

## 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 under My Account menu.

The screenshot shows the IRCTC website interface. At the top, there are navigation links like 'REFUND STATUS', 'Logout', 'Welcome', 'CONTACT US', 'ASK DISHA', 'ALERTS', and the date '08-Jun-2021 [10:46:32]'. Below this is a menu with 'IRCTC EXCLUSIVE', 'TRAINS', 'BUSES', 'FLIGHTS', 'HOTELS', 'HOLIDAYS', 'LOYALTY', 'MEALS', 'PROMOTIONS', 'MY ACCOUNT', 'PREMIUM PARTNER', and 'MORE'. The 'MY ACCOUNT' menu is open, showing options like 'My Profile', 'My Transactions', 'Link Your Aadhaar', 'Feedback', and 'Logout'. The 'My Transactions' option is highlighted, and a sub-menu is visible with 'Booked Ticket History' selected. Below the menu, there is a 'BOOK TICKET' form with fields for 'From', 'To', 'Date' (08/06/2021), and 'Class' (All Classes). There are also checkboxes for 'Diyaang Concession', 'Flexible With Date', 'Train with Available Berth', and 'Railway Pass Concession'. A 'Search' button is at the bottom of the form. A 'Detail' table is visible on the right side of the page, showing a 'FAILED' transaction on '07 Jun 2021' from 'ANVT' to 'LKO' in '3A' class.

Status	Date	From	To	Class
FAILED	07 Jun 2021	ANVT	LKO	3A

- 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

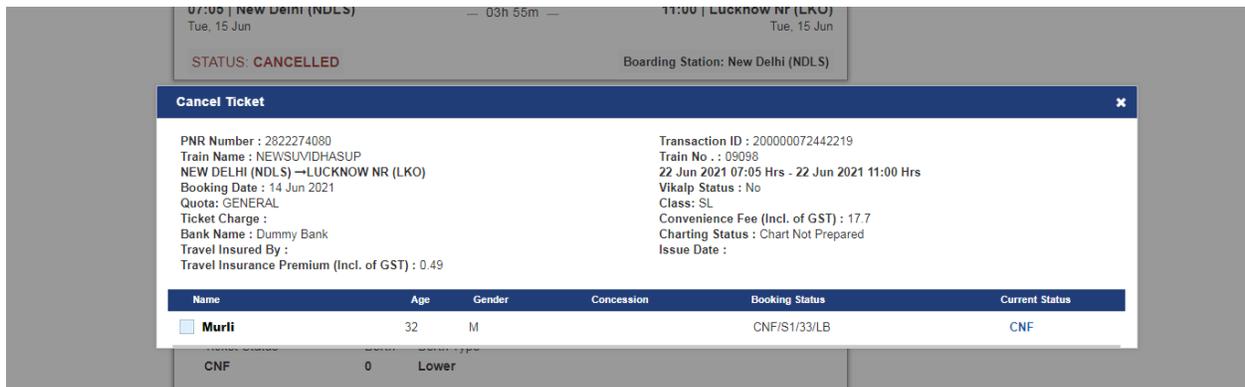
### BOOKED TICKET HISTORY

Indian Railway, IRCTC or its employees never ask for any personal banking information, including details like Debit/Credit Card number, OTP, ATM PIN, the CVV number, PAN number and date of birth.

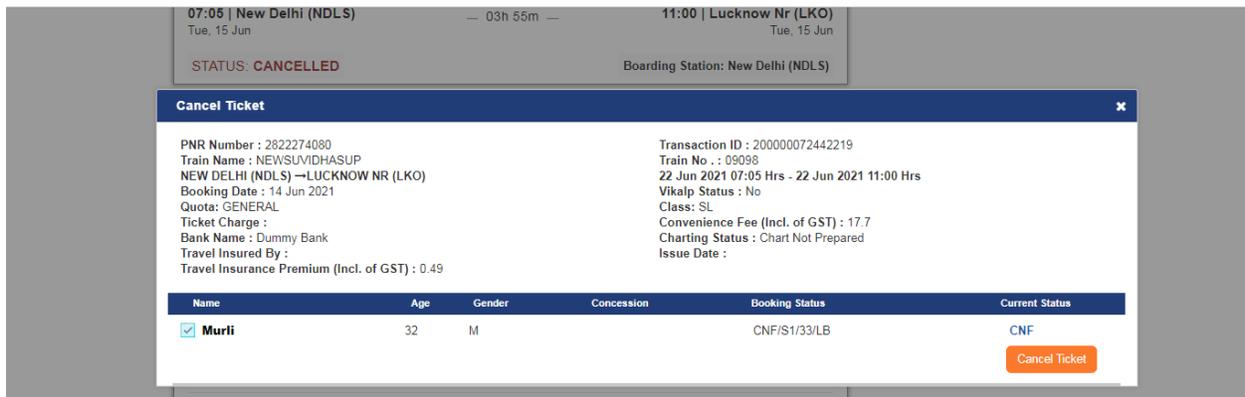
ALL JOURNEYS	UPCOMING	PAST JOURNEYS
<b>NEWSVIDHASUP (09098) PNR: 2536138516</b>		
07:05   New Delhi (NDLS) Tue, 01 Jun	— 03h 55m —	11:00   Lucknow Nr (LKO) Tue, 01 Jun
STATUS: BOOKED Boarding Station: New Delhi (NDLS)		
<b>SAPT KRANTI EXP (12558) PNR: 2822273917</b>		
14:50   Anand Vihar Trm (ANVT) Tue, 08 Jun	— 07h 50m —	22:40   Lucknow Nr (LKO) Tue, 08 Jun
STATUS: BOOKED Boarding Station: Anand Vihar Trm (ANVT)		
<b>SAPT KRANTI EXP (12558) PNR: 2722273923</b>		
14:50   Anand Vihar Trm (ANVT)	— 07h 50m —	22:40   Lucknow Nr (LKO)

