



# Advance Reservation Through Internet ([www.irctc.co.in](http://www.irctc.co.in))



INDIAN RAILWAY CATERING & TOURISM CORPORATION LTD., (IRCTC LTD) a PSU of Ministry of Railways have developed a system for advance booking of Rail tickets through Internet. The Web site for online booking is [www.irctc.co.in](http://www.irctc.co.in). The site is Veri Sign secured. Booking procedures are simple and user friendly.



- If for any reason, the final output of the booking is not displayed in the screen, customer should check in the menu "History of tickets booked" in the home page before attempting again.

## Online Advance Rail Reservation through [www.irctc.co.in](http://www.irctc.co.in)

The process of booking an E-Ticket is easy and convenient. Registration on the website is free. For any assistance/ query about e-tickets, please send an e- mail to [care@irctc.co.in](mailto:care@irctc.co.in) or talk to the customer care executive at helpline number 011-39340000.

## Travel on SMS

E-Ticketing by IRCTC is helpful in protecting environment by saving paper. E-ticket holders are now permitted to travel without printout of ticket and can travel with SMS sent by IRCTC alongwith valid Photo ID proof in original.

E-ticketing is also helpful in saving environment by controlling pollution as people do not have to travel to Rail Reservation Offices to buy tickets. E-Tickets can be booked from the comfort of homes and offices. This not only saves air pollution but also Noise pollution.

## Procedure of Booking E-Ticket

- Customer should register in the [www.irctc.co.in](http://www.irctc.co.in) website to book tickets. Registration is free.
- Before registration, customer should go through the "Terms and Conditions" which are available in the website.
- Customer is allowed to register only one user ID with correct details of e-mail, mobile no., etc.
- Full fare tickets including Tatkal, Child tickets and tickets for senior citizens at concessional rate can be booked through the website. E-tickets can be booked for journey between any two stations on the route of the train including originating station and destination.
- When ticket is successfully booked an SMS will be sent to the customer detailing the PNR, ticket status, fare charged etc.

During the journey even if one passenger booked on an e-ticket presents any of the ten Identity Cards mentioned below in original, the same is accepted as proof of identity (For Tatkal ticket same Identity card is to be presented during journey which was mentioned at the time of booking of tickets):

1. Voter Identity Card issued by Election Commission of India,
2. Passport,
3. PAN Card, issued by Income Tax Department of India,
4. Driving License issued by RTO,
5. Photo Identity Card issued by Central/State Governments,
6. Student Identity Card with photograph issued by recognized school/college for their students,
7. Nationalized Bank passbook with photograph,
8. Credit Card issued by Bank with laminated photograph as a proof of identity and
9. Unique Identification Card 'Aadhar' issued by Govt. of India

## 10. Photo identity cards having serial number issued by Public Sector Undertakings of State/Central Government, District Administrations, Municipal bodies and Panchayat Administrations.

It will be the responsibility of the passenger carrying any one proof of identifications mentioned above that the other passengers booked on the e-tickets are bonafide passengers and are not travelling on someone else's name. If none of the passengers is carrying any proof of Identity as mentioned above, all the passengers will be treated as travelling without ticket and shall be charged accordingly. If the passengers fail to carry the Electronic Reservation Slip (ERS)/SMS sent by IRCTC containing journey details, a penalty of Rs.50/- will be imposed by the Ticket Checking Staff.

## Timings for Internet Reservation

Tickets on Internet can be booked from 00:30 hrs to 23:30 hrs on all days.

## Service Charge for E-ticket:

Service charge of Rs. 10/- for Second/Sleeper Class and Rs.20/- in case of all other higher classes (1AC, 2AC, 3AC, CC, 3E, FC) per e-ticket is applicable, irrespective of the number of passengers (maximum six) booked on an e-ticket. Service Tax is extra.

## Payment for booking E-tickets:

- Payment can be made by using all Master/Visa /Amex cards.
- Account holders of major banks viz. State Bank of India, PNB, Indian Bank, ICICI, HDFC, etc. can also use Net Banking/ Debit Cards facility for making payments for tickets booked through internet.
- Customers can also use various Cash Cards for making payments.
- Payment can also be made through IMPS (Immediate Payment Service) provided by National Payments Corporation of India.

