

BOOK
YOUR TICKET



From*



To*

3-02-2020

All Classes

Flexible With Date
 Divyaang Concession Journalist Concession

Find trains

[PNR STATUS](#)

[CHARTS / VACANCY](#)

[IRCTC Launches Kashi Mahakal Express](#)



IRCTC Guide

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Part



Introduction

1 Introduction

This is an Online User Guide to efficiently use IRCTC, the online reservation and catering services of Indian Railway.

1.1 Welcome

Hi and Welcome. Thank you for using IRCTC. To help you, we have put together a useful Guide that explains most of the functions of IRCTC (Indian Railway Catering and Tourism Corporation). Common Trouble shooting procedures are also explained.

If you have any inquiries please feel free to call support at 0755-4090600 . We will ensure someone gets back to you with a response within 24 hours.

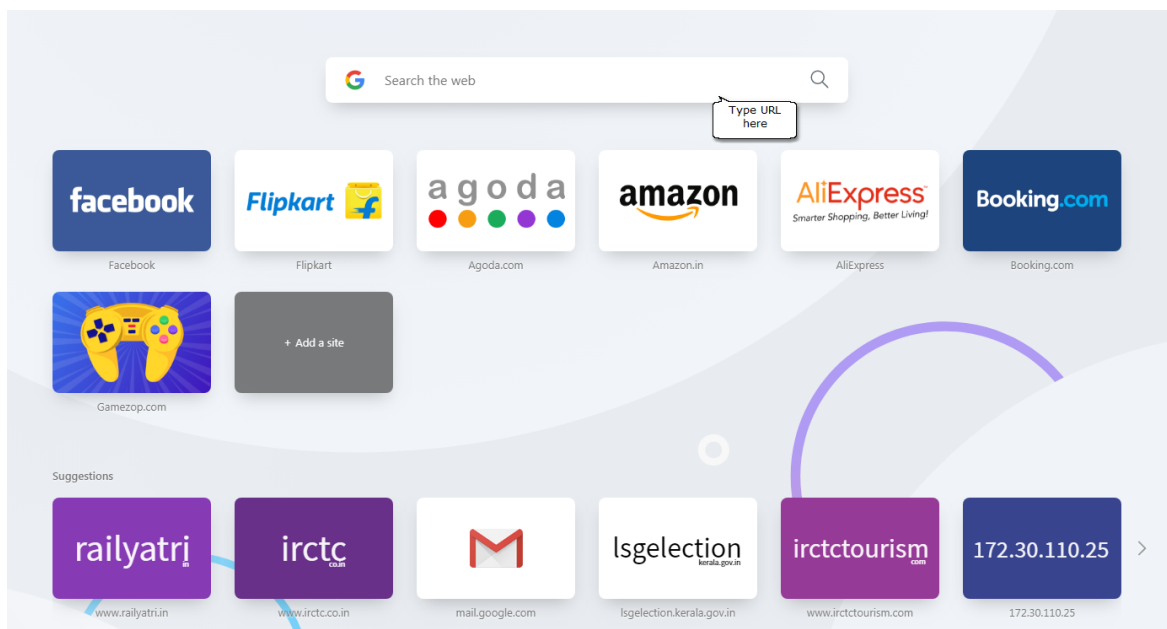
Your feedback, reviews and suggestions for improvement are also welcome.

1.2 How to Login

This topic explains how to login IRCTC. If you do not have an IRCTC login you need to register for an account. This is explained in the [Registering an account](#) topic.

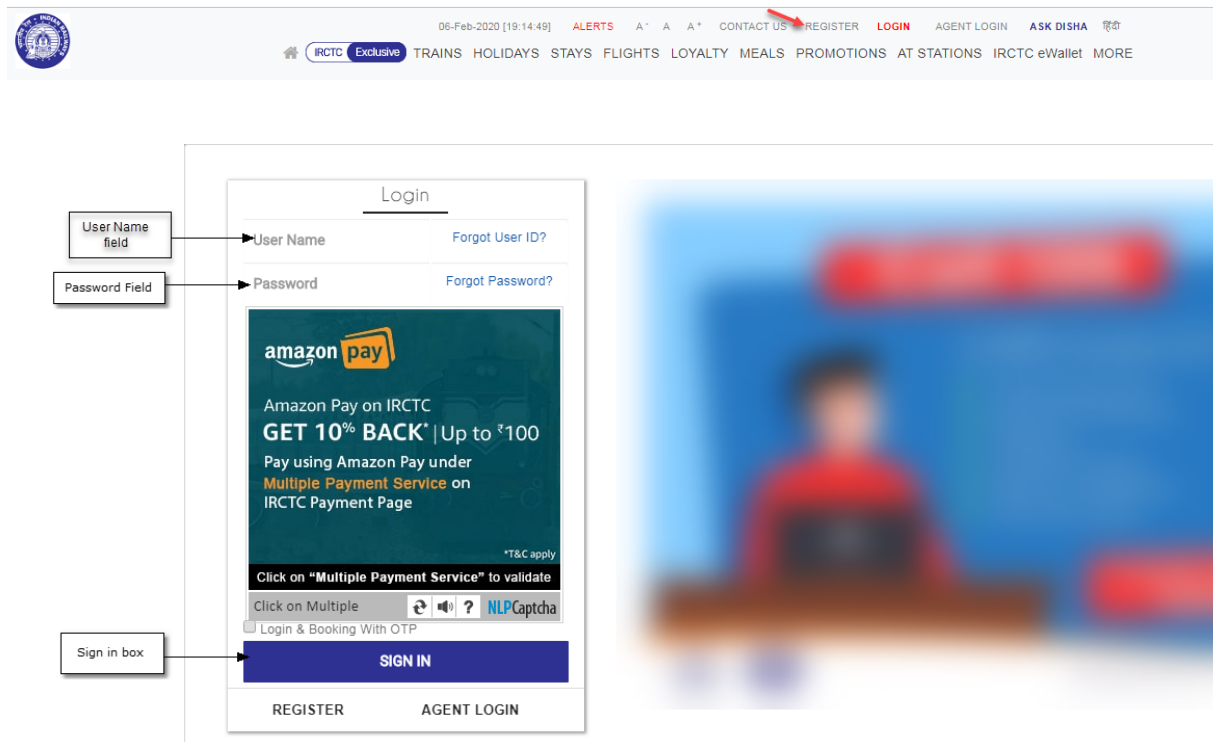
To login

1. Open your Internet Browser(IE, Google Chrome, Firefox, Opera).
2. Type www.irctc.co.in in the URL field. The IRCTC web page appears.





3. Click on **LOGIN**. A dialog box opens.



4. Enter your User Name in the **User Name** field.

5. Enter your password in the **Password** field.

Note: Passwords are case sensitive.

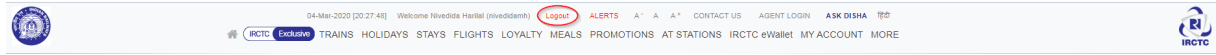
5. Enter Captcha in the **Captcha** field.

6. Click **SIGN IN**. If you have entered your User ID and password correctly, the home page of IRCTC appears.

Note: If you have forgotten your password, click [Forgot Password](#) to find out how to retrieve your Sign In credentials.