NEWSUVIDHA SUP (09098)		PNR: 2822274080	
07:05   New Delhi (NDL S) Tue, 22 Jun	— 03h 55m —	11:00   Lucknow Nr (LKO) Tue, 22 Jun	
<b>STATUS: BOOKED</b>		Boarding Station: New Delhi (NDL S)	
1 Adult   0 Child   Sleeper (SL)   GENERAL			
<b>Passenger Information</b>			
1 Murlil	32 yrs   Male		
Ticket Status	Coach	Berth	Berth Type
CNF	S1	33	Lower
<b>Booking Details</b>		<b>Payment Details</b>	
Transaction ID	200000072442219	Payment Mode	Dummy Bank
Ticket Type	E-ticket	Convenience Fee (Incl. of GST)	₹ 17.7
Booked On	14 Jun 2021   11:34AM	Ticket Fare:	₹ 275
Date of Boarding	22 Jun 2021   07:05AM	Total Amount Paid	₹
Vikalp Status	No		
Booked From	IRCTC WEBSITE		
Charting Status	Chart Not Prepared		
<b>Travel Insurance (Incl. of GST)</b>			
Insurance Opted	Yes		
Travel Insurance Premium (Incl. of GST)	0.49 including GST		
Insurance (No of Pagn)	1		
Click Insurance Company name to submit nomination details. Link will be highlighted once Policy is Issued by respective Insurance Company.			
<a href="#">Cancel Ticket</a>	<a href="#">Get PNR Status</a>	<a href="#">NOSE BOOKING</a>	<a href="#">Get SMS</a>
<a href="#">Change Boarding Point</a>	<a href="#">Order Food</a>	<a href="#">Book Waiting Room</a>	<a href="#">Book Hotel</a>
		<a href="#">Book Tourist Package</a>	

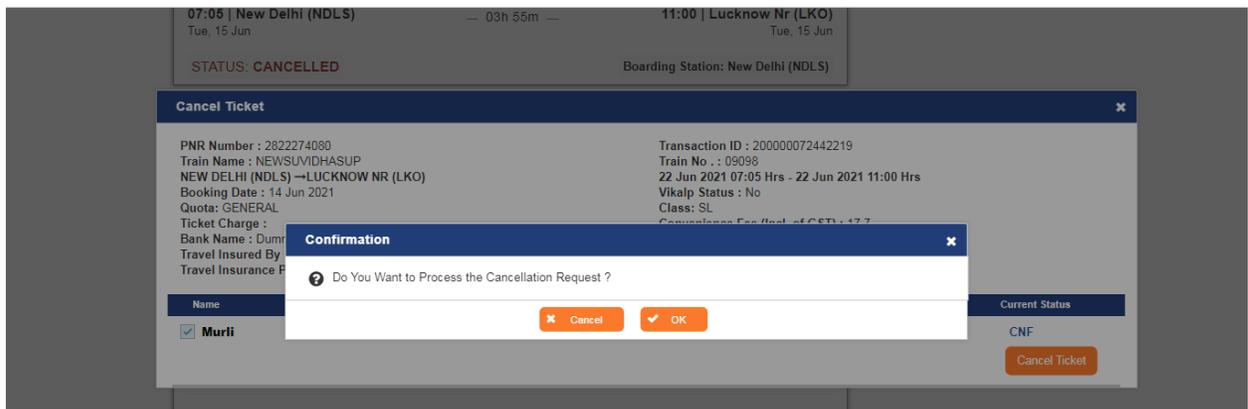
- User has to select only those passengers who are to be. In case of partial cancellation, the passenger should get a fresh printout of the ERS for the passengers continuing their journey.



