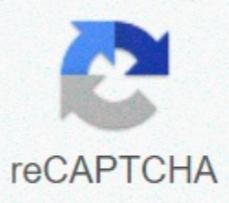




I'm not a robot



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Train reservation form 2019

Definitions In this agreement the following words shall have the following meanings: Ticket - means any ticket issued by IRCTC. It is an authorization to travel using our ticket booking facility for the specified journey over the network of Indian Railways. This means an E-ticket. PRS - Passenger Reservation System. Weekdays - All the days of the week other than Sunday. E-ticket - refers to a Railway reservation booked on this website, for the consummation of which the customer prints out an Electronic Reservation Slip which, along with the concerned authorized personal identification, constitutes the authority to travel, in lieu of the regular ticket on standard stationery. Tatkal Ticket - A ticket booked against Tatkal Quota against extra payment of premium charges as per extant Railway rules. Charting time - The time at which the charts for a particular train are prepared, for pasting on the coaches/exhibition boards before the departure of the train. ERS (Electronic Reservation Slip) - The printout in standard specified performa containing reservation particulars, and instructions for use which can be used by the Passenger along with the relevant authorized Identification, as travel authority for performing the journey. The user of ERS is governed by rules and instructions available on ERS itself. Virtual Reservation Message (VRM) - A screen-shot of e-ticket displayed through Laptops/Mobile Devices is referred as Virtual Reservation Message (VRM). Authorized ID-The Personal Photo Identification Card falling in any of these categories: 1. Passport. 2. Voter photo identity card issued by Election Commission of India. 3. Driving Licence issued by RTO 4. Pan Card issued by Income Tax Department. 5. Photo Identity card having serial number issued by Central / State Government. 6. Student Identity Card with photograph issued by recognized School/College for their students. 7. Nationalized Bank Passbook with photographs. 8. Credit Cards issued by Banks with laminated photograph. 9. Printed Unique Identification card "Aadhaar" or downloaded Aadhaar (e-Aadhaar). 10. m-Aadhaar when shown through m-Aadhaar mobile app by the passenger on his/her mobile after entering the password is accepted as proof of identity for undertaking journey in any reserved class. 11. Photo identity cards having serial number issued by public sector Undertakings of State/Central Government, District Administrations, Municipal bodies and Panchayat Administrations. 12. Passenger showing the Aadhaar/Driving Licence 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). For Non-Indians, their Country's Passport will constitute sole authorized ID. General The IRCTC provides only the facility for transacting with Indian Railway's PRS System through the Internet. Indian Railway's rules for reservation and booking apply to all such transactions along with special conditions imposed for Internet based booking. The special conditions and the terms of service applicable to Internet booking are detailed in this document. The following terms and conditions will apply if you wish to use the Indian Railways online ticket booking service offered through the IRCTC website. Please go through the conditions carefully and if you accept them, you may register and transact on the site. No user can register more than once on the site. Please note that once you register yourself on the IRCTC site, you are deemed to have agreed to the terms and conditions set forth below. If You do not agree with all these terms and conditions, you must not transact on this Website. Once you have clicked the 'I Agree' button you have entered into a formal agreement with IRCTC for the purpose of transactions on this website. If a user violates the terms and conditions of use by registering more than one User ID and/or booking tickets on such multiple User ID's, IRCTC reserves the right to deactivate all such user registrations, refer the case to RPF for prosecution under relevant section of law and cancel any or all ticket booked using these registrations without any notice. Garbage/Junk values in profile may lead to deactivation of User ID. IRCTC's performance of this agreement is subject to existing laws and legal processes of Govt. Of India, and nothing contained in this agreement is in derogation of IRCTC's right to comply with law enforcement requests or requirements relating to your use of this Web Site or information provided to or gathered by IRCTC with respect to such use. You agree that IRCTC may provide details of your use of the Web Site to regulators or police or to any other third party, or in order to resolve disputes or complaints which relate to the Web Site, at IRCTC's complete discretion. If any part of this agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth herein, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall continue in effect. This agreement constitutes the entire agreement between the customer and IRCTC with respect to this Web Site and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral, or written, between the customer and IRCTC with respect to this Web Site. A printed version of this agreement and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form. This agreement is made between: IRCTC ("Us") and The User ("You"), the individual, whose details are set out in the User Registration page.

