

	GSTIN	State Code/Name	GSTIN	Name	Address		Rate	Amount	Rate	Amount	Rate	Amount	
		/				0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

SERVICE PROVIDER DETAILS:

Principal Agent: Ibibo Group Private Limited	E-Mail Id: customer@goibibo.com
Contact Number: 0124-6280407	Address: ibibo Group, Pearl Towers, Plot No 51, Sector 32, Gurgaon-122002.

Acronyms: **RLWL:** REMOTE LOCATION WAITLIST **PQWL:** POOLED QUOTA WAITLIST **RSWL:** ROAD-SIDE WAITLIST

[View & Manage Booking](#)

Visit the MyTrips Section

View your booking, get PNR updates, track your train live, cancel tickets & track refund on our App.



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Need Help? Chat with us

Reach our 24*7 support for queries related to PNR, seats, coach, cancellation, and much more



[Chat with Us](#)



Look for the Trips section on our app to completely manage and modify your booking online.

REACH OUT TO US

 **Goibibo Numbers**
0124 628 0407 from all major operators

IMPORTANTANTS

- For details, rules and terms & conditions of E-Ticketing services, please visit www.irctc.co.in.
- *New Time Table will be effective from 1-Oct-2020. 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.
- 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 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/displ ay 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.
- 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 Important Information-->Refund Cancellation Rules.
- Confirmed ticket can be cancelled up to 30 minutes before scheduled departure of the train. However, no refund shall be granted on cancellation of confirmed ticket after 4 hours before the scheduled departure of train.
- RAC/partially confirmed Ticket can be cancelled up to 30 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 up to 30 minutes before the scheduled departure of the train.
- For Suvidha Train, W.e.f. 20-Jan-2018, refund rule will be applicable as per General refund rule.
- In case of Train Cancellation, full refund will be granted automatically by the System.
- 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)
- FOR MEDICAL EMERGENCY/FIRST AID, CONTACT TICKET CHECKING STAFF/GUARD OR DIAL 138.(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
- Beware of fraudsters** : Please do not share your personal banking and security details like passwords, CVV, etc. with any third person or party claiming to represent Goibibo. For any query, please reach out to Goibibo on our official customer care number.

GENERAL RULES/ INFORMATION FOR E-TICKET PASSENGERS

a) Status of E-tickets after Chart Preparation

- Confirmed E ticket -E-ticket where all passengers are confirmed.
- Partially waitlist/Confirmed/RAC E ticket -E-ticket where some passengers are confirmed/ RAC and other wait-listed.
- 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.
2. Name of passengers with Partially Waitlisted /Confirmed/RAC will appear on the chart (including the wait listed passengers in the partially waitlist ticket).

c) 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.

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, 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.

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 auto-up gradation during booking of his/her e-ticket is requested to check the up-gradation chart before boarding the train.

i) Convenience fee for E-Ticket (inclusive of GST) (not refundable):

Class	Convenience fee
SL/2S	15.0 + GST
1AC/2AC/3AC/CC/3E/FC	30.0 + GST

j) Agent service charge (inclusive of GST)(not refundable)

Class	Convenience fee
SL/2S	20.0
1AC/2AC/3AC/CC/3E/FC	40.0

FUNDAMENTAL DUTIES

It shall be the duty of every citizen of India -

- To abide by the Constitution and respect its ideals and institutions, the National Flag and the National Anthem.
- To cherish and follow the noble ideals which inspired our national struggle for freedom.
- To uphold and protect the sovereignty, unity and integrity of India.
- To defend the country and render national service when called upon to do so.
- To promote harmony and the spirit of common brotherhood amongst all the people of India transcending religious, linguistic and regional or sectional diversities; to renounce practices derogatory to the dignity of women.
- To value and preserve the rich heritage of our composite culture.
- To protect and improve the natural environment including forests, lakes, rivers and wild life, and to have compassion for living creatures.
- To develop the scientific temper, humanism and the spirit of inquiry and reform.
- To safeguard public property and to abjure violence.
- To strive towards excellence in all spheres of individual and collective activity so that the nation constantly rises to higher levels of endeavor and achievement.
- Who is a parent or guardian to provide opportunities for education to his child or, as the case may be, ward between the age of 6 and 14 years.

Thank you for using IRCTC's Services