

IRCTC eWallet User Guide

About IRCTC eWallet

- IRCTC eWallet is a scheme under which user can deposit money in advance with IRCTC and can be used as payment option along with other payment options available on IRCTC for paying money at the time of booking tickets.

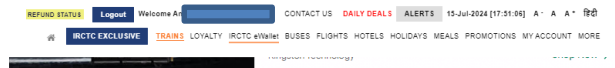
IRCTC eWallet Registration

- Login by submitting your username and password on IRCTC eTicketing website.
- Click "IRCTC eWallet Register Now" provided in submenu under IRCTC eWallet menu.

The screenshot displays the IRCTC website interface. At the top, there is a navigation bar with links like REFUND STATUS, Logout, Welcome Ann..., CONTACT US, DAILY DEALS, ALERTS, and the date/time. Below this is a secondary menu with options like IRCTC EXCLUSIVE, TRAINS, LOYALTY, IRCTC eWallet, BUSES, FLIGHTS, HOTELS, HOLIDAYS, MEALS, PROMOTIONS, and MY ACCOUNT. The 'IRCTC eWallet' link is highlighted, and a dropdown menu is open, showing options: About IRCTC eWallet, IRCTC eWallet User Guide, IRCTC eWallet Register Now/Reactivate (indicated by a red arrow), and IRCTC eWallet. Below the navigation, there is a 'BOOK TICKET' section with input fields for 'From', 'To', 'Date', and 'Class'. There are also checkboxes for various concessions like 'Person With Disability Concession', 'Flexible With Date', 'Train with Available Berth', and 'Railway Pass Concession'. A 'Search' button is present. On the right side, there is a 'Transaction Detail' table with columns: Transaction ID, Status, Date, From, To, and Class. The table shows one transaction with ID 1000004536496, Status FAILED, Date 16 Jul 2024, From NDLS, To PNBE, and Class 3A. Below the table is an 'Upcoming Journey' section with the text 'No upcoming journeys' and a 'View All Journeys' link. At the bottom, there is a message: 'Money Deducted, Ticket not Booked? Don't worry! You can use the deducted amount for your next booking effortlessly with IRCTC i-Pay.' and a small 'T&C Apply' link.

Transaction ID	Status	Date	From	To	Class
1000004536496	FAILED	16 Jul 2024	NDLS	PNBE	3A

- User will have option to verify PAN or Aadhaar for IRCTC eWallet registration.



Authenticate User

☒ Aadhaar Number / VID
 ☐ PAN Card Number

Please submit Aadhaar Number/VID for authentication. Name, Date of Birth and Gender will be authenticated as per the details available in Aadhaar.

Please update Name, Date of Birth and Gender by clicking "Edit", if these details are not as per Aadhaar.

NOTE: Name, Date of Birth and Gender can only be updated once.

Aadhaar Number / VID:

Name:

Date of Birth:

Gender:

OTP:

☐

I confirm that details given above belong to me and hereby state that I have no objection in authenticating myself with Aadhaar based authentication system through Railtel Corporation of India KUA and consent to provide my Aadhaar Number for Aadhaar based know your customer. I give my explicit consent for accessing the mobile number and email address from Aadhaar System. I also authorize Railtel Corporation of India KUA to share the data with IRCTC for the purpose of completing the transaction.

Activate Windows
Go to Settings to activate Windows.

Verification can be done through PAN or Aadhaar. Please provide correct information for successful verification. In case of verification through Aadhaar, KYC response will be stored in user's IRCTC profile.

IRCTC eWallet Deposit

- Login by entering your user name and password.
- To deposit the amount in the IRCTC eWallet account click on 'IRCTC eWallet DEPOSIT' link under IRCTC eWallet menu. Select option and enter the amount to be deposited and reconfirm the same amount. The deposit amount should be more than the minimum amount (Rs 100/-) and less than the maximum limit (Rs 10000 – Current Balance). **(Note- Amount in decimal value not allowed)**
- Select the payment option from available list and Click on 'Make Payment' button for payment.