Ticket Booking Supply By Us: We agree to provide online ticket booking facilities to registered users who agree to the terms and condition set forth in this document. Standard of Service: We will supply the service to you with reasonable care and skill. Service Hours: Booking through Internet is allowed from 00:20 AM to 11:45 PM (Indian Standard Time) on all days including Sundays. Service hours are liable to be changed without prior notice. Opening day booking:(120th day in advance, excluding the date of journey) will be available only after 8 AM. Opening day means 120 days in advance of the date of journey (journey date not to be included) from train originating station . Please note that in case of some intercity day trains, the ARP (Advance Reservation Period) is less than 60 days. For Tatkal booking, opening day means one day in advance from date of departure of train from originating station. For e.g.-if train is to depart from originating station on 2nd August, Tatkal Booking will Commence at 10.00 AM on 1st August. Issue of Tickets: You must be a registered user to use our site to book tickets and for any type of enquiries. No user can register more than once on the site. All payments towards the cost of the tickets issued will be through one of the payment mode provided on the payment page. Our site is VeriSign secured and your credit card details will travel on the Internet in a fully encrypted (128 bit, browser independent encryption) form. To ensure security, your card details are NOT stored in our Website. Scope of Service: IRCTC makes no guarantee that any service will be uninterrupted, timely, secure or error-free. Rules Governing the Booking of Tickets through Internet: Normal Booking (Other than Tatkal Booking) is allowed for journey by any train from the train starting station to any intermediate halting station or to the destination of the train or from one halting station to another halting station on the train route subject to distance restriction prescribed for the concerned train. Example: Suppose a train is running from New Delhi to Chennai with halting stations at Agra and Vijayawada, a passenger can book either for New Delhi-Agra, New Delhi-Vijayawada, New Delhi-Chennai, Agra-Vijayawada-Chennai or Vijayawada-Chennai subject to distance restrictions imposed by the Indian Railways. The facilities not available for tickets booked on Internet vis-à-vis tickets booked at PRS counters are available in Para B above. All rules and regulations applicable for reservation of seats/berths and charging of fare for rail reservation on Indian Railway's PRS will also apply to reservation through the Internet. Allotment of coach/berth/seats will be done as per existing allocation logic available in the PRS. We do not guarantee allotment of seat/berth of your choice. Furthermore, it is not possible for us to advise you whether your choice of berth is being allotted or not. In case a lady passenger alone or with children under 12 years, is willing to reserve berth/berths in ladies quota wherever earmarked, she can give choice 'Ladies' in the field of quota. If berths are available in ladies quota the system will allot accommodation in ladies cabin otherwise accommodation will be allotted in General quota, as available. In case of 1AC booking, Coach/Seat No will be given at the time of charting. Confirmation of Booking: Your booking and reservation will be confirmed online, after you complete the transaction successfully. Further, the system will issue you a unique Transaction ID for each booking. The choice of Payment Gateway lies with you. If any one of the Payment Gateway is not functioning, please try the other one available. Booking of tickets is subject to realization of fare and the service charges (including Service Tax) from concerned Bank through the Payment Gateway. You will be responsible for all charges, fees, duties, taxes and assessments arising out of your use of this Website. If, for any reason, the reservation does not materialize, the entire amount debited from your card account will be credited back to your card account. If you want to try for the same reservation again, it will be treated as a fresh booking. Payment Option: Click Here To know the list of payment options available along with bank / payment gateway transaction charges. After pressing the "Buy" button, if the "Ticket reservation output page" is not displayed on your monitor due to power failure or Internet link failure, please click the "Booked Tickets" menu on the left side of the screen. This page contains all the details of the tickets booked by you. If the reservation desired by you finds a place in the above page, you can note down the transaction id, PNR and other details. You are also advised to check your e-mail or contact IRCTC, if necessary. In case user fails to check his "booked Tickets", does a repeated transaction, also fails to cancel the ticket. The user shall have no right to claim the amount. The loss on this account shall not be borne either by IRCTC or by the Banks /Payment Gateways. Non-authorization of payment more than once by payment gateway for tickets booked by you is liable to result in deregistration of your account with this site, without any notice. Charges: You are required to pay the cost of ticket and service charge (including Service Tax) as indicated in the reservation page through any one of the payment options provided on the page. After booking tickets