

**USER GUIDE
FOR INDIAN RAILWAY
E-TICKET BOOKING
&
CANCELLATION**





A GUIDE for e-TICKET BOOKING

- Registered with First Flight Tours & Travels as Authorised E-Ticket Franchisee.
- Download Class 3 Digital Certificate or Software from software CD.
- Insert e-token in the USB port of the system and wait for 1 Min. (In case if you have taken Digital Signature in USB Token Format.
- Go on homepage of IRCTC www.irctc.co.in and click on Agent Login.
- A window will appear stating your name. Highlight the name and click ok to continue.
- Insert the USER ID and password given by IRCTC. Click login to Continue.
- The "Plan my travel and Book tickets" page appears.
- Use help option for any help required to book tickets.
- Select your train from the list that appears on the screen.
- If the From/To station selected by you are correctly in the route of the train then:
- Select e-Ticket option.
- The list of e-ticket trains will be highlighted.

The identification details are not required at the time of booking now. The ID card will be required during journey. One of the passenger booked on an e-ticket should have any of the five identity cards(Voter identity card / Passport / Pan card / Driving license / Photo I/d card of Central / State Government issued to their employees) during train journey in original.

Plan My Travel *Mandatory

From *

To *

Date *

Class *

Ticket Type * ☐ i-ticket ☒ e-ticket

Quota ☐ Tatkal

Time table of several trains are being updated from July 2008, Please check exact train starting time from boarding station before embarking on your journey.

- For normal I-Ticket, booking is permitted at least two clear calendar days in advance of date of journey.
- For e-Ticket, booking can be done upto chart Preparation approximately 4 to 6 hours before departure of train. For morning trains with departure time upto 12.00 hrs charts are prepared on the previous night.
- Opening day booking (90th day in advance, excluding the date of journey) will be available only after 8 AM, along with the counters.

Plan My Travel

Mandatory

From *

NDLS

To *

MAS

Date *

10

▼

Nov

▼

2008

▼

Class *

AC 2-tier sleeper(2A)

▼

Ticket Type *

☐ i-ticket
 ☒ e-ticket

Quota

☐ Tatkal

Find Trains

Reset

List of Trains						
Please Select A Train From The List						
S#	Select	Train No	Train Name	Departure↑	Arrival ↑	Runs on
1	<input type="radio"/>	2616	G T EXPRESS	18:40	06:15	M T W T H F S S U
2	<input type="radio"/>	2622	TAMIL NADU EXP	22:30	07:10	M T W T H F S S U

Book Ticket

Get Fare

Show Route

Show Availability

- If you wish to know the route and the timings, click on Show Route.
- If you want to know the availability of seats/berths, click on "Show Availability"
- To get the fare, click on "Get Fare" button. The fare appearing is for a single adult Passenger excluding the service charges charged by IRCTC and by the Bank(Credit Card/Direct Debit).
- To book tickets, click on "Book Ticket" button
- If you wish to select other train, click on "Select Other Train" button.

Ticket Reservation
Mandatory

Train No	2616	Train Name	G T EXPRESS
From	NDLS	To	MAS
Date	10-Nov-2008	Class	AC 2-tier sleeper(2A)
Boarding Point	NDLS	Reservation Upto	MAS
Quota	<input checked="" type="radio"/> General <input type="radio"/> Ladies		

Passenger Details

1 : Select your Travel List

2 : Select Passengers from your Master List

SNo	Name	Age	Sex	Berth Preference	Senior Citizen
1	R K Tiwari	40	Male	Lower	<input type="checkbox"/>
2	Prabudh	28	Male	Lower	<input type="checkbox"/>
3	Suraj	26	Male	Lower	<input type="checkbox"/>
4	<input type="text"/>	<input type="text"/>	Select	Choose Berth	<input type="checkbox"/>
5	<input type="text"/>	<input type="text"/>	Select	Choose Berth	<input type="checkbox"/>
6	<input type="text"/>	<input type="text"/>	Select	Choose Berth	<input type="checkbox"/>

☒ **Consider for Auto Upgradation.**

Berth preference does not guarantee allotment of preferred berth type. If you need assured Lower Berths or assured Compact Accomodation (in same coach) please select one of the options below:

☒ None
☐ Book my ticket only if atleast one lower berth is allotted.
☐ Book my ticket only if atleast two lower berths are allotted.
☐ Book my ticket only if all the above passengers are allotted berths in the same coach.