IRCTC eWallet Deposit

Closing Balance:	₹0.00	Minimum: ₹100.00 And Maximum: ₹10,000.00 Note: Amount in Decimal Value Not Allowed
Deposit Amount:	<input type="text"/>	
Confirm Deposit Amount:	<input type="text"/>	

BHIM/ UPI/ USSD

Netbanking

Payment Gateway / Credit Card / Debit Card

Make Payment

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- User can deposit minimum amount of Rs. 100/- and maintain maximum amount of Rs.10000/- in his eWallet account.
- Deposit amount is non-refundable.
- After the successful deposit, successful payment message will be provided.
- To check the status of deposit IRCTC eWallet account, click 'DEPOSIT HISTORY' option IRCTC eWallet menu.
- User will be redirected to 'Deposit History' page where status of all the IRCTC eWallet Deposit Amount will be provided.
- In case amount debited from customer's bank account and deposit not reflecting in IRCTC eWallet account, amount will be refunded to customer bank account after confirmation from concerned Bank to IRCTC.



Deposit History

S.No.	Transaction ID	Payment Option	Account Recharge Status	Deposit Date	Amount Deposited	Pay/Refund Status
1	100005107431615	Online	Success	12-July-2024	600.0	---
2	100005100467183	Online	Success	09-July-2024	300.0	---
3	100005017645649	Online	Failed	31-May-2024	100.0	---
4	100004982284172	Online	Failed	14-May-2024	2001.0	---
5	100004982203729	Online	Failed	14-May-2024	2001.0	---
6	100004982203714	Online	Failed	14-May-2024	2000.0	---
7	100004970784524	Online	Success	09-May-2024	2000.0	---
8	100004970784516	Online	Failed	09-May-2024	2000.0	---
9	100004970784523	Online	Failed	09-May-2024	2000.0	---
10	100004285670914	Online	Failed	06-July-2023	100.0	---
11	100004285835135	Online	Failed	06-July-2023	100.0	---
12	100004283993809	Online	Failed	05-July-2023	100.0	---
13	100004284046587	Online	Failed	05-July-2023	100.0	---
14	100004022009054	Online	Success	10-March-2023	101.0	---
15	100003750958317	Online	Success	28-October-2022	800.0	---
16	100003750840953	Online	Failed	28-October-2022	600.0	---
17	100003650563625	Online	Failed	07-September-2022	200.0	---
18	100003513505446	Online	Failed	01-July-2022	200.0	---
19	100003379641300	Online	Failed	04-May-2022	205.0	---

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IRCTC eWallet Transaction

- All of the IRCTC eWallet booking transactions can be accessed by clicking on this link under IRCTC eWallet menu.
- Members will be able to view bookings by their Date of Journey or Booking Date.
- Details of the booking can be viewed by clicking Transaction ID.



