



## **NEW FACILITIES IN WAITLISTED E-TICKET**

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An additional facility of booking waitlist e-tickets is now available for all trains. The salient features are as under: -

- Name of the passengers whose status is fully confirmed / fully RAC after chart preparation, their names shall appear in charts & they can undertake their journey.
- Name of the passengers whose names are partly confirmed/partly waitlist or partly RAC/partly waitlist, their names shall appear in charts including the waitlist passengers.
- Cancellation of e-tickets by the customer/Agent through Internet is permitted only before chart preparation of the train. For any claims on e-tickets to be cancelled after the preparation of Reservation charts, the user has to send an email at the earliest possible time to [etickets@irctc.co.in](mailto:etickets@irctc.co.in) giving full details of the ticket and stating the claim, which would then be processed by IRCTC with the Railway administration offline and refunds as sanctioned by the Railway administration would be credited back to the user's account.
- Names of the Passengers who are left out fully (all the passengers in the transaction) on waiting list after chart preparation, their names will be dropped and will not appear in charts. They are not allowed to board the train. If detected traveling in the train, they shall be treated as passenger traveling without ticket as per extant Railway Rules. Their cancellation shall be done by IRCTC after chart preparation and refund shall be arranged from Railways by IRCTC and credited to customer/Agent account electronically.