If no option/None is selected, the berths will be allotted based on the system logic, depending on availability at that point of time.

E - Ticket

The identification details are not required at the time of booking now .The ID card will be required during journey.One of the passenger booked on an e-ticket should have any of the five identity cards(Voter identity card/Passport/ Pan card/Driving license/Photo I/d card of Central/State Government issued to their employees) during train journey in original.

- Ticket reservation page appears; check whether the train name and the station names displayed on the top of the page are same as desired by you.
- Enter the names of the Passengers, age, sex and berth preference for each Passenger. The maximum length of names should be restricted to 15 characters. If the Passenger is a senior citizen (60 yrs and above) and wants to avail Senior Citizens' concession (30% of Base fare), click the box provided. Senior citizens are requested to carry some proof of age during their journey. A sample form is reproduced below. (The allotment of your required berth depends on the availability)

Ticket Reservation

Train No	2616	Train Name	G T EXPRESS
From	NDLS	To	MAS
Date	10-Nov-2008	Class	AC 2-tier sleeper (2A)
Boarding Point	NDLS	Reservation Upto	MAS
Quota	General		

SNo	Name	Age	Sex	Berth Preference	Senior Citizen	Loyalty No
1	R K Tiwari	40	Male	Lower	No	
2	Prabudh	28	Male	Lower	No	
3	Suraj	26	Male	Lower	No	

Ticket Amount:	Rs.5991.0
Service Charges:	Rs.30.0 (Including Service Tax)
Total Amount:	Rs.6021.0
Total Availability at	IST 15:35
AVAILABLE- 0045	AC 2-tier sleeper(2A)

Note1: This availability is for all berths, not of your preferred berth type. As tickets are booked throughout the country across PRS counters, any confirmed status shown above may decline into RAC/Waiting list status, while your payment is being processed.

[Make Payment](#)
[Replan](#)

[Click here to check comparative performance report of banks](#)

Note: If for any reason, the reservation output details are not displayed on your screen after you have made payments, please check the details in "Booked Tickets" under "Booking History" in left navigation bar. You may also check your mail for the details of your booking. You are also advised to contact IRCTC before trying to book your ticket again.

- The ticket details, availability of tickets at the particular time and the fare, including the service charge, appear on the screen, along with the payment option. Follow the instructions.
- Click on the button "Make Payment" and a pop-up window will give the list of payment options. Please choose one of the mode of payment. Please click on the payment option below for help regarding the payment procedure through each of these options

IRCTC :: - Payment Gateways - Microsoft Internet Explorer

Select your bank for making payment. On completion of payment procedure, you will automatically come to IRCTC site and proceed with the booking confirmation. [Click Here](#) For Transaction Charges

Payment by Credit Cards and Debit Cards (If enabled by card Issuer):

<input type="radio"/> ICICI PG ?	<input type="radio"/> HDFC PG ?	<input type="radio"/> CITI PG ?
<input type="radio"/> American Express ?	<input type="radio"/> HdfcvbvPG	<input type="radio"/> UTI PG

Payment by Credit Cards EMI Option:

<input type="radio"/> ICICI Bank EMI ?	<input type="radio"/> CITI Bank EMI ?
--	---------------------------------------

Payment by Direct Debit facility:

