

Jago!!! YATRI Jago!!!



Planning Railway Journey???

- ✓ Be smart passenger with IRCTC e-tickets !!!
- ✓ Freedom from long queue & paper as bonus
- ✓ Book from your own personal ID at www.irctc.co.in and pay per ticket irrespective of no. of passengers:- Rs. 10/- for SL class or Rs. 20/- for AC class, as IRCTC's Service Charge + S/Tax, "or"
- ✓ Book through IRCTC authorised Retail Service Providers (list available at www.irctc.co.in) and pay per ticket irrespective of no. of passenger as IRCTC + RSP Service Charges as under:- Rs. 20/- for SL class or Rs. 40/- for AC class (inclusive of S/Tax) + Payment Gateway Charges (maximum up to 1.8% of the fare).
- ✓ Never purchase or sell, e-tickets, generated from personal user IDs. It is an offence under section 143 of the Railway Act' 1989. E-tickets purchased/sell from personal user IDs are liable to be cancelled at any time.

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Booking e-ticket through IRCTC authorized Retail Service Provider (RSP)???

Always insist the RSP:-

- ✓ To mention your correct mobile number in the ticket
- ✓ For a proper cash memo for the total amount paid
- ✓ Cross check your ticket details with the message received from IRCTC on your mobile.



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Victimized of Overcharging or any other irregularities by any IRCTC authorized Retail Service Provider (RSP)???

- Don't hesitate to lodge your complaint (alongwith copy of your e-ticket & cash memo provided by the RSP) with IRCTC at:-
 - agentcomplaint@irctc.co.in, or
 - cvo@irctc.com



- Defaulter RSPs are being punished severely with:-
 - Fine of Rs. 20,000/-
 - Recovery of double the 'overcharged' amount. Overcharged amount will be refunded to the aggrieved customer.
 - Deactivation & Blacklisting of the PSP.
 - Legal action (Prosecution) in case of cheating, fraud, touting etc.

DO's & Dont's for smart e- ticket users



- ✓ Register yourself with correct personal details at IRCTC Internet Ticketing (www.irctc.co.in) for e-ticket.
- ✓ Prefer a paperless green e-ticket from your own ID.
- ✓ If not possible, locate & approach an authorized e-ticket Retail Service Provider only at (www.irctc.co.in>agents>Find agents>Enter Pin Code/City name).
- ✓ Always insist the agent to mention your mobile number in the ticket.
- ✓ Cross check your e-ticket particulars with the message received on your mobile from IRCTC.
- ✓ Always ask for the bifurcation of the charges demanded.
- ✓ Always insist to have cash receipt of the full amount paid by you.
- ✓ If overcharged by authorized IRCTC RSP, lodge a complaint (alongwith copy of e-ticket & cash memo) with IRCTC at agentcomplaint@irctc.co.in



- ✗ Never attempt to purchase or sell, e-tickets, generated from personal user IDs. It is an offence under section 143 of the Railway Act' 1989. E-tickets purchased/sell from personal user IDs are liable to be cancelled at any time.
- ✗ Never create multiple user IDs.
- ✗ Never give fictitious personal details while registering yourself with IRCTC.
- ✗ Don't try to indulge in scripting.
- ✗ Don't try to use illegal software.
- ✗ Never submit TDRs for false claims.
- ✗ Never pay service charges on per passenger basis.
- ✗ Never use personal user IDs for procuring/selling e-tickets on premium. It is a punishable offence u/s 143 of the Rly Act' 1989.