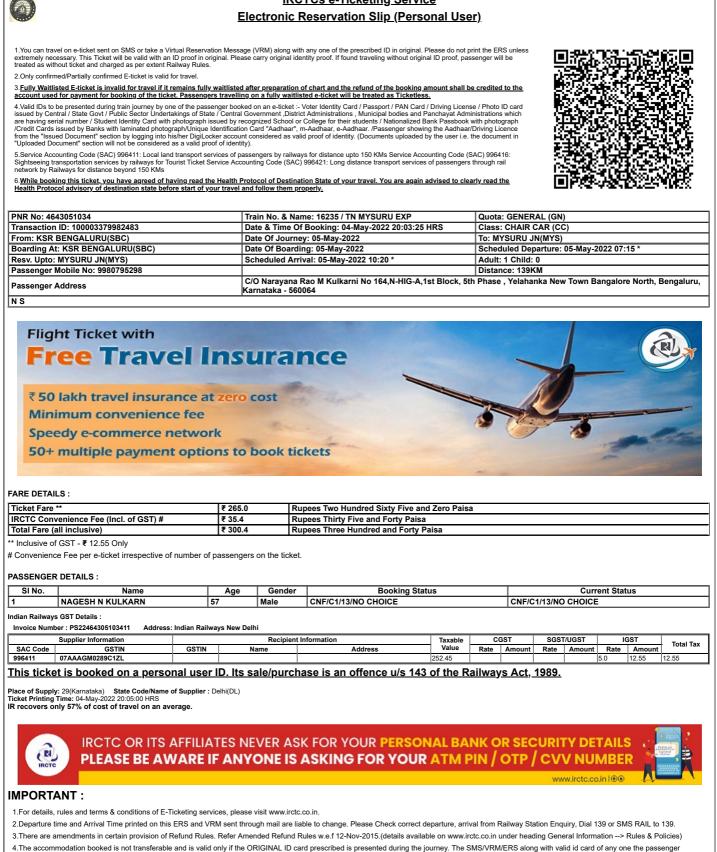
## **IRCTCs e-Ticketing Service**



4. The accommodation booked is not transferable and is valid only if the ORIGINAL ID card prescribed is presented during the journey. The SMS/VRM/ERS 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 SMS/VRM/ERS 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 www.irctc.co.in by the user

6.PNRs having fully waitlisted status will be dropped and the names of the passengers on such tickets will not appear on the chart. They are not allowed to board the train. However the names of PARTIALLY waitlisted/confirmed and RAC ticket passenger will appear in the chart.

7.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.

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.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.

10. 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.

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.

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14.In case of train cancellation on its entire run, full refund is granted automatically by the system. However, if the train is cancelled partially on its run or diverted and not touching boarding/destination station, passengers are required to file online TDR within 72 hours of scheduled departure of the train from passengers boarding station.

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.Contact us on: - 24\*7 Hrs Customer Support at 0755-6610661, 0755-4090600 or Mail To: care@irctc.co.in.

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.PNR and train arrival/departure enquiry no. 139

19.National Consumer Helpline (NCH) Toll Free Number: 1800-11-400 or 14404

20.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.

21.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

22.General rules/ Information for e-ticket passenger have to be studied by the customer for cancellation & refund. 23.The FIR forms are available with on board ticket checking staff, train guard and train escorting RPF/GRP staff.

23. The FIX forms are available with on board ticket checking stail, train guard and train escorting KFF/GK

Download the UTS APP for Unreserved Ticket booking.

## **Information on Covid-19 Vaccination Programme**

1.COVID-19 Vaccine is an injectable vaccine and is a safe vaccine.

2.COVID-19 vaccine will help to protect you, your family and communities from the Coronavirus.

3.COVID-19 vaccine provides immunity against the Coronavirus disease and reduces the risk of contracting the COVID-19 infection.

4. It is true that the COVID-19 vaccine has been developed in a short time frame, but it has undergone the protocols of various levels of trials, following due scientific processes and after due diligence.

5. Only registered beneficiaries will be vaccinate for COVID-19 vaccine. All beneficiaries have to be registered online. There will be no on-spot registrations at the vaccination site.

6. Once you have registered yourself, you will receive the vaccine in the selected location near your home.
7. All safety protocols including COVID Appropriate Behaviour (CAB) will be strictly followed in the vaccination centers and sites while providing the vaccine.

8. While vaccines are now available for some people in the initial phase, it is critical that all of us continue to follow all the COVID Appropriate Behaviour, like use of masks, frequent handwashing with soaps and sanitizers, and maintaining physical distance of at least 6 feet (Do Gaj ki Doori).

## **ONE NATION ONE RATION CARD**

Under this scheme, migrant NFSA beneficiaries can get their foodgrains from any Fair Price Shop in the country through their existing ration cards. Currently this facility is available in 32 States/UTs.



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