<input type="radio"/> CBOP	<input type="radio"/> HDFCWS	<input type="radio"/> BOB
<input type="radio"/> ICICI Bank ?	<input type="radio"/> HDFC Bank ?	<input type="radio"/> Citibank ?
<input type="radio"/> AXIS Bank ?	<input type="radio"/> ABN Amro Bank ?	<input type="radio"/> IDBI Bank ?
<input type="radio"/> Bank Of Punjab ?	<input type="radio"/> Centurion Bank ?	<input type="radio"/> SBI ATM-cum-Debit Card ?
<input type="radio"/> State Bank Of India ?	<input type="radio"/> Punjab National Bank ?	<input type="radio"/> FederalBank ?
<input type="radio"/> Syndicate Bank ?	<input type="radio"/> IndusInd Bank ?	<input type="radio"/> Karnataka Bank ?
<input type="radio"/> Andhra Bank ?	<input type="radio"/> Corporation Bank ?	<input type="radio"/> Bank Of India ?
<input type="radio"/> Rajasthan Bank ?	<input type="radio"/> Indian Bank ?	<input type="radio"/> SBIAssociate Bank's ?
<input type="radio"/> mybank(test for union bank) ?	<input type="radio"/> Bank Of Indore ?	<input type="radio"/> Canara Bank ?
<input type="radio"/> Oriental Bank Of Commerce ?	<input type="radio"/> Union Bank Of India ?	<input type="radio"/> State Bank Of Travancore ?
<input type="radio"/> Dena Bank ?		

Payment by Cash Cards:

Transaction Charges Details

Payment by Credit Cards

AXIS PG	For all Master / Visa credit cards issued by any bank. Transaction charges of 1.65%
ICICI PG	For all MASTER / VISA Credit Cards (Not International Credit Cards) / HDFC, ICICI, AXIS, SBI, Deutsche Bank, KVB(Karur Vysya Bank) Visa debit cards. Transaction Charges 1.8%
HDFC PG	For all MASTER / VISA Credit Cards (Not International Credit Cards) / HDFC, AXIS, SBI, Deutsche Bank, KVB(Karur Vysya Bank) Visa debit cards. Transaction Charges 1.8%
CITI PG	For all MASTER / VISA / DINERS CLUB CREDIT CARDS / HDFC, AXIS, SBI, Deutsche Bank, KVB (Karur Vysya Bank) Visa debit cards. Transaction Charges 1.8%
American Express	For all credit cards issued by American Express. Transaction Charges 1.8%

Payment by Credit Cards EMI Option

ICICI BANK EMI	Pay in 3 installments with your ICICI Bank Credit Cards. Transaction charges 4.65% .
CITI Bank EMI	Pay in 3 installments with your Citibank/Diners Club Credit Cards. Transaction charges 2.8% .

Payment by Direct Debit Facility

Canara Bank	Transaction Charges of Rs. 10/-
HDFC Bank	Transaction Charges of Rs. 10/- + service tax and education cess as applicable.
ICICI BANK	Transaction Charges of Rs. 10/-+Service Tax as applicable.
Citibank	Transaction charges of Rs.10/-
AXIS Bank	Transaction Charge of Rs.10/- + taxes per transaction.
ABN Amro Bank	Transaction Charge NIL
IDBI Bank	Transaction charges of Rs.10/-
SBI ATM-cum-Debit Card	Transaction charges of Rs.10/-
State Bank of India	Transaction charges of Rs.10/-
Punjab National Bank	Transaction Charge NIL
Federal Bank	Transaction Charge NIL
Syndicate Bank	Transaction Charge NIL
Indusind Bank	Transaction Charge NIL
Karnataka Bank	Transaction Charge NIL
Andhra Bank	Transaction charges of Rs.10/-
Corporation Bank	Transaction charges of Rs10/ per transaction
Bank of India	Transaction Charge NIL
Rajasthan Bank	Transaction Charge Rs. 15
Indian Bank	Transaction Charges of Rs. 10/-
SBI Associates	Transaction Charge Rs. 10 per Transaction
Oriental bank of commerce	Transaction charges of Rs.10/- At selected branches of OBC
Union Bank Of India	Transaction Charge NIL
Bank of Baroda	Transaction Charge NIL

Payment by Cash Cards

ITZ Cash Card	Transaction charges of 1.5%
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Congratulations. You have successfully made an e-Reservation with these details.
Please print the slip and carry it along with the relevant photo ID card while travelling.
Thank you for using IRCTC's services.