To Logout

1. Navigate the home page.

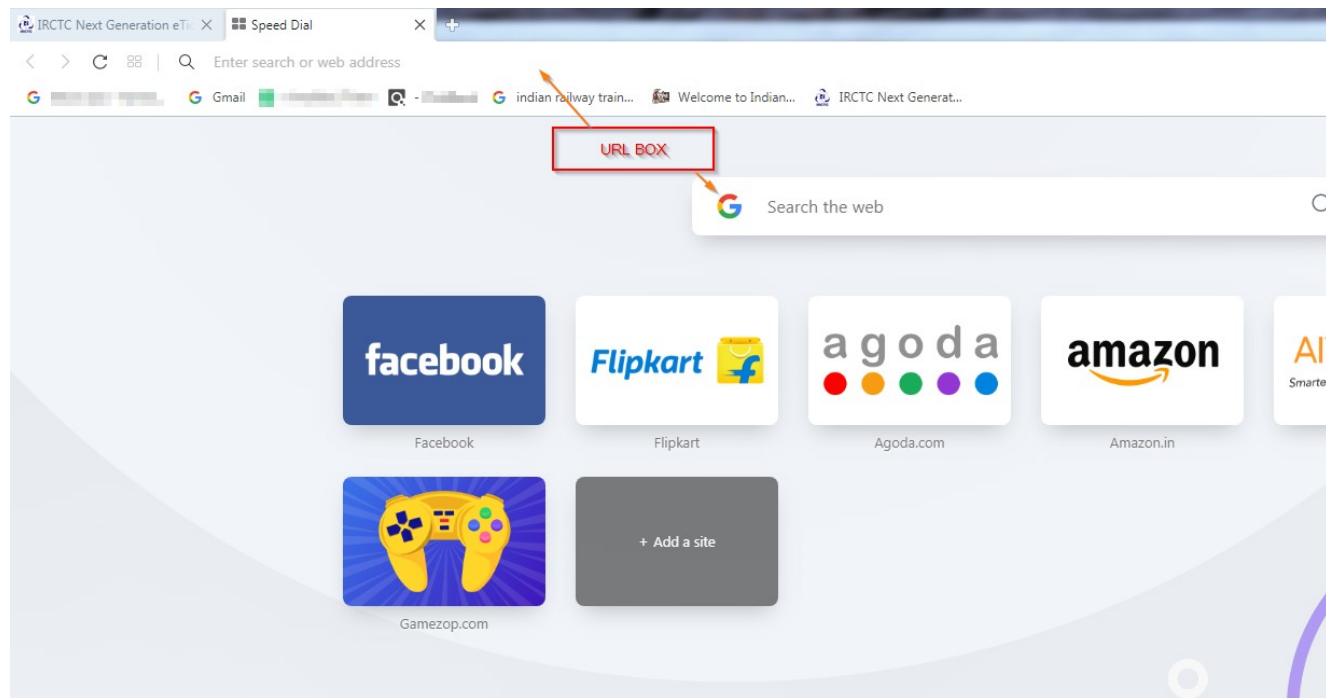


2. Click **LOGOUT** located at the top right of the page.

1.3 Forgot Password

This topic helps you to recover your password in case you have forgotten it.

1. Open your Internet Browser (**IE, Google Chrome, Firefox, Opera**).



2. Type www.irctc.co.in in the **URL** field and press **Enter**. The IRCTC web page appears.

The screenshot shows the IRCTC website interface. At the top, there is a navigation menu with links for IRCTC, Exclusive, TRAINS, HOLIDAYS, STAYS, FLIGHTS, LOYALTY, MEALS, PROMOTIONS, AT STATIONS, IRCTC eWallet, and MORE. The main content area features a 'BOOK YOUR TICKET' form with the following fields: 'From*', 'To*', '06-02-2020' (with a calendar icon), 'All Classes' (dropdown), and checkboxes for 'Flexible With Date', 'Divyaang Concession', and 'Journalist Concession'. Below the form is a 'Find trains' button. At the bottom of the form, there are buttons for 'PNR STATUS' and 'CHARTS / VACANCY', and a link for 'FUNDAMENTAL DUTIES OF THE CITIZENS OF INDIA'. The background of the page shows a train on a track with the text 'INDIAN RAILWAYS' and 'Safety | Security | Punctuality'.

The screenshot shows an advertisement for IRCTC Hotels. It features a photograph of a modern hotel interior with a lounge area. The text 'IRCTC HOTELS' is prominently displayed on the right. Below the title, there are three bullet points: '• Located near City centre, Railway station', '• Price starting from ₹ 600/- onwards', and '• Free Cancellation before 24Hrs'. The IRCTC logo and website address 'irctc.com' are visible in the top left corner of the advertisement.

3. Click **LOGIN**. A dialogue box appears.

Login

User Name [Forgot User ID?](#)

Password [Forgot Password?](#)

QQZfEG

Enter Captcha

Login & Booking With OTP

SIGN IN

REGISTER AGENT LOGIN

4. Select **Forgot password**. A page appears.

Login

User Name [Forgot User ID?](#)

Password [Forgot Password?](#)

QQZfEG

Enter Captcha

Login & Booking With OTP

SIGN IN

REGISTER AGENT LOGIN

AGENT LOGIN CONTACT US ASK DISHA ALERTS 03-Mar-2021 [18:19:45] A A A + हिंदी

IRCTC EXCLUSIVE TRAINS BUSES FLIGHTS HOLIDAYS LOYALTY MEALS PROMOTIONS PREMIUM PARTNER MORE

FORGOT PASSWORD

IRCTC Userid * :

Date Of Birth * :

Captcha * :

VFVdM ↻

Back Next

To recover a forgotten password

AGENT LOGIN CONTACT US ASK DISHA ALERTS 03-Mar-2021 [18:11:31] A A A + हिंदी

IRCTC EXCLUSIVE TRAINS BUSES FLIGHTS HOLIDAYS LOYALTY MEALS PROMOTIONS PREMIUM PARTNER MORE

FORGOT PASSWORD

IRCTC Userid * : ← **User ID field**

Date Of Birth * : ← **Date of Birth field**

Captcha * : ← **Captcha field**

VFVdM ↻

Back Next ← **Next button**

1. Enter your IRCTC ID in the **User ID** field.

2. Enter your date of birth in the **Date of Birth** field.
3. Enter the Captcha in the **Captcha** field.
4. Click the **Next**. A verification page appears.

FORGOT PASSWORD

Verification code is sent to your registered Email id and mobile *****

IRCTC Userid*


OTP* ← OTP field

New Password* ← New Password field
Min 8 character & Max 15 character. Password must contain at least one small & one capital alphabet and numeric digit.

Confirm Password* ← Confirm Password field

Captcha* ← Captcha field

← Update Password button

QdhKX6 

5. Enter the **OTP** you have received via SMS or Email in the **OTP** field.
6. Enter the New password in the **New Password** field.

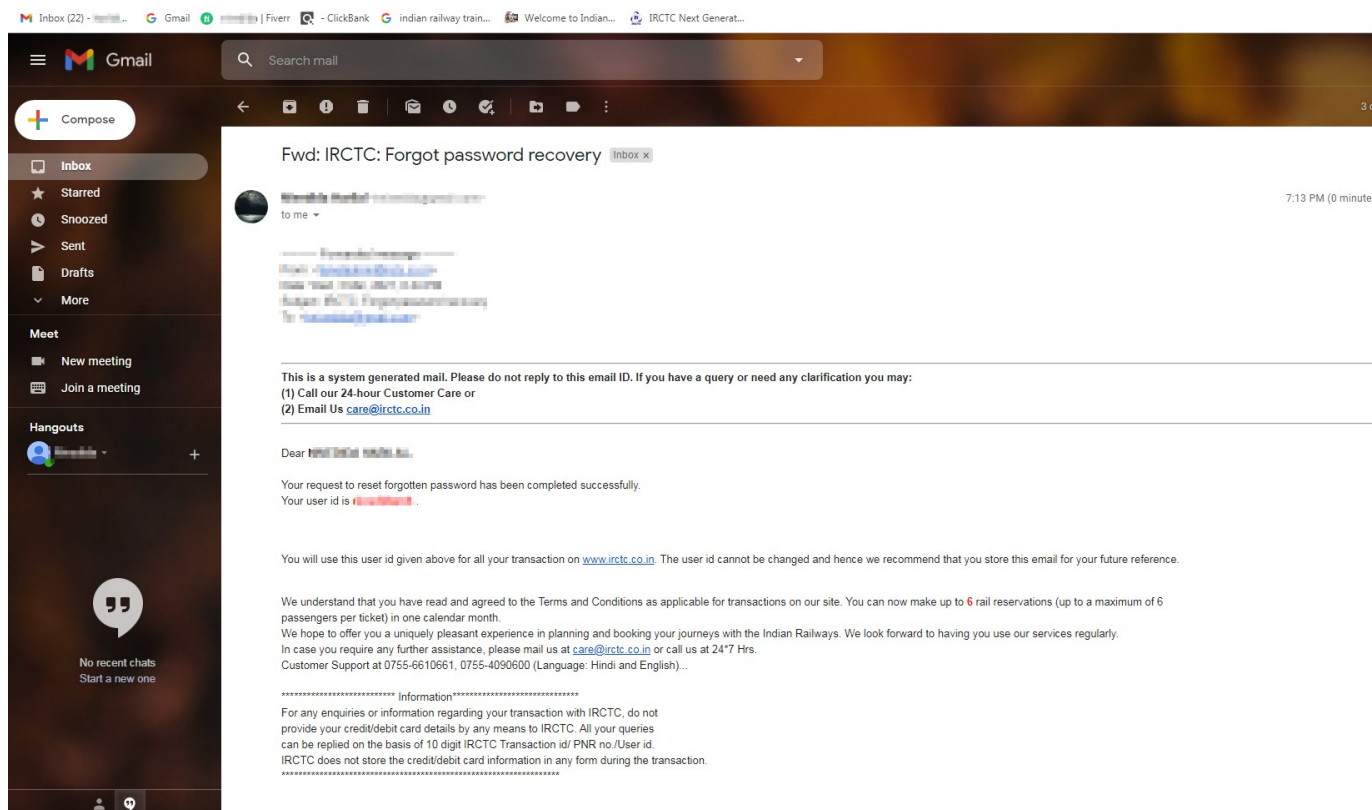
Note: 1) Password must have minimum 8 or maximum 15 characters. 2) Password must contain at least one small & one capital alphabet and numeric digit.