through this site, the details of berth/seat number, RAC/Waitlist position at the time of booking, PNR No and a unique Transaction ID will appear on your screen. You must preserve the Transaction ID and all other details for future reference. Cancellation/Refund/Modification of Tickets For details please refer to the Indian Railways' rules for Cancellation/Refund/Modification of Tickets. Refund In Failed Transaction / Cancelled Tickets: Though IRCTC's payment reconciliation team works on a 24 x 7 basis, IRCTC offers no guarantees whatsoever for the accuracy or timeliness of the refunds reaching the Customers card/bank accounts. This is on account of the multiplicity of organizations involved in processing of online transactions, the problems with Internet infrastructure currently available and working days/holidays of financial institutions. In case a passenger faces any problem in cancelling an E-Ticket online, He should apply for cancellation by sending the E-ticket details through email to etickets@irctc.co.in. IRCTC will process such cases with the Railways for grant of the due refund on behalf of the customer. The time taken and amount of refund granted in such cases is dependent on the merit of each case and is to be decided by the Railways and IRCTC will not be responsible for delays at the Railway end in any such case. Amount of Refund whenever received from the Railways shall be credited to the customer's account immediately. User Registration: After successful registration on IRCTC ticketing website, you will be able to login through User ID and Password created at the time of registration. You are responsible for maintaining the confidentiality of the password and account, and are fully responsible for all activities that occur under your password or account. You will be by default registered with www.irctctourism.com (a) Immediately notify care@irctc.co.in of any unauthorized use of your password or account or any other breach of security, and (b) Ensure that you Logout from your account at the end of each session. IRCTC cannot and will not be liable for any loss or damage arising from your failure to comply with this. E-Tickets The provision for specifying ID proof at the time of booking an e-ticket has been dispensed with. The accommodation booked is not transferable and is valid only if one of the passenger booked on an e-ticket in a transaction presents any of the following identity cards: 1. Passport. 2. Voter photo identity card issued by Election Commission of India. 3. Driving Licence issued by RTO 4. Pan Card issued by Income Tax Department. 5. Photo Identity card having serial number issued by Central / State Government. 6. Student Identity Card with photograph issued by recognized School/College for their students. 7. Nationalized Bank Passbook with photographs. 8. Credit Cards issued by Banks with laminated photograph. 9. Printed Unique Identification card "Aadhaar" or downloaded Aadhaar (e-Aadhaar). 10. m-Aadhaar when shown through m-Aadhaar mobile app by the passenger on his/her mobile after entering the password is accepted as proof of identity for undertaking journey in any reserved class. 11. Photo identity cards having serial number issued by public sector Undertakings of State/Central Government, District Administrations, Municipal bodies and Panchayat Administrations. 12. Passenger showing the Aadhaar/Driving Licence 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). The ID proofs should be carried in original during train journey and same will be accepted as proof of identity failing which the passengers will be treated as travelling without ticket and shall be dealt with as per extant Railway Rules. The user can take a printout of the Electronic Registration Slip (ERS) and perform the journey, duly carrying the authorized Original Identity Card of any one of the passenger travelling in the PNR during train journey. E-Tickets (Reservations) can be cancelled only through Internet till Chart preparation of the train and it is not allowed at face to face Railway Counters. If the user wishes to cancel his E-Ticket, he can do so till the time of chart preparation for the train through the Internet. He can log on to www.irctc.co.in and go to Booked Tickets link and select the ticket to be cancelled and can initiate the cancellation by selecting the passengers to be cancelled. Cancellation would be confirmed online and the refund would be credited back to the account used for booking as for normal Internet tickets. If there is any partial cancellation of ticket please ensure that the modified ticket (Electronic Reservation Slip) is printed separately. Electronic Reservation Slip (ERS)/Virtual Reservation Message (VRM)/ SMS sent by IRCTC along with any one of the prescribed ID proofs in original and the indication of the passenger(s) name(s) in the Reservation Chart will authorize the passenger(s) to travel. ERS/VRM/SMS sent by IRCTC along with one of the prescribed proofs of identity in original will also authorize the passenger to enter the platform on the day of journey and he/she will not be required to purchase platform ticket. ERS/VRM/SMS sent by IRCTC along with original id proof will be required to be produced on demand by Ticket Checking Staff on the platform. The ERS/VRM/SMS sent by IRCTC along with the ID proof in original would be verified by TTE with the name and PNR on the chart. If the passenger fails to produce/display ERS/VRM/SMS sent