- 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.

07:05 | New Delhi (NDLS)  
Tue, 15 Jun
— 03h 55m —
11:00 | Lucknow Nr (LKO)  
Tue, 15 Jun

**STATUS: CANCELLED**
Boarding Station: New Delhi (NDLS)

**Cancel Ticket** ✕

PNR Number : 2822274080  
 Train Name : NEWSUVIDHASUP  
 NEW DELHI (NDLS) →LUCKNOW NR (LKO)  
 Booking Date : 14 Jun 2021  
 Quota: GENERAL  
 Ticket Charge :  
 Bank Name : Dummy Bank  
 Travel Insured By :  
 Travel Insurance Premium (Incl. of GST) : 0.49  
 Cancellation Id : 100000010244803  
 Booking Amount :  
 Cancellation Charges :

Transaction ID : 200000072442219  
 Train No . : 09098  
 22 Jun 2021 07:05 Hrs - 22 Jun 2021 11:00 Hrs  
 Vikalp Status : No  
 Class: SL  
 Convenience Fee (Incl. of GST) : 17.7  
 Charting Status : Chart Not Prepared  
 Issue Date :  
 Date of Cancellation :  
 Refund Amount :

Name	Age	Gender	Concession	Booking Status	Current Status
<input type="checkbox"/> MURLI	32	M		CNF/S1/33/0	CAN

Print Cancel Receipt(English)
Print Cancel Receipt(Hindi)

PNR
on ID
200000072442219
Payment Mode
Dummy Bank

# Sample Cancellation Receipt



**IRCTC e-Ticketing Service**  
Electronic Cancellation Slip (Personal User)





1. You can travel on e-ticket sent on SMS or take a Virtual Reservation Message (VRM) along with any one of the prescribed ID in original. Please do not print the ERS Unless extremely necessary. This Ticket will be valid with an ID proof in original. Please carry original identity proof. If found traveling without original ID proof, passenger will be treated as without ticket and charged as per extant Railway Rules.

2. Only confirmed/RAC/Partially confirmed E-ticket is valid for travel.

3. **Fully Waitlisted E-Ticket is invalid for travel if it remains fully waitlisted after preparation of chart and the refund of the booking amount shall be credited to the account used for payment for booking of the ticket. Passengers traveling on a fully waitlisted e-ticket will be treated as Ticketless.**

4. Valid IDs to be presented during train journey by one of the passenger booked 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 and Panchayat Administrations which are having serial number / 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", m-Aadhaar, e-Aadhaar. //Passenger showing the Aadhaar/Driving License from the "Issued Document" section by logging into his/her Digilocker account considered as valid proof of identity. (Documents uploaded by the user i.e. the document in "Uploaded Document" section will not be considered as a valid proof of identity).

5. Service Accounting Code (SAC) 99041: Local land transport services of passengers by railways for distance upto 150 KMs Service Accounting Code (SAC) 990410: Sightseeing transportation services by railways for Tourist Ticket Service Accounting Code (SAC) 990421: Long distance transport services of passengers through rail network by Railways for distance beyond 150 KMs

6. **Please check the COVID Protocol norms of your destination Station/Sate and act accordingly.**

7. General rules/ Information for e-ticket passenger have to be studied by the customer for cancellation & refund.

<b>PNR No:</b> 2822274080	<b>Train No. &amp; Name:</b> 09098 / NEWSUVIDHASUP	<b>Quota:</b> GENERAL (GN)
<b>Cancellation ID:</b> 100000010244803	<b>Date &amp; Time of Booking:</b> 14-Jun-2021 11:34:32 HRS	<b>Class:</b> SLEEPER CLASS (SL)
<b>From:</b> NEW DELHI(NDL)	<b>Date Of Journey:</b> 22-Jun-2021	<b>To:</b> LUCKNOW NR(LKO)
<b>Boarding At:</b> NEW DELHI(NDL)	<b>Date Of Boarding:</b> 22-Jun-2021	<b>Scheduled Departure:</b> 22-Jun-2021 07:05 *
<b>Resv. Upto:</b> LUCKNOW NR(LKO)	<b>Scheduled Arrival:</b> 22-Jun-2021 11:00 *	<b>Adult:</b> 1 Child: 0
<b>Passenger Mobile No:</b> 858595885		<b>Distance:</b> 115KM
<b>Passenger Address</b>	100, VIKAS NAGAR UTTAM NAGAR, West Delhi, DELHI - 110059	
<b>Date Of Cancellation:</b>	14-Jun-2021 11:37:33 HRS	



