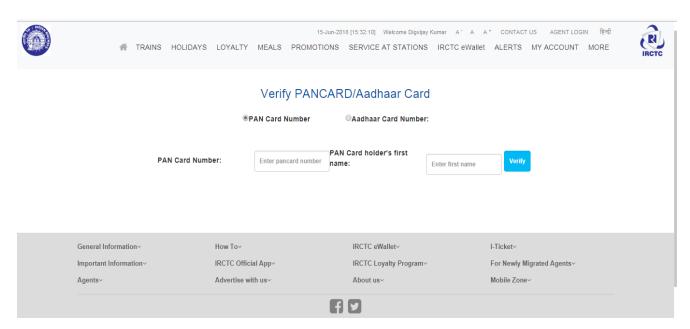
• IRCTC eWallet is a scheme under which user can deposit money in advance with IRCTC and can be used as payment option along with other payment options available on IRCTC for paying money at the time of booking tickets.

# **IRCTC eWallet Registration**

- Login by submitting your username and password on IRCTC eTicketing website.
- Click "IRCTC eWallet Register Now" link under "IRCTC eWallet" section.



User will have option to verify PAN or Aadhaar for IRCTC eWallet registration.

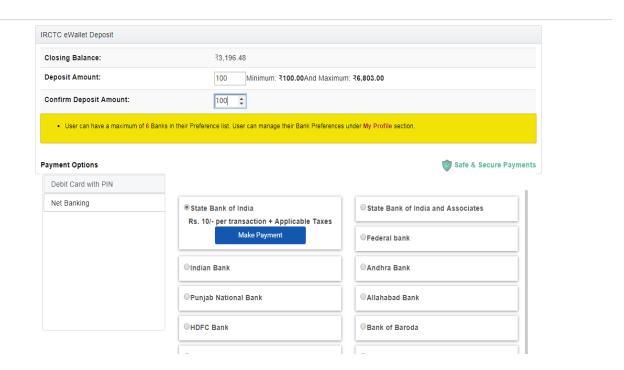


Verification can be done through PAN or Aadhaar. Please provide correct information for successful verification. In case of verification through Aadhaar, KYC response will be stored in user's IRCTC profile.

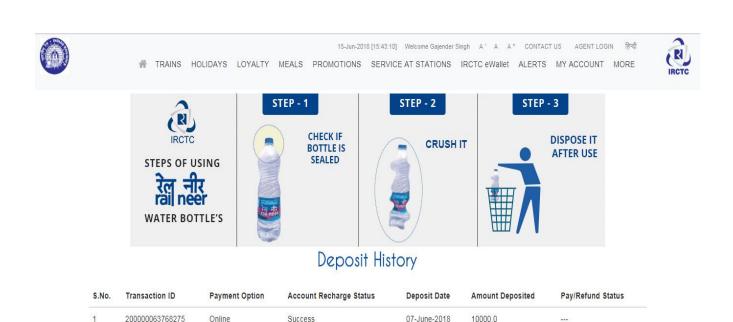
- After verification process, payment page will appear for payment of IRCTC e-Wallet Registration fee.
- Create a Transaction Password required at the time of booking and reconfirm the same password in the textbox provided.
- Select the Bank for the payment of Registration Fee from the list of payment options available.
- Registration Fee is non-refundable.
- After successful payment, the User will be logged out and a successful registration message is provided.

## **IRCTC eWallet Deposit**

- Login by entering your user name and password.
- To deposit the amount in the IRCTC eWallet account click on 'IRCTC eWallet DEPOSIT' link on the
  Left Navigation Bar. Select option and enter the amount to be deposited and reconfirm the same
  amount. The deposit amount should be more than the minimum amount (Rs 100/-) and less than
  the maximum limit (Rs 10000 Current Balance).
- Select the payment option from dropdown list and Click on submit button for payment.



- User can deposit minimum amount of Rs. 100/- and maintain maximum amount of Rs.10000/- in his eWallet account.
- Deposit amount is non-refundable.
- After the successful deposit, successful payment message will be provided.
- To check the status of deposit IRCTC eWallet account, click 'DEPOSIT HISTORY' link on the left navigation bar. Enter the profile password and click 'Go' button.
- User will be redirected to 'Deposit History' page where status of all the IRCTC eWallet Deposit Amount will be provided.
- In case amount debited from customer's bank account and deposit not reflecting in IRCTC eWallet account, amount will be refunded to customer bank account after confirmation from concerned Bank to IRCTC.



