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**GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)
(RAILWAY BOARD)**

NO.2004/TGI/10/P/e-ticketing New Delhi, 22.12.2004

The Chief Commercial Managers
All Zonal Railways.

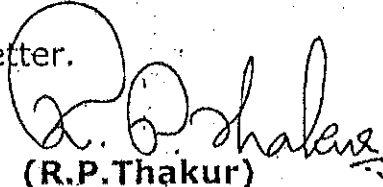
(COMMERCIAL CIRCULAR NO. 49/2004)

Sub: E-ticketing.

Ministry of Railways have approved the scheme for e-ticketing as pilot project on two Kalka Shatabdi Express Trains 2012/2011, 2037/2038 and 2005/2006. The procedure of e-ticketing is detailed in the enclosed scheme and should be scrupulously followed. The terms and condition as detailed in commercial Circular No.41 of 2002 and as amended from time to time will continue to be in force.

This issues with concurrence of Finance and Accounts Directorates of Railway Board.

Please acknowledge the receipt of this letter.


(R.P.Thakur)

**Director Passenger Marketing
Railway Board**

DA: e-ticket Scheme.

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

New Delhi 22.12.2004

Copy to:

FA&CAOs, All Zonal Railways.

Directors (Audit), All Zonal Railways.



For Financial Commissioner, Railways

Copy to:

MD/IRCTC, New Delhi.

MD/CRIS, New Delhi.

CCM(PM)/Northern Railway

ELECTRONIC TICKETING (Electronic Reservation Slip)

- The procedure for e-ticketing will be the same as for internet ticketing.
- The registered users on the website of IRCTC will be able to book tickets in exactly the same manner as being done today. The user can opt for either electronic reservation slip or internet ticket. While the internet ticket is delivered at home, there will be no delivery of tickets in e-ticketing. The passenger will have to himself take a printout of the electronic reservation slip (ERS) on his printer.
- The other procedures for payment etc. will remain unchanged.
- Passengers will be able to book tickets upto the time of charting of the trains.
- Once the passenger has opted for electronic reservation slip, he will be required to fill in the additional details about his photo identity card. The photo identity card will also be required to be carried by the passenger on the train.
- The ERS, along with the photo identity card will constitute the travel authority. Without the photo identity card, ERS will have no value. At the exit gate of the station, the ERS will be required to be surrendered to the Ticket Collector.
- The scheme will be managed by IRCTC.

Identification Card

- A maximum of six passengers can be booked on the electronic reservation slip as is the present system for all types of tickets. The present restriction of permitting only four single journeys in a month on one user ID for internet tickets will be relaxed to six single journeys.
- One member of the group will have to produce the same photo identity card which has been quoted on the ERS. Although other members of the group do not have to carry any form of identification, it will be the responsibility of the passenger whose card number appears on the reservation chart that the other

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members are bonafide passengers and are not travelling on someone else's name.

- The specified type of identification card will be one of the following only and must contain the photograph of the person to whom the photo identity card has been issued:
 1. PAN Card issued by the Income Tax Department
 2. Passport issued by the Ministry of External Affairs
 3. Driving Licence issued by the RTO
 4. Voter Photo identity card issued by the Election Commission
 5. Credit card with photograph
 6. Photo identity card issued by Govt./Govt. bodies for their employees
- Non-Indian Nationals will have to produce their passports only as proof of identity.
- The passenger will be required to fill the details of his photo identity card which he intends to carry on the train as a proof of his identity. The details will include the type of photo identity card, number and issuing agency. These details will be printed on the reservation chart of the train and also on the ERS which the passenger will carry with him while travelling for the ticket checking staff to verify the identity of the passengers.

e-Reservation Slip

- The electronic reservation slip (ERS) will be formatted in A-4 size paper as per the enclosed format.
- ERS will be valid only for reserved/RAC tickets.
- ERS cannot be presented at the counters for any refund as refund in e-ticketing will be on-line only.
- It will not be possible to print a waitlisted electronic reservation slip. Passengers will only be able to take a print out if the tickets of all the passengers are confirmed.

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Cancellation and Refund of electronic reservation slip

The electronic reservation slip cannot be cancelled at any regular counter of the Railways. The electronic reservation slip can only be cancelled online.

