



KRISUMI CORPORATION

Annexure to Domestic Travel Expenses Claim Format

TRAVELLING BILL

NAME : MANSOOR ALI

DESIGNATION : VICE PRESIDENT - COORDINATION

S.NO	DATE	TIME	FROM	TO	ARRIVAL TIME	MODE OF TRANSPORT	FARE (Paid by employee)	FARE (Paid by Company)	
1	15/7/24		NEW DELHI	CHANDIGARH		TRAIN	Rs. 2240/-		
2	18/7/24		CHANDIGARH	NEW DELHI		TRAIN	Rs. 2082/-	Travel cancelled at last minute due to urgent work in Chandigarh.	
3									
4									
5	19/7/24		CHANDIGARH	NEW DELHI		TRAIN	Rs. 2606/-		
6									
7									
8									
9									
10									
A	Total							Rs. 6928/-	0

EXPENSES DETAILS

Sl. No.	Expenses	No. Of Days	Bill No.	Date	AMOUNT (USD \$)	AMOUNT (Rs.)
1	Lodging	5 Nos.		15/7/24		Rs. 31526/-
2	Boarding			19/7/24		
3	Conveyance (Please Give details Below)					
4	Entertainment	Dinner		16/7/24		Rs. 1682/-
5	Telephone	Dinner		17/7/24		Rs. 3324/-
6	Printing & Stationery					
7	Airport Taxes					
8	Others (Pls. Specify)					
	TOTAL					Rs. 36532/-

Official visit to Chandigarh.

CONVEYANCE EXPENSES DETAILS

DATE	FROM	TO	MODE	KM	RATE	AMOUNT	PURPOSE
19/7/24	New Delhi	Jarola (Home)	CAB			Rs. 349/-	Official
(C)	Total						Rs. 349/-

TOTAL = A+B+C
= 6928 + 36532 + 349
= Rs. 43809/-

all AL

Mansoor Ali
Signature of the Employee

Name Mansoor Ali				
Designatio Vice President - Coordination				
Date of tra 15-07-2024 to 19-07-2024				
S. No.	Date	Discription	Amount	Remarks
1	15-07-2024	Delhi to Chandigarh By Train	2240.00	Official visit to Chandigarh for work at DTCP office.
2	15-07-2024 to 19-07-2024	Hotel Bill	31526.00	
3	16-07-2024	Dinner	1682.00	
4	17-07-2024	Dinner	3324.00	
5	19-07-2024	Local Conveyance in Delhi	349.00	
6	18-07-2024	Chandigarh to New Delhi By train	2082.00	
7	19-07-2024	Chandigarh to New Delhi By train	2606.00	
		Total	43809.00	

Mansoor Ali

AMOLAK TRAVELS

3173 / 32, BEADON PURA KAROL BAGH, DELHI-110005

①

M/S KRISUMI CORPORATION PVT. LTD.
plot no.461, 462, Phase III,
Sector 22A, Sector 20,
Gurugram, Haryana 122016

INVOICE NO. : 22347A (R)
DATE : 14/07/2024
ORDER BY : PINTU/ARVIND/9868037
PAYMENT TERM: CASH

SP. REQUEST :

SNO	PASSENGER NAME	SEX	AGE	TICKET PARTICULARS	BILL AMOUNT DETAIL
1	MANSOOR ALI	M	43	SECTOR : NDLS-CDG JOURNEY DATE : 15/07/2024 TRAIN NO : 12011T CLASS : EC P.N.R. NO. : 2118083430 STATUS : E2/17	RAILWAY FAIR : 1740.40 SERV.CHARGE : 500.00 ROUND_OFF : -.40

Total INDIAN RS. TWO THOUSAND TWO HUNDRED FORTY ONLY

NET DR. IN A/C 2240.00

E & O.E. (Subject to Delhi Jurisdiction) for AMOLAK TRAVELS

TERMS & CONDITIONS :

Auth. Signatory

Printed official Receipt must be obtained against any cash payment of Bill.
All cheques should be drawn in favour of 'AMOLAK TRAVELS' and crossed 'A/c Payee Only'
In case of Cheque Bounce will charge Rs.500/- Bank Charges
Interest @ 24% per annum will be charged on all outstanding Bills after due date.
Kindly check all ticket details carefully to avoid un-necessary complications.
We are not responsible for any type of loss after the delivery of Ticket.