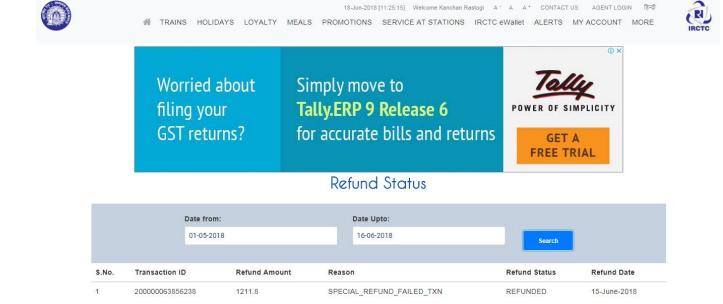
#### **IRCTC eWallet Transactions**

- All of the IRCTC eWallet booking transactions can be accessed by clicking on this link.
- Members will be able to view bookings by their Date of Journey or Booking Date.
- Details of the booking can be viewed by clicking Transaction ID.



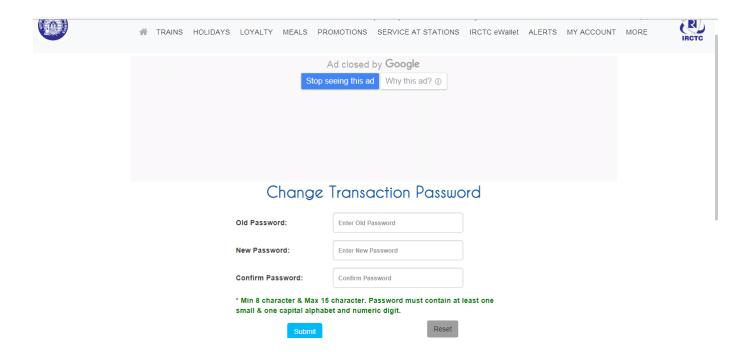
#### **IRCTC eWallet Refund Status**

- Refund status of IRCTC eWallet bookings can be accessed by clicking on this link.
- Details of the booking can be viewed by clicking Transaction ID.



# **IRCTC eWallet Change Transaction Password**

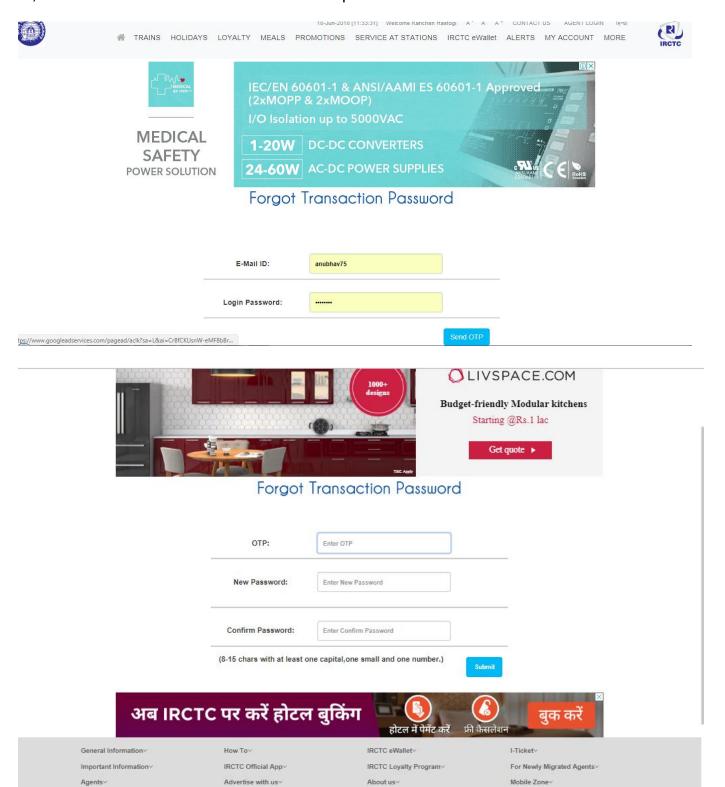
Users can change their transaction password from this link.