7. Enter the password again in the **Confirm Password** field.
8. Enter the Captcha in the **Captcha** field.
9. Click the **Update Password** button. A Confirmation page appears.

FORGOT PASSWORD

Congratulation! Your password has been updated successfully. Please click for Login.

10. You will receive a Password recovery email.



11. Click **Login** to login in your IRCTC account.

Part



**Navigating
Homepage**

2 Navigating Homepage

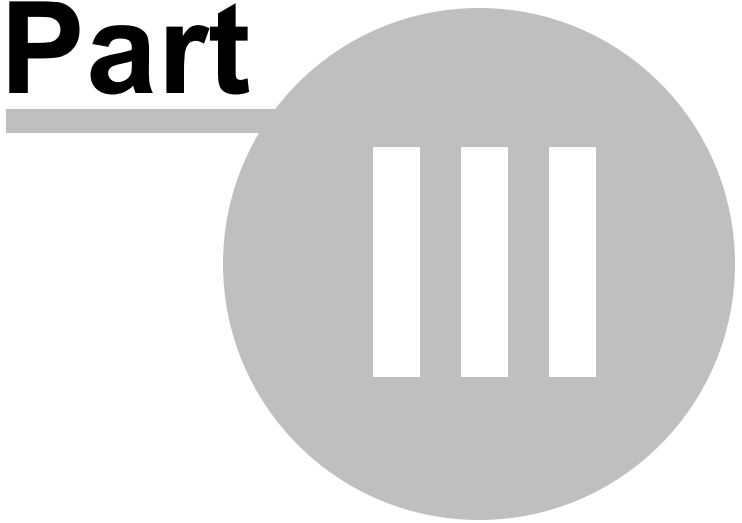
This topic teaches you how to navigate the IRCTC homepage

1. Open your Internet Browser (**IE, Google Chrome, Firefox, Opera**).
2. Type www.irctc.co.in in the URL field. The **IRCTC** web page appears.



3. Take a moment to look at the various call-outs indicating the various functions of the page. The various functions are explained under their relevant topics.

Part



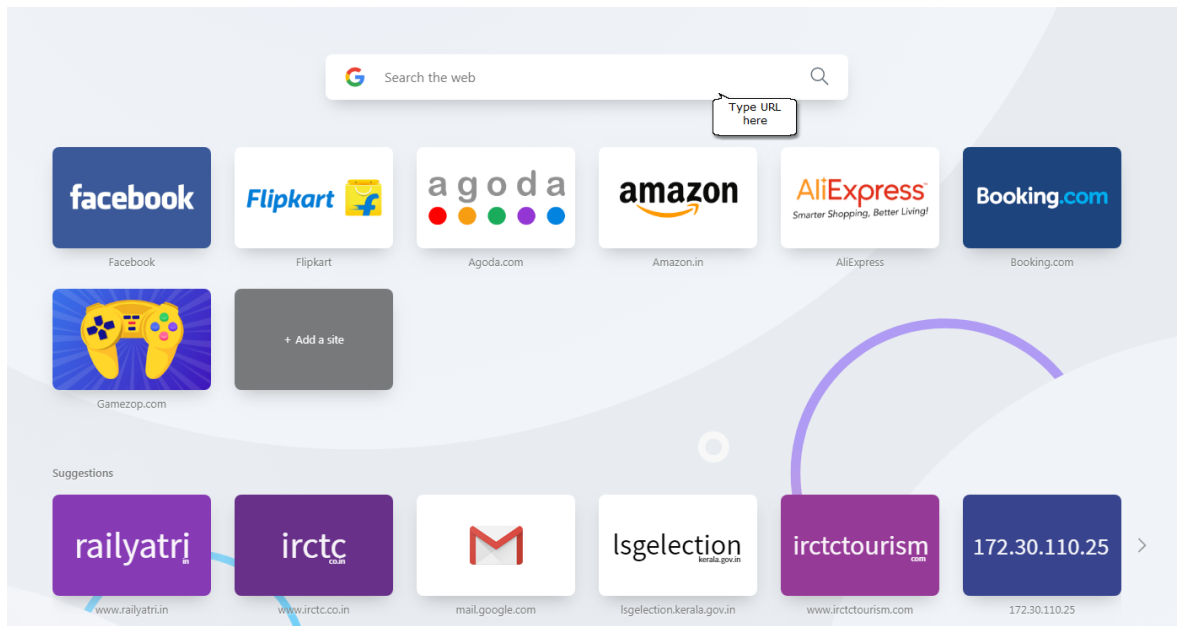
**Registering an
account**

3 Registering an account

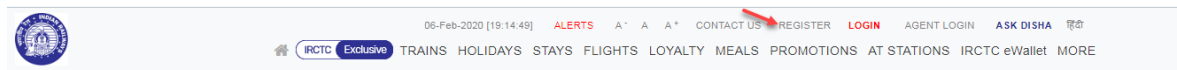
This topic explains how you can register and create an IRCTC account.

To register an account on IRCTC

1. Open your Internet Browser (IE, Google Chrome, Firefox, Opera).
2. Type www.irctc.co.in in the URL field. The IRCTC web page appears.



3. Click **Register** located at the top of the page. A page with the title "Individual Registration" opens.



Individual Registration

GARBAGE/JUNK VALUES IN PROFILE MAY LEAD TO DEACTIVATION
Please use a valid E-Mail ID and mobile number in registration.

User Name Field: User Name *: [User Name] Password **: [Password] Password Field

Confirm Password Field: Confirm Password **: [Confirm Password]

Security Question Field: Security Question **: [Select Security Question] Security Answer **: [Security Answer] Security Answer Field

Preferred Language Field: Preferred Language **: [Select Preferred Language]

4. Enter your User name in the **User Name** field.
 5. Enter your password in the **Password** field.
- Note:** Passwords are case sensitive.
6. Enter your password again in the **Confirm Password** field.
 7. Click the **Security Question** drop-down field and select one of the optional questions (What is your pet's name? etc.).
 8. Enter your answer to the question in the **Security Answer** field.
 9. Click the **Preferred Language** drop-down field and select the language.

To fill the Personal Detail section of Individual Registration

Personal Details

Name *: [First Name] [Middle Name (Optional)] [Last Name (Optional)] Last Name Field

Info! Please provide your exact name as per Aadhaar to avail Aadhaar based benefits on IRCTC eTicketing website.

Gender Option Field: Gender *: Male Female Transgender Middle Name Field

Date of Birth Field: Date Of Birth **: [Date of Birth] Occupation **: [Select Occupation] Occupational Field

Marital Status Option: Marital Status (Optional) : Unmarried Married

Country **: [India] Email **: [Email] Email ID Field

ISD-Mobile **: [91] Mobile: [Mobile] Nationality **: [Select a Nationality] Natinality Field

Country Field: Mobile Number Field

1. Enter your first name in the **First Name** field, middle name in the **Middle Name** field and last name in the **Last Name** field.
- Note:** If you are an Indian Citizen, provide name as it is in your Aadhaar card.
2. Select your gender from among the **Gender** radio buttons.

3. Enter your Date of Birth in the **Date of Birth** Field.
4. Enter your occupation in the **Occupation** Field.
5. Select your marital status from among the **Marital Status** radio buttons.