Electronic Reservation Slip (ERS)-Normal User



①



Boarding From
NEW DELHI(NDLS)
Departure* 07:40 15-Jul-02024



To
CHANDIGARH(CDG)
Arrival* 15-Jul-2024 10:59

PNR 2118083430	Train No./Name 12011 / KLK SHATABADI	Class EXECUTIVE_CLASS (EC)
Quota TATKAL (TQ)	Distance 266 KM	Ticket Printing Time 14-Jul-2024 10:01:31

Passenger Details

#	Name	Age	Gender	Booking Status	Current Status
1.	MANSOOR ALI	43	Male	CNF/E2/17/WS	CNF/E2/17/WS

Acronyms: RLWL: REMOTE LOCATION WAITLIST PQWL: POOLED QUOTA WAITLIST
RSWL: ROAD-SIDE WAITLIST

57%
IR recovers only 57% of cost of travel on an average.

Payment Details

Ticket Fare	1705
IRCTC Convenience Fee	35.4
Total Fare	1740.4

PG Charges as applicable (Additional)



IRCTC Convenience Fee is charged per e-ticket irrespective of number of passengers on the ticket.

* The printed Departure and Arrival Times are liable to change. Please Check correct departure, arrival from Railway Station Enquiry or Dial 139 or SMS RAIL to 139.

- This ticket is booked on a personal User ID, its sale/purchase is an offence u/s 143 of the Railways Act,1989.
- Prescribed original ID proof is required while travelling along with SMS/ VRM/ ERS otherwise will be treated as without ticket and penalized as per Railway Rules.

Indian Railways GST Details:

Invoice Number:	100005112149435	Address:	Indian Railways New Delhi
Supplier Information:			
SAC Code:	996411	GSTIN:	07AAAGM0289C1ZL
Recipient Information:			
GSTIN:	NA	Address:	
Name:	NA		
Taxable Value:	1705		
CGST Rate:	2.5%	CGST Amount:	0.0
SGST/UGST Rate:		SGST/UGST Amount:	
IGST Rate:	5.0%	IGST Amount:	0.0
Total Tax:			
Place of Supply: NA State Name/Code of Supplier: Delhi/DL			

Handwritten signature

19 Jul, 2024



5

₹349

CRN8516277028

Thanks for travelling with us, Ali

Ride Details



Bill Details

Your Trip	₹409.58
Coupon Savings (IND100)	-₹61.44
Total Bill (rounded)	₹349
Includes ₹19.56 Taxes	

Have queries? Visit [support for this ride](#).

Total Fare may change when you change the route or if the ride time exceeds the initial estimate.



Vineet Kumar Sharma
NA



19.4 km 57 min



Prime Sedan - White Xcent

- 07:08 PM ● Peepal Tree, Ajmeri Gate side, New Delhi Railway Station
- 08:04 PM ● C39 Pocket 9A Jasola Vihar, Sector 9a, Jasola, Jasola Vihar, New Delhi, Delhi, 110025, India

Payment

Paid by Cash

₹349

In case of any complaint/grievance against this invoice, write to us at
Grievance officer, ANI Technologies Private Limited, Ola Campus, Prestige RMZ star tech, C wing, Koramangala Industrial layout, Koramangala, Hosur road, Bengaluru, Karnataka, 560095

AMOLAK TRAVELS

3173 / 32, BEADON PURA KAROL BAGH, DELHI-110005

6

M/S KRISUMI CORPORATION PVT. LTD.
plot no.461, 462, Phase III,
Sector 22A, Sector 20,
Gurugram, Haryana 122016