IRCTC EWALLET TRANSACTION

ALL JOURNEYS UPCOMING PAST JOURNEYS

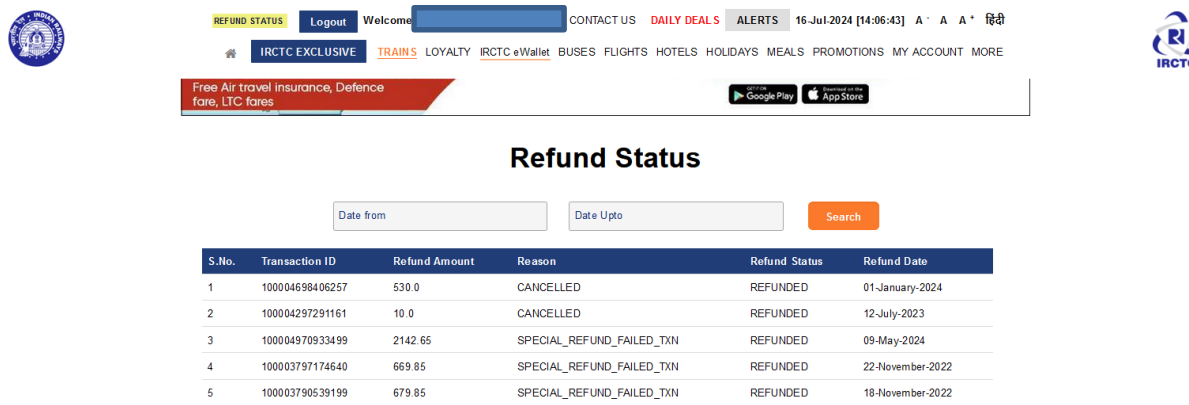
GOMTI EXPRESS (12420)	PNR: 2217517033
12:20 New Delhi (NDLS) Fri, 05 Jul	12:54 Ghaziabad (GZB) Fri, 05 Jul
STATUS: BOOKED	Boarding Station: New Delhi (NDLS)
LUCKNOW MAIL (12230)	PNR: 2864939917
22:00 New Delhi (NDLS) Tue, 09 Jul	06:50 Lucknow Ne (LJN) Wed, 10 Jul
STATUS: BOOKED	Boarding Station: New Delhi (NDLS)
UZHAVAN EXPRESS (16865)	PNR: 4616346825
22:50 Tambaram (TBM) Sat, 13 Jul	04:03 Kumbakonam (KMU) Sun, 14 Jul
STATUS: BOOKED	Boarding Station: Tambaram (TBM)



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IRCTC eWallet Refund Status

- Refund status of IRCTC eWallet bookings can be accessed by clicking on this link under IRCTC eWallet menu.
- Details of the booking can be viewed by clicking Transaction ID

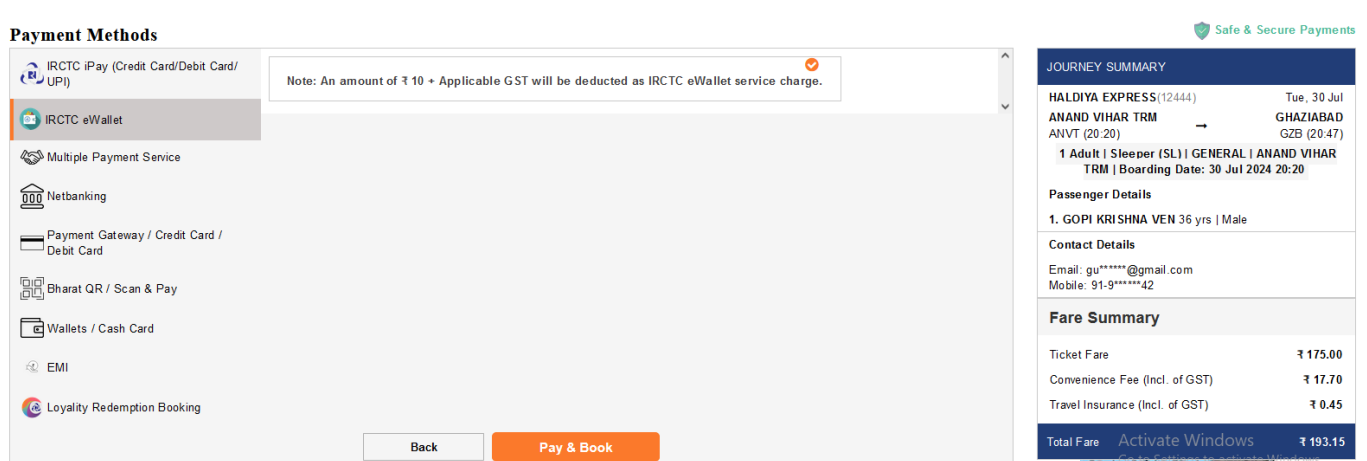


The screenshot shows the IRCTC website's 'Refund Status' page. The header includes the IRCTC logo, a 'Logout' button, a welcome message, and various navigation links like 'CONTACT US', 'DAILY DEALS', 'ALERTS', and a date/time display. Below the header, there's a banner for 'Free Air travel Insurance, Defence fare, LTC fares' and download links for the IRCTC app on Google Play and the App Store. The main section is titled 'Refund Status' and features a search bar with 'Date from' and 'Date Upto' fields, and a 'Search' button. Below the search bar is a table with the following data:

