

- 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, 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.
- 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, full refund will be granted automatically by the System.
- 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) For any support, you can write us at feedback@railyatni.in. We are faster over email. For speedy resolution, please provide your PNR, phone number and other relevant details in the email. Alternatively, you can call us at +91 8010 500 300
- 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 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)
- 18) FOR MEDICAL EMERGENCY/FIRST AID, CONTACT TICKET CHECKING STAFF/GUARD OR DIAL 138.(ALL India Passenger Helpline No. 138)
- 19) PNR and train arrival/departure enquiry no. 139
- 20) To report unsavoury situation during journey, Please dial railway security helpline no. 182
- 21) 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.
- 22) 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

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.
- 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 & refund rules :

1. Confirmed E-ticket before chart preparation: E-ticket can be cancelled online and the amount will be refunded electronically to the resp. agent's account used for booking.
2. Confirmed E-ticket after chart preparation: Cancellation/ Refund req. 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 before 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 req. through respective agent. The partially waitlisted e-ticket holder where no passengers have travelled & wants to claim refund is required to file online 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 req. 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) IRCTC Service Charge for E-Ticket (inclusive of GST) (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 GST)(not refundable)

Class Service Charges

SL/2S Rs. 20/-

1AC/2AC/3AC/CC/3E/FC Rs. 40/-

Thank you for using IRCTC's Services