## **IRCTC eWallet Forgot Transaction Password**

Users can reset IRCTC eWallet Transaction password from link under Tab, MY ACCOUNT >> My Profile >> Forgot Transaction Password:

- 1) Enter IRCTC Registered eMail id.
- 2) Enter IRCTC user Login Password.
- 3) Enter send OTP button.
- 4) Enter OTP received on IRCTC Registered Mobile.
- 5) Enter New Password and Confirm same password.

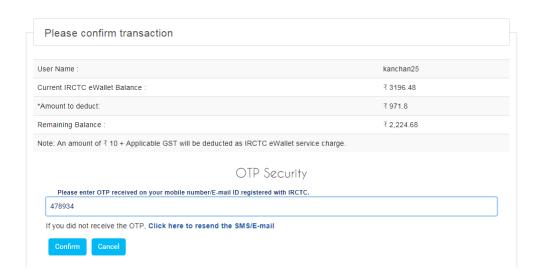


## Using IRCTC eWallet as a payment option for booking Railway Tickets

Once the user plans the travel and reaches the Payment Gateway page, he gets to see IRCTC eWallet as a payment option amongst other payment options.

User can have a maximum of	f 6 Banks in their Preference list. User can manage their Bank Preferences under My Profile section.	00000
Payment Options  Preferred Bank	Safe & Secure Payments	
BHIM/ UPI/ USSD  Multiple Payment Service	Your IRCTC eWallet balance is ₹3,196.48  Transaction Password	MAHAMANA EXP (22418) Sleeper (SL) (SL), GENERAL Quota, 2 Travellers
Debit Card with PIN  Net Banking		Ticket Fare:
Bharat QR / Scan & Pay Wallets / Cash Card		
IRCTC Prepaid IRCTC eWallet		*Ticket fare includes total GST of₹0.00
Pay-On-Delivery/Pay later  Payment Gateway /Credit /Debit Cards		00000

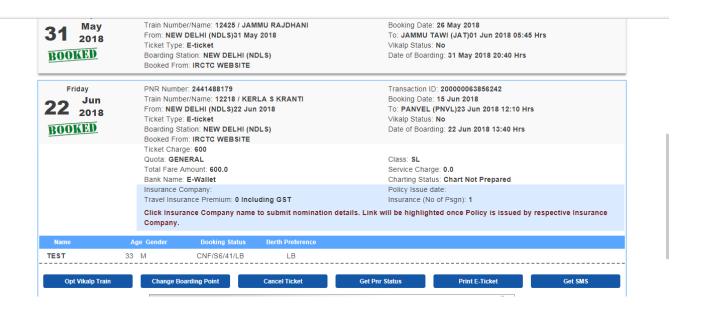
User has to submit transaction password on the payment page, wherein he will be able to see the available IRCTC eWallet account balance also. The amount will be debited from the IRCTC eWallet account and redirected to the confirmation page for submission of OTP.

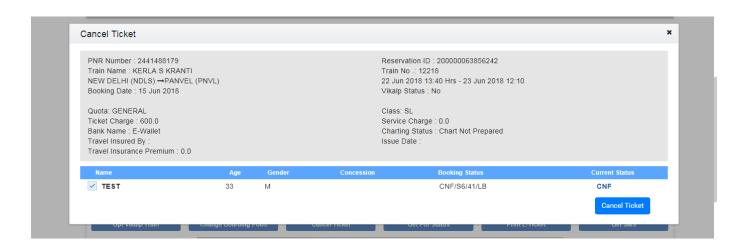


User has to provide OTP received on mobile number or e-mail id registered with IRCTC to confirm the transaction. For every IRCTC eWallet transaction an additional IRCTC eWallet Transaction charge of Rs 10/- + applicable taxes will be deducted. Booking will be allowed only when ticket amount is less than the balance amount.

## **Cancellation of bookings done using IRCTC eWallet**

- Users can opt for Ticket Cancellation from "Booked Ticket History" link under "My Transaction".
- Details of the Transaction can be viewed by clicking Transaction ID.





• Refund amount is credited back to IRCTC eWallet account.