Note: This is an optional field.

6. Enter country or your birth in the **Country** Field.
7. Enter your email ID in the **Email ID** Field.
8. Enter your mobile number in the **Mobile** Field.
9. Enter your nationality in the **Nationality** Field.

To fill Residential Address section of Individual Registration

Residential Address			
Flat/Door/Block No. * :	<input type="text" value="Flat/Door/Block No."/>	Street/Lane (Optional) :📍	<input type="text" value="Street/Lane (Optional)"/>
Area/Locality (Optional) :📍	<input type="text" value="Area/Locality (Optional)"/>	Pin code * :	<input type="text" value="Pin code"/>
State * :	<input type="text" value="State"/>	City/Town * :	<input type="text" value="Select city"/>
Post Office * :	<input type="text" value="Select a Post Office"/>	Phone * :	<input type="text" value="Phone"/>
Copy Residence to office Address * :	<input type="radio"/> Yes <input type="radio"/> No		

1. Enter your flat/door/block number in the **Floor/Door/Block No.** field.
2. Enter your street/lane name in the **Street/Lane** field.

Note: This an optional Field.

3. Enter your area/locality in the **Area/Locality** field.

Note: This is an optional Field.

4. Enter your pin code in the **Pin Code** field.
5. Enter your state in the **State** field.
6. Select your city/town in the **City/Town** drop-down field.
7. Select your post office from the **Post Office** drop-down field.
8. Enter your Phone number in the **Phone** Field.
9. Click the Yes radio button to copy residence to office address. If you click No radio button fill out the office address which appears below the residence address section.

How to fill Office Address of Individual Registration

Office Address			
Flat/Door/Block No. * :	<input type="text" value="Flat/Door/Block No."/>	Street/Lane (Optional) :👁	<input type="text" value="Street/Lane (Optional)"/>
Area/Locality (Optional) :👁	<input type="text" value="Area/Locality (Optional)"/>	Country * :👁	<input type="text" value="India"/>
Pin code * :	<input type="text" value="Pin code"/>	State * :	<input type="text" value="State"/>
City/Town * :	<input type="text" value="Select city"/>	Post Office * :	<input type="text" value="Select a Post Office"/>
Phone * :	<input type="text" value="Phone"/>		

1. Enter your office flat/door/block number in the **Floor/Door/Block No.** Field.
 2. Enter your office street/lane name in the **Street/Lane** Field.
- Note:** This an Optional Field.
3. Enter your office area/locality in the Area/Locality Field.
- Note:** This is an Optional Field.
4. Enter your office residential country in the Country Field.
 5. Enter your pin code in the Pin Code Field.
 6. Enter your state in the State Field.
 7. Enter your city/town in the City/Town Field.
 8. Click and Select your post office from the Post Office scroll button.
 9. Enter your Phone number in the Phone Field.
 10. Click the small box below the Individual Registration to avail information about IRCTC SBI Card through phone/email/SMS. This is optional.
 11. Click the small box agreeing to the Terms and Conditions of IRCTC.

I have read and agree with the [Terms and Conditions](#). and also agree to receive promotional emails/SMS/offers/announcements from IRCTC & associated partners

12. Click the **REGISTER** to register.



The following confirmation is displayed.

Thank you , You have been successfully registered.

User [redacted] registered successfully. Verify your mobile number and email to enjoy our services.

Your user registration confirmation mail has been sent to your registered mail id [redacted]

[click here](#) to login and activate your account

Part



Booking a Ticket

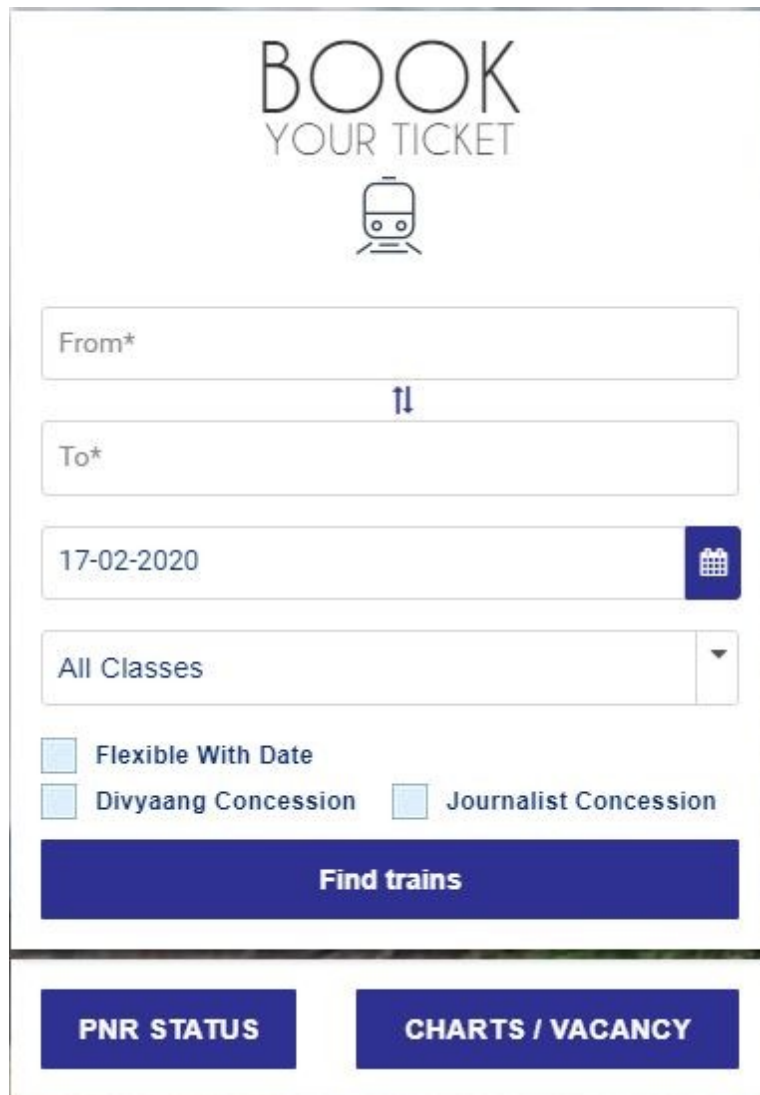
4 Booking a Ticket

This topic helps to book a ticket using proper instruction.

1. Open your Internet Browser (**IE, Google Chrome, Firefox, Opera**).
2. Type www.irctc.co.in in the URL field. The IRCTC web page appears.



To find train availability



The screenshot shows a web form titled "BOOK YOUR TICKET" with a train icon. The form includes the following fields and options:

- From***: A text input field for the boarding station.
- To***: A text input field for the destination station, with a double-headed arrow icon between the "From" and "To" fields.
- Date**: A date input field showing "17-02-2020" and a calendar icon.
- Class**: A dropdown menu currently set to "All Classes".
- Options**: Three checkboxes for "Flexible With Date", "Divyaang Concession", and "Journalist Concession".
- Find trains**: A large blue button to search for available trains.
- PNR STATUS** and **CHARTS / VACANCY**: Two blue buttons located below the main form.

1. Enter your boarding station in the **From** field.
2. Enter your destination station in the **To** field.

Note: You can enter a few characters of your starting destination and arriving stations and the field will prompt in a drop-down the various stations.

3. Select the Date of your booking using date control field.
4. Select the Class of your preference from the drop-down list.

Note: If you don't have a fixed date click the **Flexible With Date** box.

5. Click **Find trains**. A list of trains available is displayed.

The screenshot shows the IRCTC search results for the route THIRUR - TCR to ERNAKULAM JN - ERS on 05-03-2020. The search filters are set to 'All Classes' and 'Number Of Passengers'. The results show 38 trains found. The first train listed is SABARI EXP(17230) THIRUR -> ERNAKULAM TOWN, departing at 12:00 and arriving at 13:15, with a duration of 01:15. The class is Sleeper (SL). A 'Check availability & fare' button is visible for this train. Other trains listed include KOCHEVELI ACEXP(22677), TRIVANDRUM EXP(12695), and AMRITHA EXPRE SS(16344).

