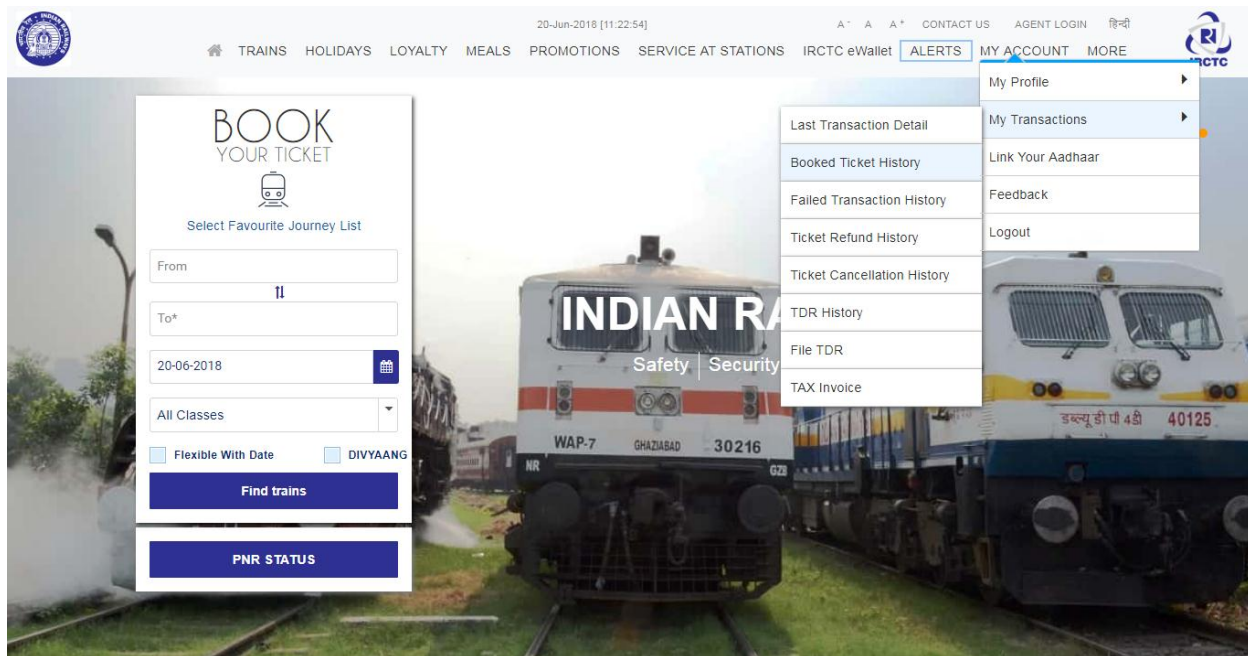


USER GUIDE: e-TICKET CANCELLATION

- Access IRCTC e-Ticketing website by providing correct Username and Password on Login screen.
- If user wishes to cancel his e-ticket, go to 'My Transactions' and Click 'Booked Ticket History' link on the menu bar.



- Your booked tickets will be displayed, select the ticket to be cancelled and click on 'Cancel Ticket'. Initiate the cancellation by selecting the passengers to be cancelled

Booked Ticket History

Journey Date Booking Date

Saturday 30 Jun 2018
CANCELLED

PNR Number: 2241487644 Transaction ID: 200000063698276
 Train Number/Name: 52451 / SHIVALK DLX EXP Booking Date: 01 Jun 2018
 From: KALKA (KLK)30 Jun 2018 To: SIMLA (SML)30 Jun 2018 10:00 Hrs
 Ticket Type: E-ticket Vikalp Status: No
 Boarding Station: KALKA (KLK) Date of Boarding: 30 Jun 2018 05:20 Hrs
 Booked From: IRCTC WEBSITE

Tuesday 26 Jun 2018
BOOKED

PNR Number: 2636109932 Transaction ID: 200000063863282
 Train Number/Name: 15013 / RANIKHET EXP Booking Date: 18 Jun 2018
 From: DELHI CANTT (DEC)26 Jun 2018 To: KATHGODAM (KGM)27 Jun 2018 05:05 Hrs
 Ticket Type: E-ticket Vikalp Status: No
 Boarding Station: DELHI CANTT (DEC) Date of Boarding: 26 Jun 2018 20:00 Hrs
 Booked From: IRCTC WEBSITE

Ticket Charge: 195 Class: SL
 Quota: GENERAL Service Charge: 0.0
 Total Fare Amount: 195.0 Charting Status: Chart Not Prepared
 Bank Name: Payment Gateway Policy Issue date:
 Insurance Company: Insurance (No of Psgn): 1
 Travel Insurance Premium: 0 Including GST
Click Insurance Company name to submit nomination details. Link will be highlighted once Policy is issued by respective Insurance Company.

| Name | Age | Gender | Booking Status | Berth Preference |
|------|-----|--------|----------------|------------------|
| test | 32 | M | CNF/S3/43/UB | NC |

- User has to select only those passengers who are to be cancelled in case of partial cancellation of ticket. In case of partial cancellation, the passenger should get a fresh printout of the ERS for the passengers continuing their journey.