In E-ticketing scheme, passengers get their reservation booked through internet while sitting at home and occupy their reserved seat on the basis of Electronic Reservation slip (ERS) taken out from their own computer or SMS sent by IRCTC/Railways along with the original Identity Card.

E-Tickets can now be booked using mobile phone also through IRCTC mobile website [www.irctc.co.in/mobile](http://www.irctc.co.in/mobile).

## Precautions while Buying e-tickets from Authorised Agents

- Demand a receipt from the e-ticketing agent for the payment made for booking ticket.
- Ensure that the Agent has valid Authorisation Certificate issued by respective Principal Agent. List of authorised agents is also available on Home Page of [www.irctc.co.in](http://www.irctc.co.in) under 'Agents' section.
- In order to facilitate availability of website to Individual users,

e-ticketing Agents are barred from booking all types of Rail e-tickets from IRCTC [website www.irctc.co.in](http://www.irctc.co.in) between 8:00 hours -12:00 hours. Do not buy tickets from Agents between 8:00 hours -12:00 hours. Such tickets are liable to be cancelled.

- Check carefully all the details viz. Stations, Date, Fare, Service Charges, Age, Class etc. printed on the E-Ticket,
- Please insist that your **Mobile number** is printed on E-ticket. You will receive SMS on your mobile phone regarding details of your bookings including the fare and the service charge.
- Cross-check the actual cost of your E-Ticket with the SMS received from IRCTC.
- If the agent demands more than the prescribed service charge, you can also lodge a complaint at [agentcomplaint@irctc.co.in](mailto:agentcomplaint@irctc.co.in).

#### Service Charge:

- On [IRCTC website](http://www.irctc.co.in): Rs. 10/- for Sleeper Class, 2S class tickets and Rs. 20/- per ticket for other higher classes.(Service Tax extra)
- Through Agent: An additional Rs.10/- for Sleeper Class, 2S class tickets and Rs.20/- per ticket for other higher classes.
- Please note that the Agent Service charge is per PNR and not per passenger.
- There is no Agent Service charge for cancellation of ticket.

#### Cancellation and Refund of E-Tickets

An E- ticket cannot be cancelled at any Reservation counter of the Railways. It can only be cancelled online.

#### A. Cancellation Before Charting

The passenger can cancel the E-Ticket before preparation of reservation chart of the train by logging in his User ID and password on the [irctc.co.in](http://www.irctc.co.in). Reservation Charts are normally prepared 4 hours before departure of the train from Train originating station. Cancellation is not possible through any other User ID and password. Upon cancellation of ticket, IRCTC will process the refund electronically and credit the amount in same account which was used at the time of booking of tickets.

#### B. Cancellation After Charting

##### 1. For confirmed Tickets

The passengers will have to make an online request through filing TDR. The claim will be processed by Zonal Railways Claims Offices by Train Chart verification, Train Running information etc., available with them and decide admissibility of refund. On receipt from Railways, IRCTC will refund the amount electronically to the passengers account. The passenger is not required to approach any railway counter for the purpose of cancellation.

##### 2. Fully Wait Listed Tickets:

- Fully waitlisted tickets are those tickets in which on one PNR, all the passengers are on waitlist. Such PNRs are dropped from the reservation charts at the time of preparation of Final Train Charts and refund is credited to customer account automatically.
- Such passengers are not required to send online request for cancellation. IRCTC will cancel such tickets after due verification and process refunds electronically.
- On a PNR which has all the passengers on waiting list at the time of charting, the name of such waitlisted passengers will not appear in the charts and such passengers, if found travelling, will be treated as unauthorized and charged accordingly. However, on a PNR which has some passengers confirmed or RAC status and some on waiting list, all the names including those on waiting list will appear in chart.