INVOICE NO. : 23374A (R)
DATE : 18/07/2024
ORDER BY : PINTU/ARVIND/9868037
PAYMENT TERM: CASH

SP. REQUEST :

SNO	PASSENGER NAME	SEX	AGE	TICKET PARTICULARS	BILL AMOUNT DETAIL
1	MANSOOR ALI	M	43	SECTOR : CDG-NDLS JOURNEY DATE : 18/07/2024 TRAIN NO : 12012 CLASS : EC P.N.R. NO. : 2218342280 STATUS : E2/31	RAILWAY FAIR : 1582.33 SERV.CHARGE : 500.00 ROUND_OFF : -.33

Total INDIAN RS. TWO THOUSAND EIGHTY TWO ONLY NET DR. IN A/C 2082.00

E & O.E. (Subject to Delhi Jurisdiction) for AMOLAK TRAVELS

TERMS & CONDITIONS :

Auth. Signatory

Printed official Receipt must be obtained against any cash payment of Bill.

All cheques should be drawn in favour of 'AMOLAK TRAVELS' and crossed 'A/c Payee Only'

In case of Cheque Bounce will charge Rs.500/- Bank Charges

Interest @ 24% per annum will be charged on all outstanding Bills after due date.

Kindly check all ticket details carefully to avoid un-necessary complications.

We are not responsible for any type of loss after the delivery of Ticket.

[Handwritten Signature]

6

CURRENT BOOKING

Electronic Reservation Slip (ERS)

CURRENT BOOKING



Booked From

Boarding At

To

CHANDIGARH (CDG)

CHANDIGARH (CDG)

NEW DELHI - NDLS (NEW DELHI)

Start Date* 18-Jul-2024

Departure* 18:23 18-Jul-2024

Arrival* 21:50 18-Jul-2024

PNR

Train No./Name

Class

2218342280

12012 / KLK SHATABADI

EXECUTIVE CLASS (EC)

Quota

Distance

Booking Date

GENERAL (GN)

266 KM

18-Jul-2024 14:43:03 HRS

Passenger Details

#	Name	Age	Gender	Catering Service Option	Booking Status	Current Status
1.	MANSOOR ALI	43	M	VEG	CNF/E2/31/AISLE	CNF /E2/31/AISLE

Acronyms:

RLWL: REMOTE LOCATION WAITLIST

PQWL: POOLED QUOTA WAITLIST

RSWL: ROAD-SIDE WAITLIST

Transaction ID: 100005122108249

IR recovers only 57% of cost of travel on an average.

Payment Details

Ticket Fare	₹ 1,110.00
Catering Charges (Incl. of GST)	₹ 385.00
IRCTC Convenience Fee (Incl. of GST)	₹ 35.40
Travel Insurance Premium (Incl. of GST)	₹ 0.45
Travel Agent Service Charge	₹ 40.00
PG Charges	₹ 11.48
Total Fare (all inclusive)	₹ 1,582.33



Handwritten signature

PG Charges as applicable (Additional)

- Beware of fraudulent customer care number. For any assistance, use only the IRCTC e-ticketing Customer care number:14646.
- IRCTC Convenience Fee & Agent Service Charges are charged per e-ticket irrespective of no. of passengers on the ticket.
- * The printed Departure and Arrival Times are liable to change. Please Check correct departure, arrival from Railway Station Enquiry or Dial 139 or SMS RAIL to 139.

AGENT DETAILS

Principal Agent Name:	TRAVEL IQ SERVICES PRIVATE LIMITED		
Customer care Email:	niranjankumar26aug@gmail.com	Customer Care Contact:	0
RSP Id:		RSP Name:	NIRANJAN KUMAR
RSP Address:	D 112 LIG DDA Flat Motia Khan Pahadganj Delhi Multani Dhanda Central, Multani Dhanda S.O, DELHI - 110055		

- Prescribed original ID proof is required while travelling along with SMS/ VRM/ ERS otherwise will be treated as without ticket and penalized as per Railway Rules.

Amount Deducted? Ticket Not Booked?