6. Click **Check availability & fare** to show the available seats and the price of booking.

The screenshot shows the 'Check availability & fare' page for the SABARI EXP(17230) train. The page displays the train name and number, departure and arrival times, duration, class, and availability. A 'Book Now' button is visible. A red box highlights the 'Book Now' button, and another red box highlights the 'Fare information' link. The fare is shown as ₹145.00.

7. Click **Book Now**. A confirmation box appears.

The screenshot shows a confirmation box for the booking. The box displays the date 06 Mar 2020 (FRI) and the availability code AVAILABLE-0239. A 'Book Now' button is visible. A red arrow points to the 'Book Now' button.

Confirmation

You searched trains from TCR to ERS but booking from TCR to ERN. Do you want to continue with it?

8. Click **OK** to continue booking. A page appears where the details of the passenger can be added.

Note: The booking is for a single passenger.

To Fill the Passenger Details

Note: The ID card will be required during journey My Saved Passenger(s) List

1

Name	Age	Gender ▼	No Preference* ▼	India ▼	Senior Citizen Concession ▼
------	-----	----------	------------------	---------	-----------------------------

[+ Add Passenger](#)

1. Enter your name in the **Name** field.
2. Enter your age in the **Age** field.
3. Select your gender from the **Gender** drop-down field.
4. Select your Preference of seat (eg; Window Seat) from the **Preferences** drop-down field.
5. Select your Nationality in the **Nationality** drop-down field.
6. Click **Senior Citizen Concession** from the drop-down field if you are a person above 60 years of age.
7. Click **+Add Passenger** to add the names of other passengers traveling along.

Note: 1) The fare of booking increases with the number of passengers. 2) ID card will be required during the journey. 3) Add details of children traveling below 5 years of age. Click +Add Infant if more than one child is traveling.

Travelling with a Child below 5 Years of age? [Click Here](#) to enter details.

Infant 1

Name	Age ▼	Gender* ▼	Tickets is not to be issued
------	-------	-----------	-----------------------------

[+ Add Infant](#)

8. Select the preferred Berth allotment.

Consider for Auto Upgradation.

Book only if confirm berths are allotted.

Preferred Coach ID

Coach ID no

The berths will be allotted based on the system logic, depending on availability at that point of time. If you need assured Lower Berths or assured compact accommodation (in same coach), please select one of the options*.

None

Book, only if all berths are allotted in same coach.

9. Click the yes radio buttons if you want to take travel insurance. If not click no radio button.

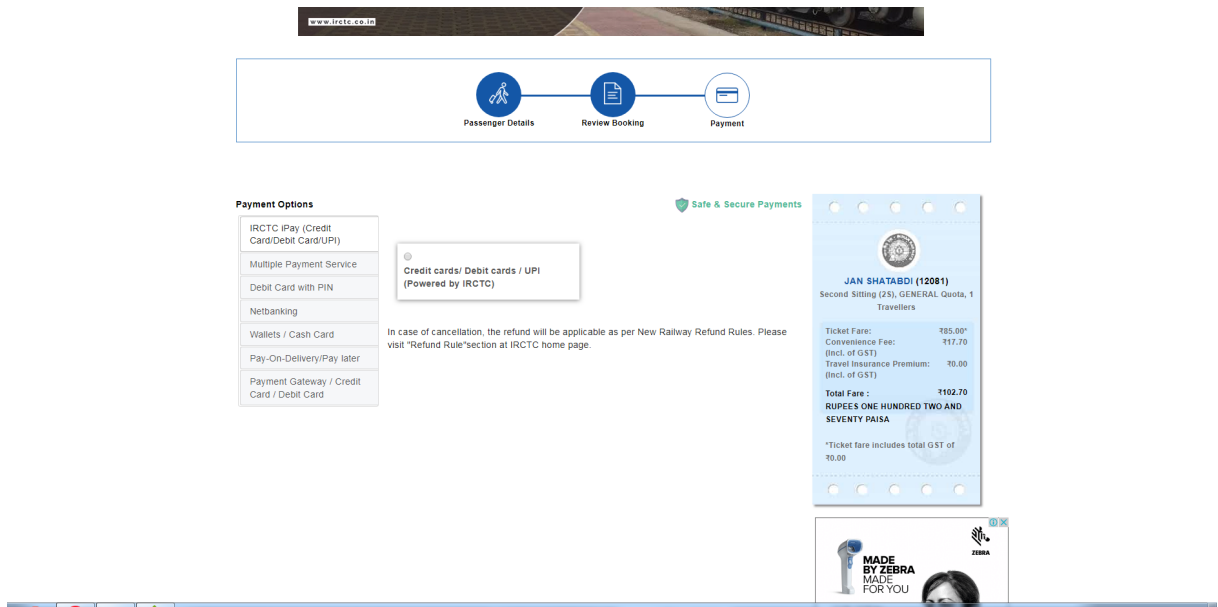
Travel Insurance
Do you want to take Travel Insurance (₹0.49/person)? Yes and I accept the [terms & conditions](#) No

10. Enter your GST ID number in the **GST Identification Number** field if you have one.

Note: This Field is Optional.

GST Details (Optional)

11. Check your email and phone number displayed and verify.



To make Payment of Fare


Payment Options


- IRCTC iPay (Credit Card/Debit Card/UPI)
- Multiple Payment Service
- Debit Card with PIN
- Netbanking
- Wallets / Cash Card
- Pay-On-Delivery/Pay later
- Payment Gateway / Credit Card / Debit Card

Safe & Secure Payments

<ul style="list-style-type: none"> <input checked="" type="radio"/> State Bank of India Rs.10/- + Applicable Taxes Make Payment <input type="radio"/> Indian Bank <input type="radio"/> Allahabad Bank <input type="radio"/> AXIS Bank <input type="radio"/> Karnataka Bank <input type="radio"/> ICICI Bank <input type="radio"/> Kotak Mahindra Bank <input type="radio"/> Bank of Maharashtra <input type="radio"/> Yes Bank 	<ul style="list-style-type: none"> <input type="radio"/> Federal Bank <input type="radio"/> Union Bank of India <input type="radio"/> Punjab National Bank <input type="radio"/> Bank of Baroda <input type="radio"/> Karur Vysya Bank <input type="radio"/> Oriental Bank of Commerce <input type="radio"/> IndusInd Bank <input type="radio"/> Central Bank of India <input type="radio"/> Corporation Bank <input type="radio"/> Nepal SBI Bank Ltd.
--	---

1. Click the preferred Payment Option.
2. Click the bank or card suited for transaction.

A blue rectangular button with the text "Make Payment" in white, sans-serif font.

3. Click  button.
4. Select Payment method and click **Continue**. Enter your card details in the Net Bank Payment page (Cardholders name, Card number, Expiry date etc.).Click Continue.

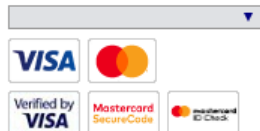
Note: The guided steps follow Debit/Credit Card payment.

First Data. |  ICICI
Merchant Services.

Amount 102.70 INR

This is a secure page which uses SSL/TLS
(Secure Socket Layer/Transport Layer
Security) to encrypt and securely transmit
your payment data.

Please select payment method





Amount 102.70 INR

This is a secure page which uses SSL/TLS
(Secure Socket Layer/Transport Layer
Security) to encrypt and securely transmit
your payment data.

Cardholder Name *

Card Number *

Expiration Month *

Expiration Year *

Card Code *

(last three digits on the back of your card)

* **Mandatory fields**

[Back](#) [Continue](#)

5. Enter the OTP send via SMS in the **OTP** field. A page appears showing ticket booking confirmation. An email showing details of the train schedule is sent.

This is a system generated mail. Please do not reply to this email ID. (1) Call our 24-hour Customer Care (2) Email Us at care@irctc.co.in

Ticket Confirmation

Dear [Redacted] User ID: [Redacted],

Congratulations! Thank you for using IRCTC's online rail reservation facility. Your booking details are indicated below.

PNR No. :	4517346692	Train No. / Name :	12081 / JAN SHATABDI
Transaction ID :	100002313828826	Date & Time of Booking :	03-Mar-2020 08:52:26 HRS
From :	THRISUR (TCR)	Date of Journey :	06-Mar-2020
Boarding At :	TCR	Date of Boarding :	06-Mar-2020
Reservation Up to :	ERNAKULAM TOWN (ERN)	Scheduled Arrival :	06-Mar-2020 09:40
Passenger Mobile No :	7025475541	Distance :	72KM

Passenger Details

Sl. No.	Name	Age	Gender	Status
1	[Redacted]	[Redacted]	Female	CNF

Fare Details (Inclusive of GST)

Ticket Fare	Convenience Fee
Rs. 85.00	Rs. 17.70

* Payment Gateway charges as applicable.