##### 3. Part confirm/RAC/Waiting List

- If on one PNR there is more than one passenger and at least one

passenger is having confirmed/RAC status and rests are on waiting list, names of all the passengers booked on such PNR will appear in the chart.

- A certificate can be obtained from the Ticket Checking staff in the train regarding non-travelling of wait-listed passengers on such tickets and refund can be obtained thereafter by sending online TDR request. Such request will be processed by Zonal Railway Claims Offices.
- If all such passengers do not want to travel before chart preparation, online cancellation can be done as at present. However, after chart preparation, online request can be filed through TDR. Zonal Railways Claims Offices will process TDRs by verification from Train Reservation Charts and decide admissibility of refund amount. IRCTC will arrange the refund to customer's account on receipt from Railways as per extant refund rules.

#### SMS and IVRS service on "139-Rail Sampark",

"139-Rail Sampark", the national enquiry for Indian Railways has been in operation for around 5 years now. The services on this number i.e. 139 include enquiries pertaining to PNR Status, Current Train running position, Accommodation availability and Fare Enquiry.

Apart from voice enquiry on IVRS, the above mentioned services are also available through SMS. Passenger can get the desired information by sending SMS to 139 in the following format.

The details of SMSs services available and the format are as under:

##### 1. For ticket status Enquiry:

SMS 10 Digit PNR Number

**For example:** 4341568666

##### 2. For Train Arrival/Departure Enquiry:

SMS "AD <Train number> <STD code of Station>"

**For example:** AD 12012 011

##### 3. For Accommodation availability:

SMS "SEAT <Train number> <DOJ\*\*ddmmyy> <Station from: STD code> <station to: STD code> <class> <Quota>\*\*\*"

**For example:** SEAT 12561 010712 0542 0571 SL G

##### 4. Fare enquiry

SMS "FARE <Train number> < DOJ\*\*ddmmyy> <Station from: STD code> <station to: STD code> <class> <Quota>\*\*\*"

**For example:** FARE 12561 010712 0542 0571 SL G

##### 5. Time table:

SMS "TIME <train number>

**For example:** TIME 12561

##### 6. Spot/ Locate train:

SMS "SPOT <train number> or LOCATE <train number>

**For example:** SPOT 12561 or LOCATE 12561

##### 7. Train Name/Number:

SMS "TN <train number> or SMS "TN <train name>

**For example:** TN 12724 or TN AP EXPRESS

To get the above syntax, SMS HELP or RAIL to 139

**Note:** Quota is optional field. For example, please enter G for general, CK for tatkal

For CLASS field, please enter 1A for First AC, 2A for Second AC, 3A for third AC, SL for Sleeper, CC for AC Chair Car, 2S for Second Sitting

The service is also available on USSD for Reliance, Uninor, Docomo and Vodafone Telephone Service Providers. Just dial \*139# to avail the USSD facility for enquiry of PNR, Arrival/Departure etc.



## List of Cities for Courier Delivery of Internet Tickets



The following cities (PIN codes) are covered for door delivery of I-Ticket  
(E-Ticket can be booked from any city irrespective of the delivery limitations)

Please ensure two clear days before date of journey for Home Delivery at the following cities of the State:-