by IRCTC due to any eventuality (loss, discharged mobile/laptop, etc.) but has the prescribed original proof of identity, penalty as applicable under Railway rules will be levied. The ticket checking staff on train/at station will give EFT for the same. The functionality of preponement /postponement of journey date and Train is not available at present for e tickets. Tatkal Tickets Tatkal E-tickets can be booked one day in advance excluding the date of journey from the train originating station. It can be booked on the opening day from 10.00 AM onwards. e.g. if train is to depart from originating station on 2nd August, Tatkal Booking will Commence at 10.00 AM on 1st August. Click here Tatkal Booking facility provides Confirmed / Waitlisted tickets against Tatkal quota, in any class except 1 AC, for journey between source/remote stations having Tatkal Quota to destination. Maximum four passengers per PNR can be booked on Tatkal e-ticket. Tatkal charges per passenger are in addition to normal ticket. On Cancellation - No refund will be granted on cancellation of confirmed Tatkal tickets. For contingent cancellation & waitlisted Tatkal ticket cancellations, charges will be deducted as per existing Railway rules. Partial cancellation of Tatkal e-tickets is allowed. Complaints Procedure: You can reach us at care@irctc.co.in. Do contact us at 24x7 Hrs Customer Support at 0755-3934141, 0755-6610661, 0755-4090600. Your Obligations General Obligations: You shall access our web site only for lawful purposes and you shall be responsible for complying with all applicable laws, statutes and regulations in connection with the use of our web site. This Website is for your personal and non-commercial use. You shall not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer or sell any information, products or services obtained from this Website. You shall not create a hypertext link to the Website or "frame" the Website, except with the express advance written permission of IRCTC. Information Provided: The information you provide in the Registration page must be complete and accurate. IRCTC reserves the right at all times to disclose any information as IRCTC deems necessary to satisfy any applicable law, regulation, legal process, or Governmental request. 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The Password entered by you is transmitted in one-way encrypted form to our database and stored as such. Thus the Password will not be known even to IRCTC. You confirm that you are the authorized holder of the credit card or the original account holder used in the transactions you make using the site and you alone use the "id" and "password" you have created in the site. Railways/IRCTC will not be responsible for any financial loss, inconvenience or mental agony resulting from misuse of your ID/password/credit card number/account details number for booking tickets on this site. Liability Limitation of Liability: We shall not be liable to you save as expressly provided for in these terms and conditions and shall have no other obligations, duties or liabilities whatsoever in contract, tort or otherwise arising out of the use of the service or connection to the web site. 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Exclusion of Liability: We shall not be liable to you for any of the following types of loss or damage arising out of your use of our web site and the service whether in contract or tort (including any liability for negligence howsoever arising out of or in connection with the performance of our obligations in the provision of the web site and this service): i. Loss of revenue, business, anticipated savings or profits; or ii. Any indirect or consequential loss howsoever arising. Exclusion of other Warranties/Remedies: You acknowledge and agree that in entering into the Agreement, you do not rely on and shall have no remedy in respect of any statement, representation or warranty given by any person (including as to condition, quality and fitness for purpose). ALL warranties implied by statute, common law, custom or otherwise as to the standard of the service and the accuracy of any information (other than fraudulent misrepresentation) provided on this web site are hereby excluded. 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Exclusion of liability for cancellation of trains: Please note that in case of cancellation/diversion/termination short of destination of trains, the Indian Railways Rules apply which contain limitations and exclusions relating to the liability of the Indian Railways to the customer in respect of loss or damage caused by the delay/diversion/termination short of destination and/or cancellation of any train, any missed connection, or closure of the Railway. The IRCTC provides only the facility of interacting with the Indian Railway's PRS system through the Internet. The IRCTC is not responsible for providing train services or any other service through this site. Governing Law: Indian Law and the courts of New Delhi, India govern This Agreement and your use of the web site. You hereby irrevocably consent to the exclusive jurisdiction and venue of courts in New Delhi, India in all disputes arising out of or relating to the use of the IRCTC Sites/Services. 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Call us at 0755-3934141, 0755-6610661, 0755-4090600 (24x7 Hrs) or email us at care@irctc.co.in

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