Ticket Reservation

IRCTC's e-Ticketing Service

Electronic Reservation Slip

Transaction ID: **0004130072**
Train No. & Name: **2616/G T EXPRESS**
Class: **2A**
From: **NEW DELHI(NDLS)**
Boarding **NEW DELHI(NDLS)**
Coach No: **HA1**
Seat No:
0001/LB
0003/LB
0002/UB
Total Fare: **Rs. 5991.0**

PNR No : **2201072099**
Date of Journey: **10-11-2008**
Date Of Boarding: **10/11/2008**
To : **CHENNAI CENTRAL(MAS)**
Resv Upto: **CHENNAI CENTRAL(MAS)**
Distance: **2183 KM**
Adult: **3** Child: **0**
Scheduled Departure: **18:40**

Details of Passengers

SNO.	Name	Age	Sex
1	R K TIWARI	040	Male
2	PRABUDH	028	Male
3	SURAJ	026	Male

Important

- One of the passenger booked on an E-ticket is required to present any of the five identity cards noted below in original during the train journey and same will be accepted as a proof of identity failing which all the passengers will be treated as travelling without ticket and shall be dealt as per extant Railway Rules. Valid Ids:- Voter Identity Card / Passport / PAN Card / Driving License / Photo ID card issued by Central / State Govt. for their employees.
 - The accommodation booked is not transferable and is valid only if one of the ID card noted above is presented during the journey. The passenger should carry with him the Electronic Reservation Slip print out. In case the passenger does not carry the electronic reservation slip, a charge of Rs.50/- per ticket shall be recovered by the ticket checking staff and an excess fare ticket will be issued in lieu of that.
 - E-ticket cancellations are permitted through www.irctc.co.in by the user. In case e-ticket is booked through an agent, please contact respective agent for cancellations.
 - Just dial 139 from your landline, mobile & CDMA phones for railway enquiries.
- Contact us on:- 24*7 Hrs. Customer Support at 011-23340000 , MON - SAT(10 AM - 6 PM) 011-23345500/4787/4773/5800/8539/8543 , Fax no. 011-23345900, Chennai Customer Care 044 - 25300000.or Mail To: care@irctc.co.in

For cancellation and Refund:

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

Please note that the provision for specifying I/D 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 five identity cards(Voter identity card/Passport/ Pan card/Driving license/Photo I/d card of Central/State Government issued to their employees) during train journey in original 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.

[Print ERS \(English\)](#)

[Print ERS \(Hindi\)](#)

[Print ERS Instructions](#)

Contact us on:- 24*7 Hrs. Customer Support at 011-23340000 , MON - SAT(10 AM - 6 PM) 011-23345500/4787/4773/5800/8539/8543 , Fax no. 011-23345900, Chennai Customer Care 044 - 25300000.

- After successful payment and booking of accommodations, the User is shown the ticket confirmation details along with a "Print Reservation Slip" Button". On clicking the button ERS is shown with an option to print.
- The customer can subsequently also print Electronic Reservation Slip from the 'BOOKED TICKETS' link on the left navigation bar.



IRCTCs e-Ticketing Service Electronic Reservation Slip



Transaction ID: 0004130072	PNR No : 2201072099
Train No. & Name: 2616/G T EXPRESS	Date of Journey: 10-Nov-2008
Class: 2A	Date of Booking: 03-Nov-2008 03:35:54 PM
From: NEW DELHI(NDLS)	To : CHENNAI CENTRAL(MAS)
Boarding : NEW DELHI(NDLS)	Resv Upto: CHENNAI CENTRAL(MAS)
Scheduled Departure: 18:40	Total Fare : Rs 5991.00
	Distance: 2183 KM
	Quota: General
	Adult: 3 Child: 0

***Departure time printed on the ERS is liable to change. New time table from 01-07-2008**

SNO.	Name	Age	Sex	Status/ Coach No/ Seat No
1.	R K Tiwari	40	Male	CONFIRM / HA1 / 0001
2.	Prabudh	28	Male	CONFIRM / HA1 / 0003
3.	Suraj	26	Male	CONFIRM / HA1 / 0002