**Andhra Pradesh:** Guntur, Hyderabad, Secunderabad **Assam:** Guwahati **Bihar:** Patna, Bhagalpur, Muzaffarpur **Chandigarh:** Chandigarh **Daman:** Silvassa **Delhi:** Delhi, **Gujarat:** Ahmedabad, Anand, Bhavnagar, Gandhinagar, Jamnagar, Rajkot, Surat, Vadodara, Vapi **Haryana:** Ambala, Bahadurgarh, Ballabgarh, Karnal, Hissar, Panipat, Yamunanagar, Gurgaon, Faridabad, Panchkula **Himachal Pradesh:** Baddi, Shimla **Jammu & Kashmir:** Jammu, Srinagar **Jharkhand:** Ranchi, Jameshpur, Bokaro **Karnataka:** Bangalore, Mangalore, Mysore **Kerala:** Kochi **Madhya Pradesh:** Bhopal, Gwalior, Indore, Jabalpur, Ratlam, Rewa, Ujjain **Maharashtra:** Aurangabad, Mumbai, Nagpur, Pune, Thane **Orissa:** Bhubaneswar **Pondicherry:** Pondicherry **Punjab:** Abohar, Amritsar, Bhatinda, Ferozpur, Hoshiarpur, Jalandhar, Ludhiana, Pathankot, Patiala **Rajasthan:** Ajmer, Jaipur, Jodhpur, Kota, Udaipur **Tamil Nadu:** Coimbatore, Chennai, Madurai **Uttar Pradesh:** Agra, Allahabad, Aligarh, Bareilly, Bijnor, Budayun, Chandausi, Dadri, Firozabad, Hathras, Izzatnagar, Jhansi, Kanpur, Lucknow, Mathura, Meerut, Moradabad, Muzaffarnagar, Mirzapur, Saharanpur, Shahjahanpur, Varanasi, Vrindavan, Ghaziabad, Noida, Greater Noida, Hapur **Uttarakhand:** Dehradun, Haldwani, Nainital, Rishikesh, Roorkee **West Bengal:** Kolkata, Howrah, Siliguri.

Please ensure three clear days before date of journey for Home Delivery at the following cities of the State:-

**Andhra Pradesh:** Cuddapah, Kakinada, Kurnool, Nellore, Nizamabad, Rajamundry, Tirupati, Vijayawada, Visakhapatnam, Warangal **Assam:** Dibrugarh, Jorhat, Nazira, Sibsagar, Silchar **Chhattisgarh:** Durg, Bhilai, Bilaspur, Raipur, Raigarh **Gujarat:** Bhuj, Kandla, Hazira, Bharuch, Nandia, Navsari **Jammu & Kashmir:** Anantnag, Bijbehara **Jharkhand:** Dhanbad **Karnataka:** Belgaum, Dharwad, Gulbarga, Hubli, Manipal, Tumkur, Udupi **Kerala:** Alapuzha, Aluva, Chengannur, Kannur, Kollam, Kottayam, Kozhikode, Palakkad, Tiruvalla, Thiruvananthapuram, Thrisur **Madhya Pradesh:** Guna, Katni, Satna, Saugor **Maharashtra:** Nasik, Kolhapur, Jalgaon, Akola **Meghalaya:** Shillong **Manipur:** Imphal **Mizoram:** Aizwal **Nagaland:** Dimapur, Kohima **Orissa:** Cuttack, Puri, Rourkela **Rajasthan:** Abu Road, Bikaner **Sikkim:** Gangtok **Tamil Nadu:** Coimbatore, Erode, Kovilpatti, Tiruchchirappalli, Tirune Iveli, Nagercoil, Tuticorin, Salem, Tiruppur, Rajapalayam, Sivakasi, Ooty, Mettupalayam, Thanjavur, Dindigul, Virudhunagar **Tripura:** Agartala **West Bengal:** Asansol, Darjeeling, Durgapur, Hoogly, Haldia, Kharagpur.

Please enter correct PIN codes for flawless delivery

### The following publications (2011-12 editions) of the Statistics and Economics Directorate of Railway Board are now available for sale:

- |  |   |                  |
|--|---|------------------|
| 1. Indian Railways Year Book                     | : | Rs. 100 per copy |
| 2. Indian Railways Annual Report & Accounts      | : | Rs. 150 per copy |
| 3. Indian Railways Annual Statistical Statements | : | Rs. 900 per copy |

These publications are, as usual, available at the sales outlets of The Controller of Publications, Civil Lines, Delhi and at the National Rail Museum, Chanakyapuri, New Delhi.

Indian Railways Annual Statistical Statements contain exhaustive statistical data on Indian Railways covering wide spectra like assets, financial performance, personnel, safety etc. A very useful reference book for research scholars, Railway enthusiasts and other users. 2011-12 edition also contains time series data of quinquennial nature from 1960-61 onwards in respect of all statements. The publication is available at the National Rail Museum, Chanakyapuri, New Delhi.