IRCTC SBI Platinum credit card: Book Free Train tickets using Reward Points on www.irctc.co.in
Enjoy zero payment gateway charge [Apply Now](#)

Deals & Offers on IRCTC: Explore Best Deals & offers on Credit Cards [Apply Now](#)

Must Read

- Please take a screenshot of ERS i.e. Virtual Reservation Message (VRM) OF YOUR TICKET FROM YOUR Booked Tickets History page. You have to carry this VRM or SMS send to you along with your ID card for verification purpose. List of Govt. authorized ID Cards permissible for undertaking journey on reserved tickets.

6. Click **Print Ticket** to take a print of your ticket. Click **Book Return/Onward Ticket** to book your return ticket.

Note: 1) This is Optional. 2) You can print the ticket in English/Hindi. 3) Note down your PNR number.

Verified by **VISA**

Merchant Details

Merchant Name	IRCTC
Date	Mar 03, 2020
Card Number	[Redacted]
Amount	Rs 102.70
Message	Your Perfect Banking Partner

Enter OTP

Successfully sent OTP to your registered mobile number XXXXXXXX and Email N/A

If you have recently updated your mobile number or e-mail address with the Bank, [Click here to refresh](#)

Enter OTP Here [Resend OTP](#)

[Cancel](#) [Submit](#)

This screen will automatically time out after 300 seconds



Note: Departure Time and Arrival Time displayed are liable to change. Please check correct departure & arrival time from Railway Station Enquiry, Dial 139 or SMS RAIL to 139.

PNR NO: 4617349692

Transaction ID. 100002313828826

Train No.	Date	Adult	Child	Class	Quota
12081	Mar 6, 2020	1	0	Second Sitting (2S)	GENERAL



Scan code to view and save ticket on your mobile.

JAN SHATABDI (12081)

Friday, March 6, 2020	Friday, March 6, 2020
THRISUR (TCR)	ERNAKULAM TOWN (ERN)
Departure: 08:15	Arrival: 09:40
Boarding Station: THRISUR (TCR)	Ticket Type: E-ticket K.M.: 72

Total Fare : ₹102.70 (Rupees One Hundred Two And Seventy Paise)

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

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

[Book Return/Onward Ticket](#)

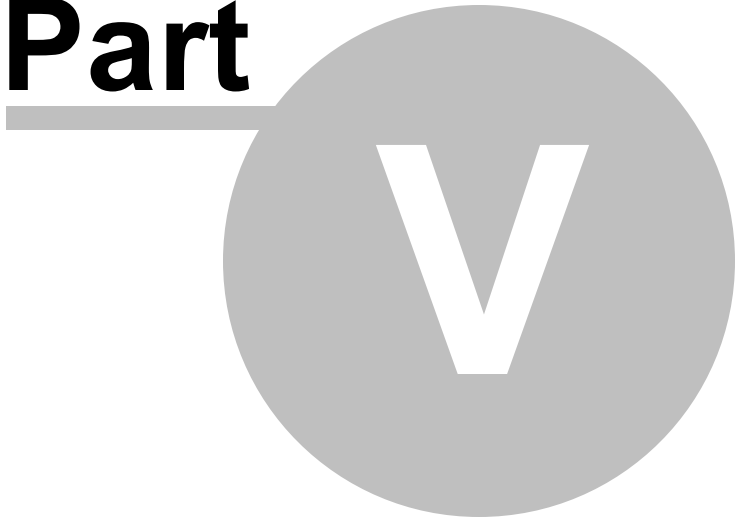
[Book Another Ticket](#)



Travelling Passengers

20 F NO CHOICE	
Booking Status: CNF	Coach: D4 Seat / Berth / WL No: 75 (NC)
Senior Citizen: No	Insurance: No
Current Status: CNF	Coach: D4
Seat / Berth / WL No: 75 (NC)	

Part

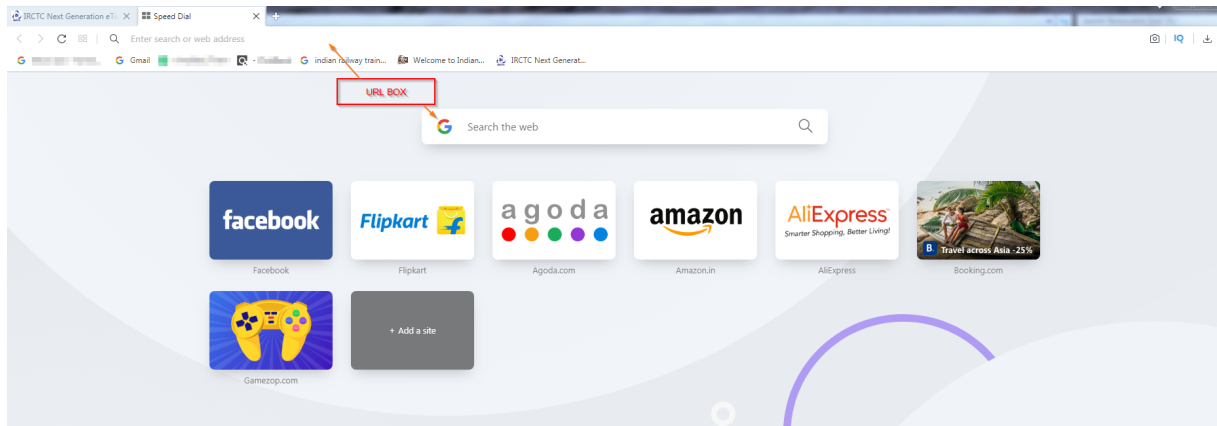


**Checking PNR
Status**

5 Checking PNR Status

This topic helps you to check your PNR Status.

1. Open your Internet Browser (**IE, Google Chrome, Firefox, Opera**).



2. Type www.irctc.co.in in the URL field. The **IRCTC** web page appears.



3. Click **PNR STATUS** button. A page opens.

हिंदी

Services

Information

Passenger Current Status Enquiry

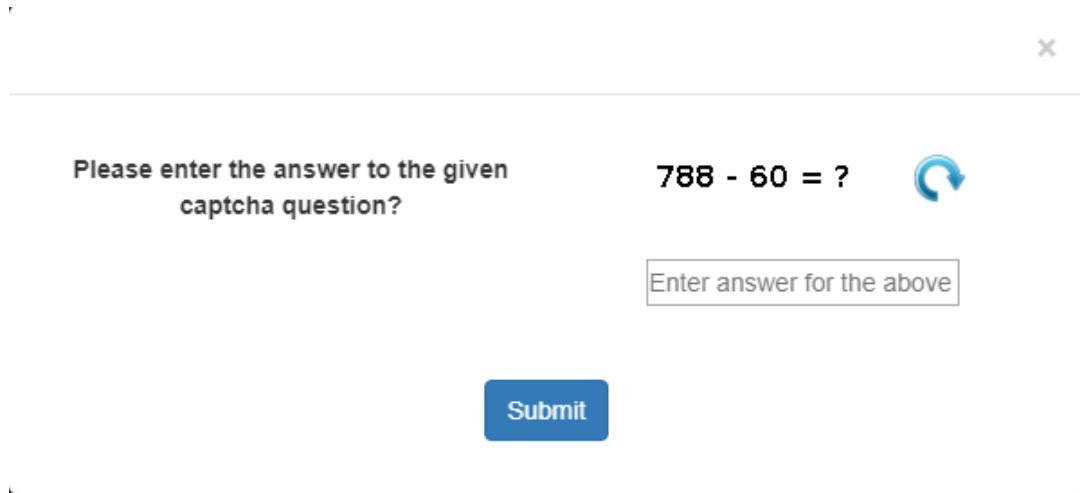
03-Mar-2020 [21:57:34 IST]

Enter the PNR for your booking below to get the current status. You will find it on the top left corner of the ticket.

Enter PNR No.

Submit Clear

4. Enter your PNR number in the **PNR No** field.
5. Click **Submit** button. A Captcha question dialogue box appears.



Please enter the answer to the given captcha question?

