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9. 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

10.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.

11.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

12.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 clerkage, 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.

13.For Suvidha Train, W.e.f. 20-Jan-2018, refund rule will be applicable as per General refund rule.

14. In case of train cancellation on its entire run, full refund is granted automatically by the system. However, if the train is cancelled partially on its run or diverted and not touching boarding/destination station. passengers are required to file online TDR within 72 hours of scheduled departure of the train from passengers boarding station.

15.Passengers are advised not to carry inflammable/dangerous/explosive/articles as part of their luggage and also to desist from smoking in the trains

16.Contact us on: - 24*7 Hrs Customer Support at 0755-6610661, 0755-4090600 or Mail To: care@irctc.co.in.

17. 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. For any suggestions/complaints related to Catering services, contact Toll Free No. 1800-111-321 (07.00 hrs to 22.00 hrs)

18.PNR and train arrival/departure enquiry no. 139

19.National Consumer Helpline (NCH) Toll Free Number: 1800-11-400 or 14404

20.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.

21.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

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

23. The FIR forms are available with on board ticket checking staff train guard and train escorting RPF/GRP staff.

Download the UTS APP for Unreserved Ticket booking.

Information on Covid-19 Vaccination Programme

1.COVID-19 Vaccine is an injectable vaccine and is a safe vaccine.

2.COVID-19 vaccine will help to protect you, your family and communities from the Coronavirus.

3 COVID-19 vaccine provides immunity against the Coronavirus disease and reduces the risk of contracting the COVID-19 infection. 4. 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.

5. Only registered beneficiaries will be vaccinate for COVID-19 vaccine. All beneficiaries have to be registered online. There will be no on-spot registrations at the vaccination site. 6. Once you have registered yourself, you will receive the vaccine in the selected location near your home.

7.All safety protocols including COVID Appropriate Behaviour (CAB) will be strictly followed in the vaccination centers and sites while providing the vaccine.

8.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 Gaj ki Doori).

ONE NATION ONE RATION CARD

Under this scheme, migrant NFSA beneficiaries can get their foodgrains from any Fair Price Shop in the country through their existing ration cards. Currently this facility is available in 32 States/UTs.



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