Booked Ticket History

Journey Date Booking Date

Saturday 30 Jun 2018
CANCELLED

PNR Number: 2241487644 Transaction ID: 200000063698276
 Train Number/Name: 52451 / SHIVALK DLX EXP Booking Date: 01 Jun 2018
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 Bank Name: Payment Gateway Policy Issue date:
 Insurance Company: Insurance (No of Psgn): 1
 Travel Insurance Premium: 0 Including GST
Click Insurance Company name to submit nomination details. Link will be highlighted once Policy is issued by respective Insurance Company.

| Name | Age | Gender | Booking Status | Berth Preference |
|------|-----|--------|----------------|------------------|
| test | 32 | M | CNF/S3/43/UB | NC |

Cancel Ticket ✕

PNR Number : 2636109932 Reservation ID : 200000063863282
 Train Name : RANIKHET EXP Train No. : 15013
 DELHI CANTT (DEC) →KATHGODAM (KGM) 26 Jun 2018 20:00 Hrs - 27 Jun 2018 05:05
 Booking Date : 18 Jun 2018 Vikalp Status : No

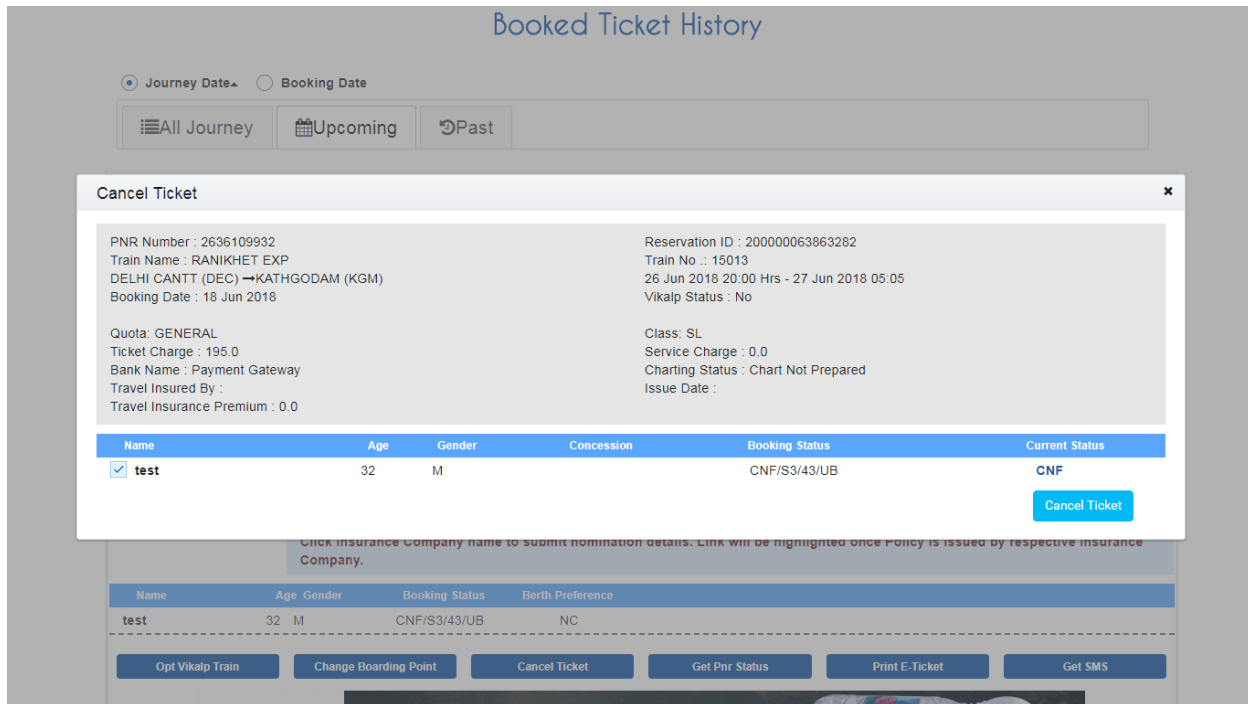
Quota: GENERAL Class: SL
 Ticket Charge : 195.0 Service Charge : 0.0
 Bank Name : Payment Gateway Charting Status : Chart Not Prepared
 Travel Insured By : Issue Date :
 Travel Insurance Premium : 0.0

| Name | Age | Gender | Concession | Booking Status | Current Status |
|-------------------------------|-----|--------|------------|----------------|----------------|
| <input type="checkbox"/> test | 32 | M | | CNF/S3/43/UB | CNF |