788 - 60 = ?

Submit

6. Click **Submit** button after answering the Captcha question.
7. A page showing the **Passenger Current Status Enquiry** appears.

Indian Railways Enquiry PNR Enquiry Reserved Train Between Stations Seat Availability Fare Enquiry Reserved Train Schedule

हिंदी

Services

Information

Passenger Current Status Enquiry

3-Mar-2020 [21:50:53 IST]

You Queried For : PNR Number: 4617349692

Train Number	Train Name	Boarding Date (DD-MM-YYYY)	From	To	Reserved Upto	Boarding Point	Class
12081	JAN SHATABDI	6-3-2020	TCR	ERN	ERN	TCR	2S

S. No.	Booking Status (Coach No., Berth No., Quota)	*Current Status (Coach No., Berth No.)	Coach Position
Passenger 1	CNF/D4/75/NC/GN	CNF	

Total Fare	Charting Status	Remarks if any	Train Status
85	Chart Not Prepared		

Get Schedule

Train Running Status

*Please Note that in case the Final Charts have not been prepared, the Current Status might upgrade/downgrade at a later stage.

LEGENDS	
Symbol	Description
CAN / MOD	Cancelled or Modified Passenger
CNF / Confirmed	Confirmed (Coach/Berth number will be available after chart preparation)
RAC	Reservation Against Cancellation
WL #	Waiting List Number
RLWL	Remote Location Wait List
GNWL	General Wait List
PQWL	Pooled Quota Wait List
REGRET/WL	No More Booking Permitted
RELEASED	Ticket Not Cancelled but Alternative Accommodation Provided
R# #	RAC Coach Number Berth Number
WEBCAN	Railway Counter Ticket Passenger cancelled through internet and Refund not collected
WEBCANRF	Railway Counter Ticket Passenger cancelled through internet and Refund collected
ROWL	Roadside Quota Waitlist

Part



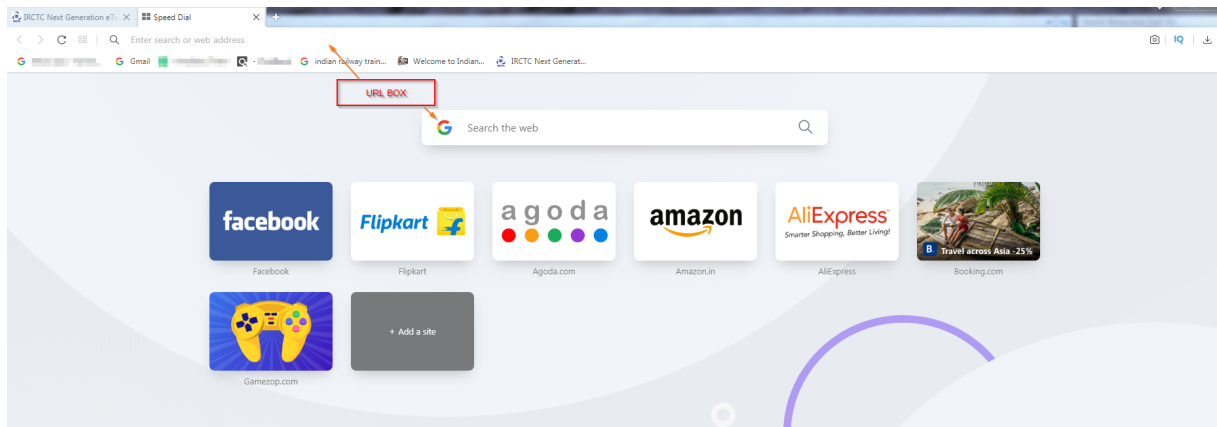
**Cancelling a
ticket**

6 Cancelling a ticket

This topic explains cancellation of a ticket.

To cancel a ticket

1. Open your Internet Browser (**IE, Google Chrome, Firefox, Opera**).



2. Type www.irctc.co.in in the URL field. The **IRCTC** web page appears.



3. **Sign In** your IRCTC account. After signing in return to the home page.
4. Click the **Train** button in the homepage menu. A drop down list appears.



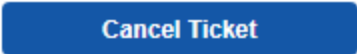
5. Click **Cancel Ticket**. A drop down list appears on the right.
6. Click **E-Ticket**. A page showing Cancel Ticket appears.

Cancel Ticket

Journey Date ▲		Booking Date
Friday 06 Mar 2020 Booked	PNR Number: 4617349692 Train Number/Name: 12081 / JAN SHATABDI From: THIRISUR (TCR)06 Mar 2020	Transaction ID: 100002313828826 Booking Date: 03 Mar 2020 To: ERNAKULAM TOWN (ERN)06 Mar 2020

7. Click the booked ticket. A page displaying the details of ticket appears.

Journey Date ▲		Booking Date			
Friday 06 Mar 2020 Booked	PNR Number: 4617349692 Train Number/Name: 12081 / JAN SHATABDI From: THIRISUR (TCR)06 Mar 2020 Ticket Type: E-ticket Boarding Station: THIRISUR (TCR)	Transaction ID: 100002313828826 Booking Date: 03 Mar 2020 To: ERNAKULAM TOWN (ERN)06 Mar 2020 Vikalp Status: No Date of Boarding: 08:15 Hrs			
Ticket Charge: 85 Quota: GENERAL Total Fare Amount: 102.7 Bank Name: Visa/Master Card(Powered By ICICI BANK) Insurance Company:		Insurance Policy Opted: No Class: 2S Convenience Fee: 17.7 Charting Status: Chart Not Prepared Policy Issue date:			
Name	Age	Gender	Booking Status	Berth Preference	
██████████	20	F	CNF/D4/75/NC	NC	CNF
<input type="button" value="Cancel Ticket"/>		<input type="button" value="Book Tourist Package"/>			



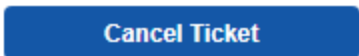
8. Click **Cancel Ticket** button in the left bottom corner of the ticket. A **Cancel Ticket** dialogue box appears.

Cancel Ticket ✕

PNR Number : 4617349692 Train Name : JAN SHATABDI THIRISUR (TCR) → ERNAKULAM TOWN (ERN) Booking Date : 03 Mar 2020 Quota: GENERAL Ticket Charge : 102.7 Bank Name : Visa/Master Card(Powered By ICICI BANK) Travel Insured By : Travel Insurance Premium :	Reservation ID : 100002313828826 Train No. : 12081 06 Mar 2020 08:15 Hrs - 06 Mar 2020 09:40 Hrs Vikalp Status : Class: 2S Convenience Fee : 17.7 Charting Status : Chart Not Prepared Issue Date :
--	--

Name	Age	Gender	Concession	Booking Status	Current Status
<input type="checkbox"/> ██████████	20	F		CNF/D4/75/NC	CNF

9. Click the small box near your name at the bottom of the dialogue box. A



button appears.

PNR Number : 4617349692
 Train Name : JAN SHATABDI
 THIRISUR (TCR) → ERNAKULAM TOWN (ERN)
 Booking Date : 03 Mar 2020
 Quota: GENERAL
 Ticket Charge : 102.7
 Bank Name : Visa/Master Card(Powered By ICICI BANK)
 Travel Insured By :
 Travel Insurance Premium :

Reservation ID : 100002313828826
 Train No : 12081
 06 Mar 2020 08:15 Hrs - 06 Mar 2020 09:40 Hrs
 Vikalp Status :
 Class: 2S
 Convenience Fee : 17.7
 Charting Status : Chart Not Prepared
 Issue Date :

Name	Age	Gender	Concession	Booking Status	Current Status
<input checked="" type="checkbox"/> ██████████	20	F		CNF/D4/T5/NC	CNF

10. Click

Cancel Ticket

button. A **Confirmation** dialog box appears.

Confirmation ✕

🔗 Do You Want to Process the Cancellation Request ?