S.No.	Transaction ID	Refund Amount	Reason	Refund Status	Refund Date
1	100004698406257	530.0	CANCELLED	REFUNDED	01-January-2024
2	100004297291161	10.0	CANCELLED	REFUNDED	12-July-2023
3	100004970933499	2142.65	SPECIAL_REFUND_FAILED_TXN	REFUNDED	09-May-2024
4	100003797174640	669.85	SPECIAL_REFUND_FAILED_TXN	REFUNDED	22-November-2022
5	100003790539199	679.85	SPECIAL_REFUND_FAILED_TXN	REFUNDED	18-November-2022

Using IRCTC eWallet as a payment option for booking Railway Tickets

Once the user plans the travel and reaches the Payment Gateway page, user gets to see IRCTC eWallet as a payment option amongst other payment options.



The screenshot shows the IRCTC Payment Gateway page. On the left, there's a 'Payment Methods' section with options like 'IRCTC iPay (Credit Card/Debit Card/ UPI)', 'IRCTC eWallet', 'Multiple Payment Service', 'Netbanking', 'Payment Gateway / Credit Card / Debit Card', 'Bharat QR / Scan & Pay', 'Wallets / Cash Card', 'EMI', and 'Loyalty Redemption Booking'. The 'IRCTC eWallet' option is selected. A note states: 'Note: An amount of ₹ 10 + Applicable GST will be deducted as IRCTC eWallet service charge.' At the bottom of the payment methods section are 'Back' and 'Pay & Book' buttons. On the right, there's a 'JOURNEY SUMMARY' section with details for the 'HALDIYA EXPRESS (12444)' train, including the route from ANAND VIHAR TRM to GHAZIABAD, passenger details for GOPI KRISHNA VEN, and a fare summary showing a total fare of ₹ 193.15.

User has to click on Pay & Book button to book the ticket. The amount will be debited from the IRCTC eWallet account and redirected to the confirmation.

Cancellation of bookings done using IRCTC eWallet

- Users can opt for Ticket Cancellation from "Booked Ticket History" link under "My Transaction".
- Details of the Transaction can be viewed by clicking Transaction ID.



IRCTC EXCLUSIVE TRAINS BUSES FLIGHTS HOTELS HOLIDAYS LOYALTY MEALS PROMOTIONS MY ACCOUNT MORE

KLK SIKSI SP EXP (22456) PNR: 215025464
22:25 | New Delhi (NDL) — 20h 15m — 18:40 | Sahargar Shirdi (SHS) Fri, 21 Apr
STATUS: BOOKED Boarding Station: New Delhi (NDL)



DDN JANSHTBDI (12055) PNR: 2620539927
15:20 | New Delhi (NDL) — 05h 50m — 21:10 | Dehradun (DDN) Mon, 23 May
STATUS: BOOKED Boarding Station: New Delhi (NDL)
1 AQUIT | 0 CHRG | AC Chair car (CC) | General

Passenger Information
1 Priya Ranjan 25 yrs | Male
Booking Status: CNF/C3/22/NC Current Status: CNF/C3/22/NC

Booking Details		Payment Details	
Transaction ID	200000080363245	Payment Mode	RDS
Ticket Type	E-ticket	Convenience Fee (Incl. of GST)	₹ 35.4
Booked On	19 Apr 2023 03:26PM	Ticket Fare	₹ 535
Date of Boarding	29 May 2023 03:20PM	Total Amount	₹ 570.75
Vikalp Status	No		
Booked From	IRCTC WEBSITE		
Charting Status	Chart Not Prepared		

Travel Insurance (Incl. of GST)
Insurance Opted: Yes
Travel Insurance Premium (Incl. of GST): ₹ 0.35
Insurance (No of Page): 1
Click Insurance Company name to submit nominator details. Link will be highlighted once Policy is issued by respective Insurance Company.