Service Charges

1-IRCTC service charge:-Rs 30.00

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Important

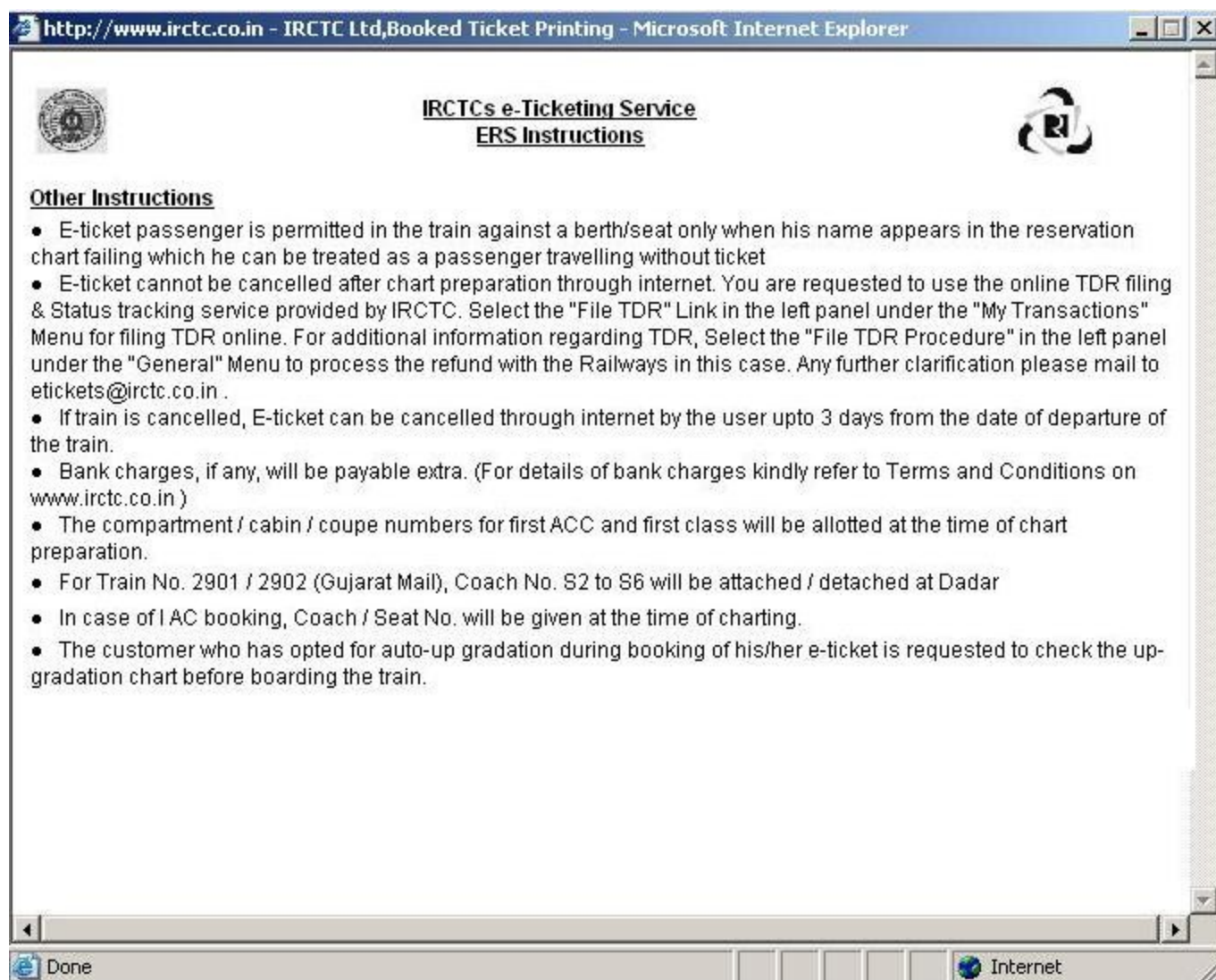
- One of the passenger booked on an E-ticket is required to present any of the five identity cards noted below in original during the train journey and same will be accepted as a proof of identity failing which all the passengers will be treated as travelling without ticket and shall be dealt as per extant Railway Rules. Valid Ids:- Voter Identity Card / Passport / PAN Card / Driving License / Photo ID card issued by Central / State Govt. for their employees.
- The accommodation booked is not transferable and is valid only if one of the ID card noted above is presented during the journey. The passenger should carry with him the Electronic Reservation Slip print out. In case the passenger does not carry the electronic reservation slip, a charge of Rs.50/- per ticket shall be recovered by the ticket checking staff and an excess fare ticket will be issued in lieu of that.
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Thank you for using IRCTC's Services.