No Worries! Reuse the deducted amount for your next booking with IRCTC i Pay

*T&C Apply



Indian Railways GST Details:

Invoice Number:	PS24221834228011	Address:	Indian Railways New Delhi
Supplier Information:			
SAC Code:	996421	GSTIN:	07AAAGM0289C1ZL
Recipient Information:			
GSTIN:	NA		
Name:	NA	Address:	
Taxable Value:	1055		
CGST Rate:	2.5%	CGST Amount:	0.0
SGST/UGST Rate:		SGST/UGST Amount:	
IGST Rate:	5.0%	IGST Amount:	52.75
Total Tax:	52.75		

Place of Supply: CHANDIGARH(4) **State Name/Code of Supplier:** Delhi/DL

INSTRUCTIONS:

1. Prescribed Original ID proofs are:- Voter Identity Card / Passport / PAN Card / Driving License / Photo ID card issued by Central / State Govt. / Public Sector Undertakings of State / Central Government, District Administrations, Municipal bodies and Panchayat Administrations which are having serial number / Student Identity Card with photograph issued by recognized School or College for their students / Nationalized Bank Passbook with photograph / Credit Cards issued by Banks with laminated photograph/Unique Identification Card "Aadhaar", m-Aadhaar, e-Aadhaar. /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).
2. PNRs having fully waitlisted status will be dropped and automatic refund of the ticket amount after deducting the applicable CLERKAGE by Railway shall be credited to the account used for payment for booking of the ticket. Passengers having fully waitlisted e-ticket are not allowed to board the train. However, the names of PARTIALLY waitlisted/confirmed and RAC ticket passenger will appear in the chart.
3. Passengers travelling on a fully waitlisted e-ticket will be treated as Ticketless.
4. Obtain certificate from the TTE /Conductor in case of (a) PARTIALLY waitlisted e-ticket when LESS NO. OF PASSENGERS travel, (b)A.C FAILURE, (c)TRAVEL IN LOWER CLASS. This original certificate must be sent to GGM (IT), IRCTC, Internet Ticketing Centre, IRCA Building, State Entry Road, New Delhi-110055 after filing TDR online within prescribed time for claiming refund.
5. In case, on a party e-ticket or a family e-ticket issued for travel of more than one passenger, some passengers have confirmed reservation and others are on RAC or waiting list, full refund of fare, less clerkage, shall be admissible for confirmed passengers also subject to the condition that the ticket shall be cancelled online or online TDR shall be filed for all the passengers upto thirty minutes before the scheduled departure of the train.
6. In case train is late more than 3 hours, refund is admissible as per railway refund rules only when TDR is filed by the user before the actual departure of the train at boarding station and passenger has not travelled.
7. In case of train cancellation on its entire run, full refund is granted automatically by the system. However, if the train is cancelled partially on its run or diverted and not touching boarding/destination station, passengers are required to file online TDR within 72 hours of scheduled departure of the train from passengers boarding station.
8. Never purchase e-ticket from unauthorized agents or persons using their personal IDs for commercial purposes. Such tickets are liable to be cancelled and forfeited without any refund of money, under section (143) of the Indian Railway Act 1989. List of authorized agents are available on www.irctc.co.in under 'Find NGet Agents' option.
9. For detail, Rules, Refund rules, Terms & Conditions of E-Ticketing services, Travel Insurance facility etc. Please visit www.irctc.co.in
10. While booking this ticket, you have agreed of having read the Health Protocol of Destination State of your travel. You are again advised to clearly read the Health Protocol advisory of destination state before start of your travel and follow them properly.
11. The FIR forms are available with on board ticket checking staff, train guard and train escorting RPF/GRP staff.
12. Variety of meals available in more than 1500 trains. For delivery of meal of your choice on your seat log on to www.ecatering.irctc.co.in or call 1323 Toll Free. For any suggestions/complaints related to Catering services, contact Toll Free No. 1800-111-321 (07.00 hrs to 22.00 hrs)
13. National Consumer Helpline (NCH) Toll Free Number: 1800-11-400 or 14404
14. You can book unreserved ticket from UTS APP or ATVMs (Automatic Ticket Vending Machines) located in Railway Stations.
15. As per RBI guidelines, the refund of Ticket should be given in the same Bank account, which was used for booking. It is necessary that the Bank Account used for booking online ticket should not be closed at least up to 30 days beyond the date of the journey. If accounts are found closed at the time of processing refund, the refund will be regretted by the Bank.