Before Charting

- The passenger will be able to cancel the electronic reservation slip before charting by logging in his User ID and Password on the IRCTC website and by providing the same transaction number. Cancellation will not be possible through any other User ID and password. CRIS will modify the PRS software to permit this arrangement. Upon cancellation of the ticket, IRCTC will process the refund electronically. There will be no cash refund at any stage.

After Charting

- Refund of confirmed reservation on ereservation slips will be done online only and as per the existing procedure followed by IRCTC for internet tickets. The passenger will have to make an online request to IRCTC and IRCTC after due verification from Railways, will refund the amount electronically to the passenger. The passenger is not required to approach any railway counter for the purpose of cancellation.
- The arrangements will be made in such a manner that all waitlisted tickets booked in this scheme are automatically cancelled at the time of charting. The passengers will not be required to make any request for cancellation of waitlisted tickets. The refund amount will be credited automatically to the User's account by IRCTC within the specified period and passengers informed electronically immediately about cancellation.
- There will be no waitlisted electronic reservation slip.

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On Board Process

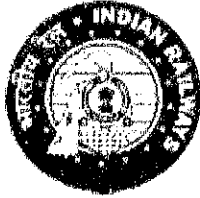
- The passengers will be required to produce the same photo identity card as mentioned in the electronic reservation slip and reservation chart. The electronic reservation slip is valid only if it is supported with the photo identity card mentioned in the electronic reservation slip.
- One member of the group is required to carry the specified photo identity card. The group is defined as family members, close relations and persons who can be vouched for by the group leader.
- In case there is difference in the photo identity card and details as mentioned in the reservation chart, the Ticket Checking Staff will satisfy himself of the identity of the passenger and if he is not satisfied, the passenger may be charged as per the rules applicable for passengers without ticket. In case the passenger is able to produce the photo identity card at a later stage, CCM(Refunds) can be approached for discretionary refund of penalty charged.
- If the name of the passenger does not appear on the charts printed by the Railways, the passenger will be treated as "a passenger without ticket" and dealt accordingly.
- CRIS will make necessary changes in the software to indicate on the chart the passengers who are travelling on electronic reservation slip in order to facilitate the ticket checking staff to identify such passengers. The details of photo identity card will also be mentioned in the reservation chart in addition to other particulars.
- In case the passenger forgets to carry the e-reservation slip on the train, he will be charged a nominal penal amount of Rs.50/- for which the Ticket Checking Staff will give him an EFT. The passenger will use this EFT to exit from the station. However, the ticket checking staff will have to satisfy himself that the particulars on the photo identity card of the passenger match the particulars appearing on the chart.

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Off Board Process

- The electronic reservation slip along with the prescribed identification card will be valid for the purpose of movement in the paid circulating area in the same manner as a regular ticket.
- Any person with an electronic reservation slip but without proper identification card will be considered as a person without proper authority in the paid circulating area and charged accordingly.

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INDIAN RAILWAY CATERING AND TOURISM
CORPORATION LTD.
[A Govt. of India Enterprise]

e-Ticketing

Electronic Reservation Slip

PNR No.:	Train No. & Name:
Date:	Class:
Date & Time of Booking:	
From:	To:
Coach No.:	Distance:
Berth/Seat No.:	No. of Passengers:
Reservation status:	Adult _____ Child _____
Fare:	Scheduled Departure:

Details of Passenger/s

Sl.No.	Name	Age	Gender
1.	*		
2.			
3.			
4.			
5.			
6.			

* - Passenger who has to carry the following identification.

Identification to be carried:-

Type	
No.	
Issuing Authority	

Important:

- This slip is valid only with the above mentioned photo identity card.
- This slip is to be carried by the passenger during the journey along with the prescribed photo identity card.
- If the name of a passenger does not appear on the chart, the passenger should not board the train as he/she will be treated as a passenger without ticket and dealt accordingly.
- At the exit gate of destination station, the slip will be collected by the gate Ticket Collector before permitting exit.

Refund Process:

Passenger should access the website www.irctc.co.in only for cancellation as no cancellation is permitted at railway counters for electronic tickets.

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