

Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralya)
Rail Bhawan

NO:2004/TG-I/10/P/E-Ticketing New Delhi, Dated: 4 /01/2008

The Chief Commercial Managers,
All Indian Railways.

(Commercial Circular No. 2 of 2008)

Sub: e-tickets -- Additional Facilities.

Please refer to this office letter No.2004/TG-I/10/P/e-ticketing dated 22/12/2004 and 09/12/2005 on the subject quoted above. The matter has been further reviewed in consultation with CRIS & IRCTC and it has been decided as under: -

1. The facility of booking waiting list e-tickets will be extended to the passengers and they should also be able to take print of Electronic Reservation Slip (ERS) at the time of booking itself.
2. The status of these tickets may get updated on account of cancellation of already booked tickets etc. and the status after preparation of charts may be either fully confirmed/RAC/waiting list or combination thereof. These cases will be dealt with as under: -

A. Fully confirmed/RAC or combination thereof

Names of the passengers whose status at the time of preparation of charts is fully confirmed/fully RAC or combination thereof will appear in the chart and they can undertake their journey.

B. Fully Wait Listed Passengers

- a. Fully waitlist tickets (the tickets in which on one PNR, all the passengers are on waitlist) PNRs will be dropped from the reservation chart but not from the system.
- b. There will not be any automatic cancellation.
- c. Such passengers will be allowed to send online request for cancellation as per existing rules of railways.
- d. IRCTC will indicate necessary instructions on their website as under for the information of passengers on this account, which will be displayed at the time passenger gives acceptance for booking waitlisted e-tickets.-

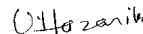
“ On a PNR which has all the passengers on waiting list at the time of charting, the names of such waitlisted passengers will not appear in the charts and such passengers, if found travelling, will be treated as unauthorized and charged accordingly. However, on a PNR which has

some passengers confirmed or RAC status and some on waiting list, all the names including those on waiting list will appear in chart.”

C. Part Confirm/RAC/Waiting List

- a. If on one PNR there are more than one passenger and one passenger is having confirmed/RAC status and rest are on waiting list or vice-versa, names of all the passengers booked on such PNR will appear in the chart.
 - b. A certificate can be obtained from the Ticket Checking staff in the train regarding non-travelling of wait-listed passengers on such tickets. Refund can be obtained thereafter.
 - c. 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 sent to IRCTC for seeking refund. IRCTC will arrange the refund as per extant refund rules after verification of the same from zonal railways concerned.
3. The facility of change of name and boarding point will also be permissible on e-tickets as per extant procedure applicable for normal PRS ticket through Railway Reservation Offices and these facilities will not be available on line.
4. CRIS & IRCTC will make necessary modifications in software under intimation to all zonal railways and Board's office and intimate the date from which these changes will be given effect.
5. Zonal Railways should take necessary action to educate all concerned specifically Ticket Checking Staff about the above said features of e-ticket scheme and any complaint on account of its ignorance should be viewed seriously.

This issues with the concurrence of Finance Directorate of Ministry of Railways.



(U. Hazarika)

Director Passenger Marketing,
Railway Board.

No.2004/TG-I/10/P/E-Ticketing

New Delhi, Dated: /01/2008

Copy to:

FA & CAO, All Zonal Railways
Director (Audit) All Zonal Railways



For Financial Commissioner

Copy to:

1. MD, CRIS, Chanakayapuri, New Delhi.
2. MD/IRCTC, 9th Floor, Bank of Baroda Building, 16, Parliament Street, New Delhi.
3. CCM/PMs and CCM/PSs, all zonal railways.
4. EDV (T), EDFC, OSD/TC, V (SS), TG-V branches of Railway Board.
5. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
6. The Principals, Zonal Training Centers, Central Railway/Bhusaval, Eastern Railway Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF Railway, Alipurduar, Southern Railway, Trichy, SE Railway, Sini, Western Railway, Udaipur.
7. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
8. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
9. Secretary General, Federation of Railway Officers Association (FROA), Room No.365-A, Rail Bhawan, New Delhi.
10. Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
11. Secretary General, All India RPF Association, Room No.549, Rail Bhawan, New Delhi.
12. Secretary General, National Federation of Railway Pensioners' Organisation, 825, Supertech Residency, Sector – 5, Plot No.6 A, Ghaziabad – 201 010.