

**Electronic Reservation Slip****BIRDRES****IRCTC e-Ticketing Service**

1. This ticket will only be valid along with an ID proof in original. If found travelling without ID Proof, Passenger will be treated as without ticket and charged as per extant Railway rules.
2. 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/Municipal bodies and Panchayat Administrations which are having serial number/Unique Identification Card "Aadhaar".
3. General rules/ Information for e-ticket passenger have to be studied by the customer for cancellation & refund.

PNR No. : 4644946235	Train No. & Name : 12658 /CHENNAI MAIL#	Quota : General
Transaction ID : 100000849309134	Date & Time of Booking : 22 May 2017 17:15 Hrs.	Class of Travel : 2A
From : BENGALURU CITY (SBC)	Date of Journey : 10-Jun-17	To : CHENNAI CENTRAL (MAS)
Boarding : BENGALURU CITY (SBC)	Date of Boarding : 10-Jun-17	Scheduled Departure : 22:40
Resv. Up to : Chennai Central (MAS)	Scheduled Arrival : 04:45	Adult : 1 Child : 0
Passenger Mobile No : 9844961561		Distance : 362 KM

FARE DETAILS:

1	Ticket fare **	Rs.925.00	Rupees Nine Hundred Twenty Five Only.
2	IRCTC Service charges #	Rs.0.00	Rupees Zero Only
3	Travel Insurance Premium (Incl. of Service Tax)	Rs.0.00	Rupees Only.
4	PG Charges	Rs.6.93	Rupees Six and Ninety Three Paise Only
5	Agent Service charges #	Rs.40.00	Rupees Forty Only.
6	Total	Rs.971.93	Rupees Nine Hundred Seventy One and Ninety Three Paise Only

** Inclusive of Service Tax - Rs 40.00 Only

Services charges (inclusive of Service Tax) per e-ticket irrespective of number of passengers on the ticket

PASSENGER DETAILS:

S.No	Name	Age	Sex	Concession Code	Booking Status/Current Status/Coach No./Seat No.
1	Vittal Kamkar	29	Male		CNF / CNF / A2 / 40 / UB
2					
3					
4					
5					
6					

AGENT DETAILS:

PSP's Name : Birdres	Corporate Name: UGATBBLR
RSP's Name : SURINDER KUMAR	E-mail ID : surinder@uniglobeatb.com
Contact No. : 9880229776	
Address : FLAT 204 DS MAX SPARKLESHREE K NARAYANPURABangalore Karnataka560077 India	

IMPORTANT:

1. For details, rules and terms and conditions of ETicketing services, please visit www.ircet.co.in.
2. *New Time Table will be effective from 1Oct2016. Departure time and Arrival Time printed on this ERS/VRM is 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 12Nov2015 (details available on www.ircet.co.in under heading Refund Rule> Cancellation of Ticket and Refund Rules 2015.)
4. 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 eticket 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.
5. E-ticket cancellations are permitted through respective agent only.
6. 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 namesof PARTIALLY waitlisted/confirmed and RAC will appear in the chart.
7. Obtain certificate from the TTE /Conductor in case of (a) PARTIALLY waitlisted eticket 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 Delhi110055 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.ircet.co.in, they are processed by Zonal Railways as per Railway Refund Rules.(detail available on www.ircet.co.in under heading General Information.
10. In premium special train cancellation is not allowed.
11. 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.

12. 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.
13. In case, on a party eticket or a family eticket 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.
14. 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.
15. 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.
16. Passengers are advised not to carry inflammable/dangerous/explosive/articles as part of their luggage and also to desist from smoking in the trains.
17. Contact us on: 24* 7 Hrs Customer Support at 01123340000/ 01139340000, Chennai Customer Care 044 – 25300000 or Mail To: care@irctc.co.in.
18. 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. 1800111321 (07.00 hrs to 22.00 hrs)
19. Railway Security Helpline No.182
20. ALL India Passenger Helpline no 138
21. PNR and train arrival/departure enquiry no. 139
22. To report unsavoury situation during journey, Please dial railway security helpline no. 182
23. All the Terms and conditions specified will be applicable in case of opting Travel Insurance facility. Please Refer Travel Insurance's Terms & Conditions available or Home page of www.irctc.co.in website.
24. Never purchase eticket from unauthorized agents or persons, using their personal IDs for commercial purposes. Such tickets are liable to be forfeited under section (143) of the Indian Railway Act 1989. List of authorized agents are available on www.irctc.com ETicket Agent Locator
25. BirdRes Customer Care: 011-46092654 or Email To: contact@birdres.com

General Rules/ Information for E-ticket passengers

- a. Status of Etickets after Chart preparation :
 1. Confirmed E ticket Eticket where all passengers are confirmed.
 2. Partially waitlist/Confirmed/RAC E ticket Eticket where some passengers are confirmed/ RAC and other waitlisted.
 3. Fully waitlisted E tickets Eticket where all passengers are waitlisted.
- b. Authorization to board the train :
 1. Confirmed E ticket Eticket where all passengers are confirmed.
 2. Name of passengers with Partially Waitlisted /Confirmed/RAC will appear on the chart (including the waitlisted passengers in the partially waitlist ticket).
- c. Cancellation and refund rules :
 1. Confirmed Eticket before chart preparation : Eticket can be cancelled online and the amount will be refunded electronically to the respective agent's account used for booking.
 2. Confirmed Eticket 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 credited back to the respective agent's account used for booking by IRCTC.
 3. Partially waitlisted Eticket before chart preparation : Eticket can be cancelled online and the amount will be refunded electronically to the respective agent's account used for booking.
 4. Partially waitlisted Eticket after chart preparation : Eticket cannot be cancelled online after chart preparation. Partially waitlisted eticket 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 eticket holder where no passengers have travelled and wants to claim refund is required to file online refund request through the 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 Eticket 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.
- d. 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.
- e. If train is cancelled, Eticket 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 .
- f. Bank charges, if any, will be payable extra.(For details of bank charges, kindly refer to Terms and Conditions on www.irctc.co.in)
- g. The Compartment/ Cabin/ Coupe/ Coach/ Seat numbers for first AC and First class will be allotted at the time of chart preparation.
- h. The customer who has opted for autoup gradation during booking of his/her eticket is requested to check the upgradation chart before boarding the train.
- i. IRCTC Service Charges (Incl. of Service Tax) (not refundable):

Class	Service Charges
SL/2S	Rs.0.0/-
1AC/2AC/3AC/CC/3E/FC	Rs.0.0/-
- j. Agent service charge (inclusive of service tax)(not refundable):

Class	Service Charges
SL/2S	Rs.20.00/-
1AC/2AC/3AC/CC/3E/FC	Rs.40.00/-

Thank you for using IRCTC's Services