11. Click **OK** button. The ticket is cancelled.

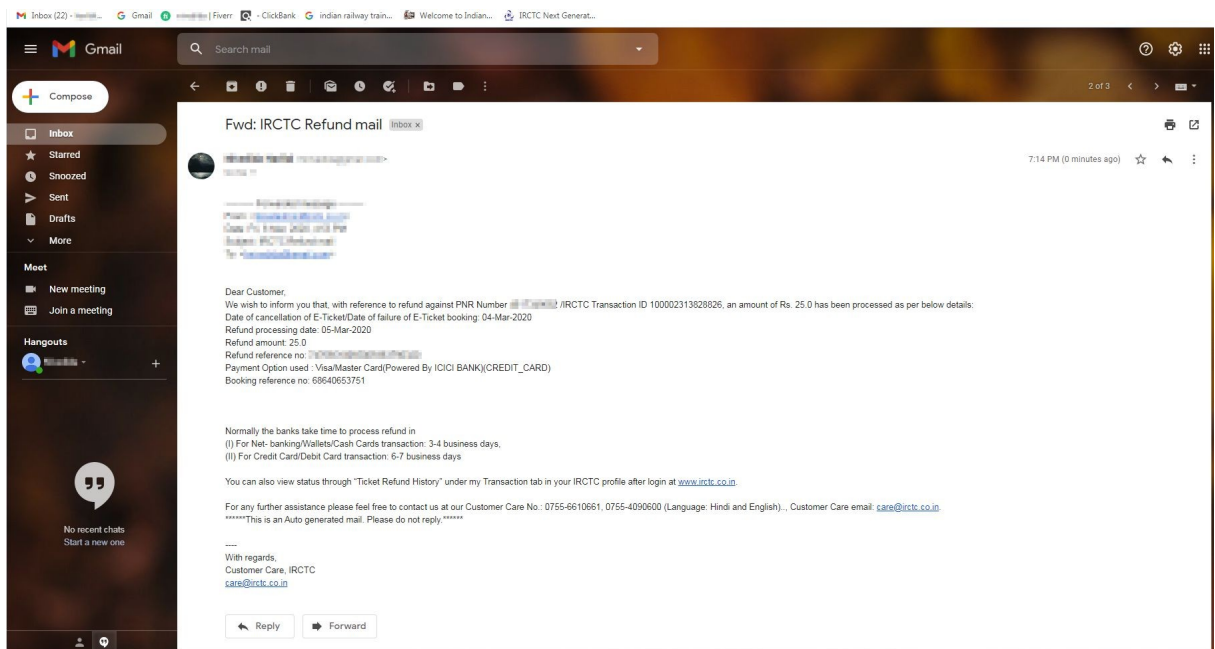
12. Click **Print Cancel Receipt** to take a print of your ticket cancellation.

Note: Printing of receipt is available in **English/Hindi**.

Print Cancel Receipt(English)

Print Cancel Receipt(Hindi)

13. A message or an email will appear in your mobile phone saying the amount according to IRCTC refund rules will be repaid within 3-4 days.



Part



Ordering Meals

7 Ordering Meals

This topic explains how you can order a meal for your journey.

To order a meal

1. **Sign In** your IRCTC account. After signing in return to the home page.
2. Click on **Meals** and from the drop-down click Order Food.



The e-catering page appears in a new tab.

e-catering Call-1323 Group Food Booking **Your Orders**

Get restaurant food delivered right at your seat

Enter 10 digit PNR →

An official website of Indian Railways and IRCTC to book food on trains

How does it work?

Puducherry Express

Date	Train #	PNR	Boarding
21 Oct	11005	317768967	Banaswadi

List of stations Show pure-veg

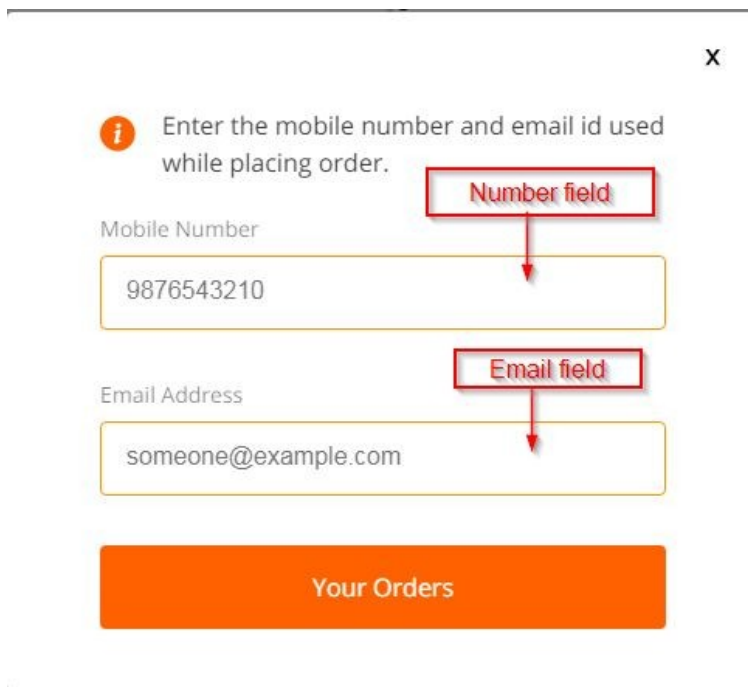
Krishnarajapuram (KJM)
Arrival - 22:28 Halt - 2 minutes

Thali Rajasthani
North Indian (Jain food available)


Choose from 500+ restaurants
An excellent list of restaurants to choose your favorite meal from. We have all kinds of restaurants with all types of cuisines.

Choose from menu and place order
Choose your favorite meal, be it pizza, thali, non-veg food or biryani. Get healthy hygienically prepared meal.

3. Click **Your Orders**. A dialog box appears.

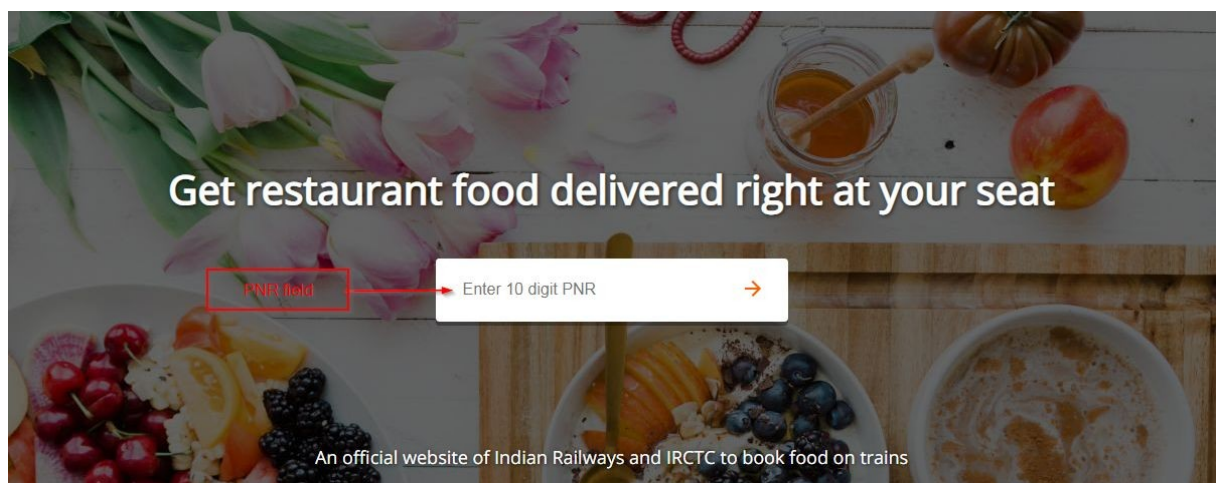


A screenshot of a web form for entering contact information. At the top right is a close button 'X'. Below it is an information icon 'i' followed by the text: "Enter the mobile number and email id used while placing order." There are two input fields: "Mobile Number" containing "9876543210" and "Email Address" containing "someone@example.com". Red boxes labeled "Number field" and "Email field" with arrows point to their respective input fields. At the bottom is an orange button labeled "Your Orders".

4. Enter your mobile number in the **Number field**.
5. Enter your email address in the **Email field**.
6. Select . Place your order.


To view your order





1. Return to the e-catering page.



2. Enter your PNR number in the **PNR field**. The PNR food status page appears.

← Order status

 **Thali Rajasthani**
North Indian (Jain food available)

Passenger details	Delivery information
	
	

Veg cutlet (1 pc) 2 x Rs. 90

Chicken Manchurian 1 x Rs. 110

Total Rs. 280

1 2 **3**

On it's way
Your order is on it's way. It will be delivered in 35 minutes.

[Call restaurant](#)

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