Customer Care:

- For e-ticket booking, cancellation and refund assistance, please contact us at 14646 or mail us at care@irctc.co.in.
- For Railway Enquiry, please contact us at 139 or SMS RAIL to 139.
- For e-catering, to book and get food delivered on your train berth, please contact us at 1323 (24*7 Hrs Toll Free) or log on to www.ecatering.irctc.co.in.



IRCTC Customer Care No : 14646

IRCTC Never ask for your Personal banking information such as Debit / Credit Card Number / OTP / PIN / CVV PAN or Date of Birth or Ask to install any app for customer complaint

AMOLAK TRAVELS

3173 / 32, BEADON PURA KAROL BAGH, DELHI-110005



M/S KRISUMI CORPORATION PVT. LTD.
plot no.461, 462, Phase III,
Sector 22A, Sector 20,
Gurugram, Haryana 122016

INVOICE NO. : 23403A (R)
DATE : 18/07/2024
ORDER BY : PINTU/ARVIND/9868037
PAYMENT TERM: CASH

SP. REQUEST :

SNO	PASSENGER NAME	SEX	AGE	TICKET PARTICULARS	BILL AMOUNT DETAIL
1	MANSOOR ALI	M	43	SECTOR : KLK-NDLS JOURNEY DATE : 19/07/2024 TRAIN NO : 12012T CLASS : EC P.N.R. NO. : 2765496131 STATUS : E2/49	RAILWAY FAIR : 2106.30 SERV.CHARGE : 500.00 ROUND_OFF : -.30

Total INDIAN RS. TWO THOUSAND SIX HUNDRED SIX ONLY

NET DR. IN A/C 2606.00

E & O.E. (Subject to Delhi Jurisdiction) for AMOLAK TRAVELS

TERMS & CONDITIONS :

Auth. Signatory

Printed official Receipt must be obtained against any cash payment of Bill.
All cheques should be drawn in favour of 'AMOLAK TRAVELS' and crossed 'A/c Payee Only'
In case of Cheque Bounce will charge Rs.500/- Bank Charges
Interest @ 24% per annum will be charged on all outstanding Bills after due date.
Kindly check all ticket details carefully to avoid un-necessary complications.
We are not responsible for any type of loss after the delivery of Ticket.

Electronic Reservation Slip (ERS)



Booked From

Boarding At

To

KALKA - KLK (KALKA)
Start Date* 19-Jul-2024

KALKA (KLK)
Departure* 17:45 19-Jul-2024

NEW DELHI - NDLS (NEW DELHI)
Arrival* 21:50 19-Jul-2024

PNR

Train No./Name

Class

2765496131

12012 / KLK SHATABADI

EXECUTIVE CLASS
(EC)

Quota

Distance

Booking Date

TATKAL (TQ)

303 KM

18-Jul-2024 17:14:36 HRS

Passenger Details

#	Name	Age	Gender	Catering Service Option	Booking Status	Current Status
1.	MANSOOR ALI	43	M	VEG	CNF/E2/49/WINDOW SIDE	CNF /E2/49/WINDOW SIDE

Acronyms:

RLWL: REMOTE LOCATION WAITLIST

PQWL: POOLED QUOTA WAITLIST

RSWL: ROAD-SIDE WAITLIST

Transaction ID: 100005122409608

IR recovers only 57% of cost of travel on an average.

