

IMPORTANT:

1.For details, rules and terms & conditions of E-Ticketing services, please visit www.irctc.co.in.

2.Departure time and Arrival Time printed on this ERS and VRM sent through mail are 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 12-Nov-2015. (details available on www.irctc.co.in under heading General Information --> Rules & Policies)

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 Ru

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.

Total Tax

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