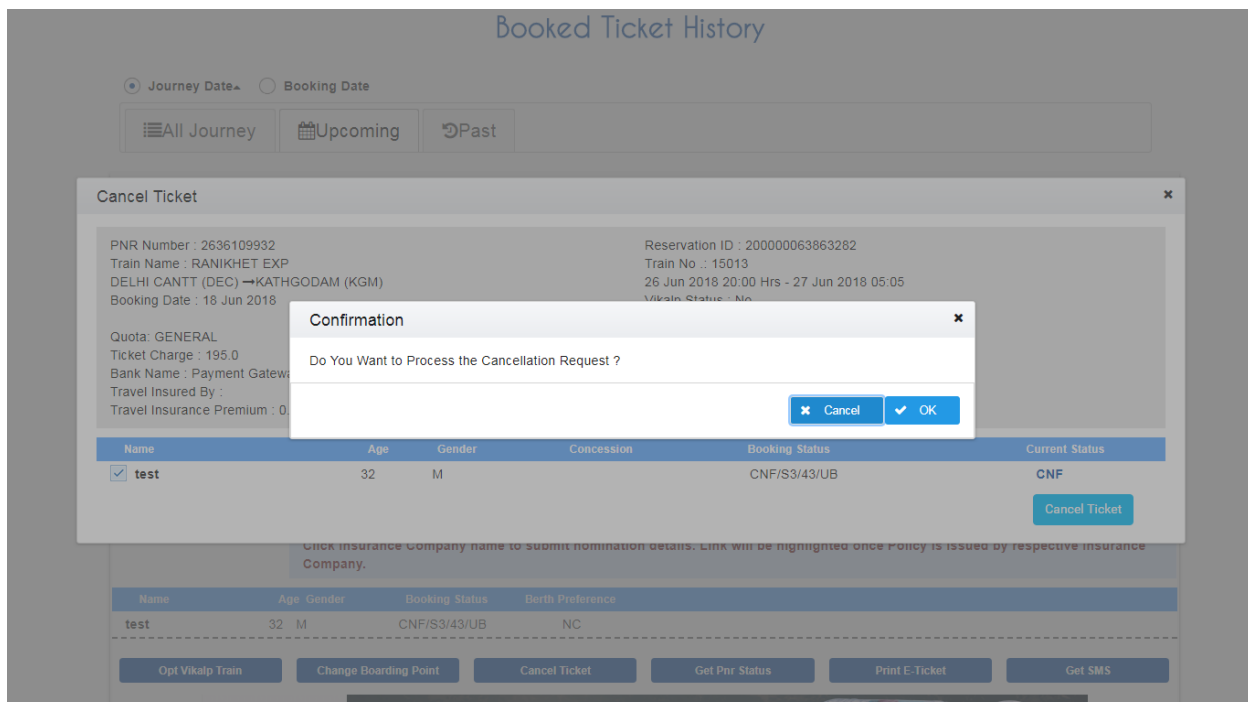
Click Insurance Company name to submit nomination details. Link will be highlighted once Policy is issued by respective Insurance Company.

| Name | Age | Gender | Booking Status | Berth Preference |
|------|-----|--------|----------------|------------------|
| test | 32 | M | CNF/S3/43/UB | NC |

- Select the check box before the traveler's name and click on 'Cancel Ticket' button.



- Confirmation pop up will display, select the 'OK' button to confirm the cancellation.



- On successful cancellation, Cancellation amount deducted and Refund amount to be refunded will be displayed on screen.
- Confirmation message for Cancellation will be sent on mobile number (provided at the time of booking).
- Confirmation mail for Cancellation will be sent on Email ID (registered with IRCTC User ID).
- If the ticket is partially cancelled, a fresh Electronic Reservation Slip needs to be carried by the Passenger.