[Print Instructions](#)

[Close](#)



A GUIDE for e-TICKET CANCELLATION

- If user wishes to cancel his e-ticket from 'BOOKED TICKETS' link on the left navigation bar, select the ticket to be cancelled and click on 'Cancel e-ticket' and can initiate the cancellation by selecting the passengers to be cancelled.

Cancelled Tickets History

PNR Number

-

From Station



Transaction ID

To Station



History

Clear

Check the PNR status to confirm cancellation of your ticket. On failure of cancellation of the ticket with repeated attempts please contact us immediately at 011-23340000 / 23345500 / 23344787 / 23344773 / 23345800 or email us at etickets@irctc.co.in

List Of Tickets								
		Get Pnr Status		Print E-Ticket		Cancel E-Ticket		
S#	Select	Transaction ID	PNR Number	From Station	To Station	Date Of Journey	Current Res_Status	Booked On
1	<input type="radio"/>	0004129762	2500089032	NDLS	MAS	30-11-2008	Delivered	30-10-2008
2	<input checked="" type="radio"/>	0004129761	2333577795	NDLS	MAS	30-11-2008	Delivered	30-10-2008
3	<input type="radio"/>	0004129759	2500089012	NDLS	MAS	30-11-2008	Delivered	30-10-2008
4	<input type="radio"/>	0004129745	2500089005	NDLS	MAS	29-11-2008	Delivered	30-10-2008
5	<input type="radio"/>	0004129629	2333577652	NDLS	MAS	29-11-2008	Delivered	29-10-2008
6	<input type="radio"/>	0004129624	2433577555	NDLS	MAS	29-11-2008	Delivered	29-10-2008
7	<input type="radio"/>	0004129623	2433577578	NDLS	MAS	29-11-2008	Delivered	29-10-2008
8	<input type="radio"/>	0004129622	2433577554	NDLS	MAS	29-11-2008	Delivered	29-10-2008
9	<input type="radio"/>	0004129611	2333577520	NDLS	MAS	21-11-2008	Delivered	27-10-2008
10	<input type="radio"/>	0004129602	2201071562	NDLS	MAS	21-11-2008	Delivered	27-10-2008

☐ e-ticket
 ☐ i-ticket

Next

- User has to select only those passangers who are to be cancelled in case of partial cancellation of ticket. in case of partial cancellation the passanger should get a fresh printout of the ERS for the passangers continuing there journey.

PNR Status Details

PNR-Number	233-3577924		
Train Number	2616	Train Name	G T EXPRESS
Date	1- Nov- 2008		
From Station	NDLS	To station	MAS
Reservation upto	MAS	Boarding point	NDLS
Class	2A	No of passengers	2
Charting Status	CHART NOT PREPARED		

Status Report

S#	Name	Age	Sex	Booking Status	Current Status	Select for Cancel
1	test a	29	Male	W/L 70	Can/Mod	<input checked="" type="checkbox"/>
2	test b	29	Male	W/L 71	W/L 30	<input type="checkbox"/>

RAC - Reservation Against Cancellation

WL - Wait List

RLWL - Remote Location Wait List

PQWL - Pooled Quota Wait List

REGRET/WL1 - No More Booking Permitted

Cancel Ticket

Back

- If the ticket is partially cancelled, a fresh Electronic Reservation Slip needs to be carried by the Passenger

Cancellation Status Details

PNR-Number	2333577924	Train Name	
Train Number	2616		
Date	01- 11-2008		
From Station	NEW DELHI	To station	CHENNAI CENTRAL
Reservation upto	CHENNAI CENTRAL	Boarding point	NEW DELHI
Class	2A	No of passengers	
Charting Status			
Cancellation Reason			
Cash Paid	Rs. 1997.0		
Cash Deducted	Rs. 20.0		
Cash Refund*	Rs. 1977.0		

*Refund Amount mentioned would be refunded back electronically to the account used for booking.
If the Refund amount is appearing as '0' for Tatkal ticket cancellations, there will be 'NO' refunds to the account.

