

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

No.2007/TG-I/10/P/Ticket Format

New Delhi, Dated: 18 /09/2007

The Chief Commercial Managers,
All Indian Railways.

(Commercial Circular No. 84 of 2007)

Sub: E-ticketing Scheme.

E-ticketing scheme was initially introduced on Indian Railways w.e.f.12/08/2005 and was extended to all Mail/Express trains w.e.f.24/02/2006. It has been reiterated in various instructions issued on e-ticket that the staff concerned may be educated about the e-ticket so as to ensure that no complaint on account of ignorance of the scheme particularly by Ticket Checking Staff is received. However, the complaints have been received where TTEs have not accepted the e-tickets as a valid authority of travel and imposed the penalty on the passengers. Board has taken a serious view of this It is, therefore, desired that the following action may be taken to educate all concerned specifically on board Ticket Checking Staff about the e-ticketing scheme: -

- i) All concerned staff particularly Ticket Checking Staff should be suitably educated about the important features of the e-ticketing scheme and they should be shown the proforma of the e-ticketing sent along with the original scheme. Their signatures should be obtained to the fact that they have understood the features of the scheme.
- ii) IRCTC has been authorised to go ahead with the e-ticket formats that contain all relevant details as mentioned in the original e-ticket format prescribed at the time of introduction of the scheme (copy enclosed). As a result it is possible that onboard staff may find different type of e-ticket depending upon the source from which it is being issued viz. ATMs, Petrol Pumps, own computer or any other agencies/sources authorised by IRCTC. The concerned staff should be advised that if the e-ticket being presented by the passengers contains all the relevant details mentioned in the proforma sent to zonal railways along with the original e-ticketing scheme, they should accept it as an authority to travel subject to production of proof of identity as mentioned in the scheme.

Any complaint (s) on this account should be viewed very seriously.

DA: As above

(U. Hazarika)
Director Passenger Marketing
Railway Board.



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.