ATTENTION
This is testing website. PNR booked using this website is not authorized for journey.

Cancel Ticket Get PNR Status IRCTC EXCLUSIVE Get SMS Change Boarding Point
Order Food - 1 Catering Book Food - Priority Car Book Meeting Room Book Hotel Book Local Package
Book Bus

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Asus Exclusive Store - Shree Maruti Electronics

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Vikalp Status No
Booked From IRCTC WEBSITE
Charting Status Chart Not Prepared

Cancel Ticket

PNR Number : 2620539927
Train Name : DDN JANSHTBDI
NEW DELHI (NDL) → DEHRADUN (DDN)
Booking Date : 19 Apr 2023
Quota: GENERAL
Ticket Charge : 570.75
Bank Name : RDS
Travel Insured By :
Travel Insurance Premium (Incl. of GST) : 0.35

Transaction ID : 200000080363245
Train No. : 12055
29 May 2023 15:20 Hrs - 29 May 2023 21:10 Hrs
Vikalp Status : No
Class: CC
Convenience Fee (Incl. of GST) : 35.4
Charting Status : Chart Not Prepared
Issue Date :

Name	Age	Gender	Concession	Booking Status	Current Status
<input checked="" type="checkbox"/> PRIYA RANJAN	25	M		CNF/C3/22/NC	CNF

Refund Amount Enquiry Cancel Ticket

Book Bus

ASUS Perfect for Home or Office Use
Asus Exclusive Store - Shree Maruti Electronics

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- Refund amount is credited back to IRCTC eWallet account.

IRCTC eWallet Account Renew

- After login with user id and password, click on IRCTC eWallet Account renew option under IRCTC eWallet menu.

The screenshot shows the IRCTC website interface. At the top, there is a navigation bar with links like REFUND STATUS, Logout, Welcome, CONTACT US, DAILY DEALS, ALERTS, and a date/time stamp. Below this is a main menu with options like IRCTC EXCLUSIVE, TRAINS, LOYALTY, IRCTC eWallet, BUSES, FLIGHTS, HOTELS, HOLIDAYS, MEALS, PROMOTIONS, MY ACCOUNT, and MORE. The IRCTC eWallet menu is highlighted, and a dropdown menu is visible with options: About IRCTC eWallet, IRCTC eWallet User Guide, IRCTC eWallet Deposit, IRCTC eWallet Account Renewal, IRCTC eWallet Deposit History, IRCTC eWallet Transaction, IRCTC eWallet Refund Status, and IRCTC eWallet Account Statement. The IRCTC eWallet Account Renewal option is highlighted. Below the menu, there is a banner for VARANASI Ex JODHPUR Rail Tour with details like Travel Mode, Tour Duration, Package Price, Journey Date, Destinations Covered, and Call number. Another banner at the bottom promotes LTC HOLIDAYS WITH IRCTC for Government / PSU employees.

- Enter your registered email id, login password and tick the check box then click on submit button after that enter OTP and validate to renew eWallet account.

The screenshot shows the IRCTC website interface with the eWallet Account Renew form. The navigation bar is similar to the previous screenshot. The main menu is also visible. The eWallet Account Renew form is displayed, containing fields for Registered Email Id, Login Password, a checkbox for "I have read Terms and Conditions", and a Submit button.

eWallet Account Renew

Registered Email Id:	<input type="text" value="@gmail.com"/>
Login Password:	<input type="password" value="*****"/>
<input checked="" type="checkbox"/>	I have read Terms and Conditions
<input type="button" value="Submit"/>	