Status Report

S#	Name	Age	Sex	Booking Status	Current Status
1	test a	29	Male	W/L 70	Can/Mod
2	test b	29	Male	W/L 71	Can/Mod

[Print ERS](#)
[Print ERS Instructions](#)
[Back to Booked History](#)

Do's & Don'ts for the Franchisees Registered with IRCTC

Do's for the Franchisees

- The Franchisees should register only if minimum basic Infrastructure already exists. The Franchisees should have its own office with valid license for online ticket reservation and efficient staff to handle the booking/delivery of e-tickets as and when required.
- IRCTC's rules & regulations are to be read properly & followed strictly. Ignorance of the same cannot be considered a valid reason.
- Registration as an agent in IRCTC is issued for booking of E-Tickets only (except RTSA Franchisees, who are authorized by Railways).
- Franchisees should issue receipt on their own stationary for the amount collected from the customers.
- The receipt should contain details like Railway Fare, IRCTC's service charges, Franchisees service charges etc. (The service Tax as applicable on the Franchisees service charges should be shown separately in the receipt).
- The service charges to be collected by the Franchisees should be displayed prominently by the Franchisees.
- Change of address should be intimated to ORCTC immediately along with the original certificate issued by IRCTC in order to issue a fresh certificate.
- Franchisees if permitted by IRCTC, can keep a sign board outside their office in which IRCTC's logo can be displayed. IRCTC's logo (Soft copy) will be sent by mail on request.
- Certificate of Authorization issued by IRCTC should be prominently displayed at the Office.
- If cash cards are used, it is pertinent to retain the exhausted cards for refunds if any.
- Cancellation is a part of the service already extended to the Customer. Hence no extra charges should be collected when the customer approaches the Franchisee at a later date for cancellation of his ticket.
- Franchisee should refund the money to the customer immediately in all cases.
- Along with the refund, the refund details must be provided to the customer during cancellation.
- In case of refund of e-tickets which could not be cancelled on website, the Franchisee must inform the customer about the process, take contact details & remit the refund to the customer as and when it is credited in the Franchisee's account.
- The Franchisee must ensure that the transaction (Booking or cancellation) is done with the complete knowledge of the customer.
- The Franchisee must be fully aware of extant rules.
- Franchisee should practice good business ethics.

Don'ts for the Franchisees

- No advertisement in any form whether in print or press media is to be issued without prior permission from IRCTC in writing.
- Extra charges in any form whether for cancellation of the ticket or checking the availability status should not be collected from the customers.
- **Booking of I-tickets is prohibited & punishable with minimum punishment of immediate deactivation of the user id.**
- Transfer & re-sale of tickets is punishable under Indian Railway rules under Sec.142.
- Franchisees are prohibited to print reservation Application Forms with IRCTC Logo on top.
- Popularizing the organizations name as authorized Railway Agents is strictly prohibited. The Franchisees are IRCTC authorized E-Ticketing Agents.
- IRCTC's logo should not be used in Visiting Cards, Letterheads, and Pamphlets or in any other forms unless approved by IRCTC.
- Tickets should be booked only when the customer approaches.
- Login page should not be kept idle for a long time.
- Do not use back or refresh option while booking tickets.
- Do not book benami e-tickets (anybody doing so will be prosecuted).
- Blocking of accommodation by giving fictitious names in any train should not be done. As per the Indian Railways Act-1989 blocking of accommodation is a criminal offence and is punishable.
- The Electronic Reservation Slip (ERS) should not be modified. If brought to the notice, IRCTC will take necessary punitive steps.
- Do not cancel the tickets without the knowledge of the customer.
- Do not change the profile by entering new details Even if update profile link is available (rare cases) in the left panel in our website after logging in. If you update you will be reverted as individual user losing the functionality of agent booking.
- **Do not lose the Digital Certificate as you will not be able to login without the certificate.**