Booked Ticket History

Journey Date Booking Date

Cancel Ticket ✕

| | |
|--|---|
| PNR Number : 2636109932 Train Name : RANIKHET EXP DELHI CANTT (DEC) → KATHGODAM (KGM) Booking Date : 18 Jun 2018 | Reservation ID : 200000063863282 Train No. : 15013 26 Jun 2018 20:00 Hrs - 27 Jun 2018 05:05 Vikalp Status : No |
| Quota: GENERAL Ticket Charge : 195.0 Bank Name : Payment Gateway Travel Insured By : Travel Insurance Premium : 0.0 Cancellation Id : 10000005298938 Booking Amount : ₹195.00 Cancellation Charges : ₹120.00 | Class: SL Service Charge : 0.0 Charting Status : Chart Not Prepared Issue Date : Date of Cancellation : Jun 20, 2018, 11:32:40 AM Refund Amount : ₹75.00 |

| Name | Age | Gender | Concession | Booking Status | Current Status |
|-------------------------------|-----|--------|------------|----------------|----------------|
| <input type="checkbox"/> TEST | 32 | M | | CNF/S3/43/2 | CAN |

| Name | Age | Gender | Booking Status | Berth Preference |
|------|-----|--------|----------------|------------------|
| test | 32 | M | CNF/S3/43/UB | NC |

Sample Cancellation Receipt

| Indian Railways | | | | | |
|---|---|--|--------------------------|----------------|----------------|
| Electronic Cancellation Slip (Personal User) | | | | | |
| <ul style="list-style-type: none"> This ticket will only be valid with an ID proof in original provided at the time of booking by the passenger (s). If found travelling without ID Proof, passenger (s) will be treated as without ticket and charged as per extant Railway rules. If the passenger whose ID card no. is indicated on the ERS/VRM is not travelling, all other passenger(s) booked on that ticket, if found travelling in train will be treated as travelling without ticket and charged accordingly. Valid IDs to be presented during train journey on an e-ticket - Voter Identity Card / Passport / PAN Card / Driving License / Photo ID card issued by Central / State Govt./Public Sector Undertakings of State/Central Government/District Administrations/ Municipal bodies/Panchayat Administrations / Student Identity Card with photograph issued by recognized School or College for their students / Nationalized Bank Passbook with photograph / Credit Cards issued by Banks with laminated photograph/Unique Identification Card "Aadhaar". General rules/ Information for e-ticket passenger have to be studied by the customer for cancellation & refund. | | | | | |
| Cancellation ID: | 10000000544859 | PNR No: | 2661884420 | | |
| Train Name and No: | KARNATAKA EXP/12828 | Date Of Journey: | 01-Feb-2014 | | |
| Class: | SLEEPER CLASS (SL) | Date Of Booking: | 30-Jan-2014 16:28:10 HRS | | |
| Date Of Boarding: | 01-Feb-2014 | Distance: | 2400 KM | | |
| From: | NEW DELHI(NDLS) | To: | BANGALORE CY JN(SBC) | | |
| Boarding At: | NEW DELHI(NDLS) | Reservation Upto: | BANGALORE CY JN(SBC) | | |
| Scheduled Departure: | 01-Feb-2014 21:15:00 HRS | Scheduled Arrival: | 03-Feb-2014 13:40:00 HRS | | |
| Adult: | 1 | Children: | 0 | | |
| Quota: | GENERAL (GN) | Passenger Mobile No: | | | |
| Passenger Address: | wzqwq, South West Delhi, DELHI - 110021 | | | | |
| Date Of Cancellation: | 30-Jan-2014 16:31:52 HRS | | | | |
| Note:- | | | | | |
| FARE DETAILS : | | | | | |
| Total Collected Fare | ₹ 715.0 | Rupees Seven Hundred and Fifteen Only | | | |
| Cancellation Fee | ₹ 60.0 | Rupees Sixty Only | | | |
| Total Refund Amount | ₹ 655.0 | Rupees Six Hundred and Fifty Five Only | | | |
| PASSENGER DETAILS : | | | | | |
| SlNo. | Name | Age | Gender | Booking Status | Current Status |
| 1 | ABC SINGH | 29 | Male | CNF/S31/LOWER | CAN |
| Ticket Printing Time: 30-Jan-2014 16:33:08 HRS | | | | | |
| IMPORTANT : | | | | | |
| <ul style="list-style-type: none"> For details, rules and terms & conditions of E-Ticketing services, please visit www.indianrail.gov.in. The accommodation booked is not transferable and is valid only if the ID card printed above is presented during the journey. The ERS/VRM along with printed ID proof in original would be verified by TTE with the name and PNR on the chart. If the passenger fail to produce/display ERS/VRM 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. Obtain certificate from the TTE /Conductor in case of PARTIALLY waitlisted e-ticket, LESS NO. OF PASSENGERS travelled, A.C.FAILURE, TRAVEL IN LOWER CLASS. This original certificate must be sent to GGM (IT), CRIS, Internet Ticketing Centre, IRCA Building, State Entry Road, New Delhi-110055 after filing on-line refund request for claiming refund. Contact us on - 24*7 Hrs Customer Support at 011-24870239 , Chennai Customer Care 044 – 26330893 or Mail To: www.indianrail.gov.in. | | | | | |
| Print | | | | | |