**Stay Protected from Corona**

Wear your mask properly | Frequently wash your hands with soap | Maintain safe distance

**NO CARELESSNESS UNTIL THERE IS A CURE**

<b>FARE DETAILS :</b>		
Total Collected Fare	₹275.00	Rupees Two Hundred Seventy Five and Zero Paise
Cancellation Fee	₹120.00	Rupees One Hundred Twenty and Zero Paise
Total Refund Amount	₹155.00	Rupees One Hundred Fifty Five and Zero Paise

# Convenience Fee per e-ticket irrespective of number of passengers on the ticket.

<b>PASSENGER DETAILS :</b>						
Sl No.	Name	Age	Sex	Booking Status	Current Status	
1	MURLI	32	Male	CNF/S1/33/	CAN	

Indian Railways GST Details :														
Invoice Number : PS21282227408022 Address: Indian Railways New Delhi														
Supplier Information			Recipient Information			Taxable Value		CGST		SGST/UGST		IGST		Total Tax
SAC Code	GSTIN	Name	Name	Address	Rate	Amount	Rate	Amount	Rate	Amount	Rate	Amount	0.00	
996411	07AAGM0289CA19	GSTIN			0.0								0.00	

This ticket is booked on a personal user ID. Its sale/purchase is an offence u/s 143 of the Railways Act, 1989.

Place of Supply: (D) State Code/Name of Supplier: Delhi(DL)

Ticket Printing Time: 14-Jun-2021 11:38:19 HRS

IR recovers only 57% of cost of travel on an average.

Print ERS Without Advertisements [X]

**IMPORTANT :**

- For details, rules and terms & conditions of E-Ticketing services, please visit www.irctc.co.in.
- 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.
- 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)
- 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 of 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 produce/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.
- E-ticket cancellations are permitted through www.irctc.co.in by the user.
- 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.
- Obtain certificate from the TTE /Conductor in case of (a) PARTIALLY waitlisted e-ticket when LESS NO. OF PASSENGERS travel, (b) C FAILURE, (c) TRAVEL IN LOWER CLASS. This original certificate must be sent to GGM (T), IRCTC, Internet Ticketing Centre, IRCA Building, State Entry Road, New Delhi-110055 after filing TDR online within prescribed time for claiming refund.
- 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
- 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.
- 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.
- 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.
- 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 clerks, 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.
- For Suvidha Train, W.e.f. 20-Jan-2018, refund rule will be applicable as per General refund rule.
- In case of Train Cancellation on its entire run, full refund will be granted automatically by the System. However, if the train is cancelled partially on its run, passengers are required to file TDR within 72hrs from schedule departure of the train from the passenger's boarding station.
- Passengers are advised not to carry inflammable/dangerous/explosive/articles as part of their luggage and also to desist from smoking in the trains.
- Contact us on -24\*7 Hrs Customer Support at 0755-4090600/0755-6610661 or Mail To: care@irctc.co.in.
- 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.
- PNR and train arrival/departure enquiry no. 139
- National Consumer Helpline (NCH) Toll Free Number: 1800-11-400 or 14404
- 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.
- 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
- Only IRCTC authorized agents are permitted to book reserved rail e-tickets to the customer.
- Customer/passenger should ensure that the agent registers his or her mobile no. correctly, at the time of booking reserved rail e-tickets through agent.
- E-ticket cancellations are permitted through respective agent website only. The customer/passenger should share the OTP with the agent who booked/cancelled the ticket, for getting the cancellation refund amount.

Download the UTS APP for Unreserved Ticket booking.

**No charges for food or drinks is being collected with fare. As passenger service, provision for Ready to Eat food, Packed branded food and drinks is being made on trains/ stations, on payment basis. Passengers may purchase desired available items at MRP/ approved rates.**

## Information on Covid-19 Vaccination Programme

- COVID-19 Vaccine is an injectable vaccine and is a safe vaccine.
- COVID-19 vaccine will help to protect you, your family and communities from the Coronavirus.
- COVID-19 vaccine provides immunity against the Coronavirus disease and reduces the risk of contracting the COVID-19 infection.
- 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.
- Only registered beneficiaries will be vaccinated for COVID-19 vaccine. All beneficiaries have to be registered online. There will be no on-spot registrations at the vaccination site.
- Once you have registered yourself, you will receive the vaccine in the selected location near your home.
- All safety protocols including COVID Appropriate Behaviour (CAB) will be strictly followed in the vaccination centers and sites while providing the vaccine.
- 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 Ga Ki Doori).