Payment Details

Ticket Fare	₹ 1,625.00
Catering Charges (Incl. of GST)	₹ 385.00
IRCTC Convenience Fee (Incl. of GST)	₹ 35.40
Travel Insurance Premium (Incl. of GST)	₹ 0.45
Travel Agent Service Charge	₹ 40.00
PG Charges	₹ 20.45
Total Fare (all inclusive)	₹ 2,106.30



PG Charges as applicable (Additional)

Handwritten signature

- Beware of fraudulent customer care number. For any assistance, use only the IRCTC e-ticketing Customer care number:14646. IRCTC Convenience Fee & Agent Service Charges are charged per e-ticket irrespective of no. of passengers on the ticket.
- * The printed Departure and Arrival Times are liable to change. Please Check correct departure, arrival from Railway Station Enquiry or Dial 139 or SMS RAIL to 139.

AGENT DETAILS

Principal Agent Name:	TRAVEL IQ SERVICES PRIVATE LIMITED		
Customer care Email:	niranjankumar26aug@gmail.com	Customer Care Contact:	0
RSP Id:		RSP Name:	NIRANJAN KUMAR
RSP Address:	D 112 LIG DDA Flat Motia Khan Pahadganj Delhi Multani Dhanda Central, Multani Dhanda S.O, DELHI - 110055		

- Prescribed original ID proof is required while travelling along with SMS/ VRM/ ERS otherwise will be treated as without ticket and penalized as per Railway Rules.

Amount Deducted? Ticket Not Booked?

No Worries! Reuse the deducted amount for your next booking with IRCTC i Pay

*T&C Apply



Indian Railways GST Details:

Invoice Number:	PS24276549613111	Address:	Indian Railways New Delhi
Supplier Information:			
SAC Code:	996421	GSTIN:	07AAAGM0289C1ZL
Recipient Information:			
GSTIN:	NA		
Name:	NA	Address:	
Taxable Value:	1544		
CGST Rate:	2.5%	CGST Amount:	0.0
SGST/UGST Rate:		SGST/UGST Amount:	
IGST Rate:	5.0%	IGST Amount:	77.2
Total Tax:	77.20		
Place of Supply:	Haryana(6)	State Name/Code of Supplier:	Delhi/DL

INSTRUCTIONS:

1. Prescribed Original ID proofs are:- Voter Identity Card / Passport / PAN Card / Driving License / Photo ID card issued by Central / State Govt. / Public Sector Undertakings of State / Central Government ,District Administrations , Municipal bodies and Panchayat Administrations which are having serial number / Student Identity Card with photograph issued by recognized School or College for their students / Nationalized Bank Passbook with photograph /Credit Cards issued by Banks with laminated photograph/Unique Identification Card "Aadhaar", m-Aadhaar, e-Aadhaar. /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).
2. PNRs having fully waitlisted status will be dropped and automatic refund of the ticket amount after deducting the applicable CLERKAGE by Railway shall be credited to the account used for payment for booking of the ticket. Passengers having fully waitlisted e-ticket are not allowed to board the train. However, the names of PARTIALLY waitlisted/confirmed and RAC ticket passenger will appear in the chart.
3. Passengers travelling on a fully waitlisted e-ticket will be treated as Ticketless.
4. Obtain certificate from the TTE /Conductor in case of (a) PARTIALLY waitlisted e-ticket when LESS NO. OF PASSENGERS travel, (b)A.C FAILURE, (c)TRAVEL IN LOWER CLASS. This original certificate must be sent to GGM (IT), IRCTC, Internet Ticketing Centre, IRCA Building, State Entry Road, New Delhi-110055 after filing TDR online within prescribed time for claiming refund.
5. In case, on a party e-ticket or a family e-ticket issued for travel of more than one passenger, some passengers have confirmed reservation and others are on RAC or waiting list, full refund of fare, less clerkage, shall be admissible for confirmed passengers also subject to the condition that the ticket shall be cancelled online or online TDR shall be filed for all the passengers upto thirty minutes before the scheduled departure of the train.
6. In case train is late more than 3 hours, refund is admissible as per railway refund rules only when TDR is filed by the user before the actual departure of the train at boarding station and passenger has not travelled.
7. In case of train cancellation on its entire run, full refund is granted automatically by the system. However, if the train is cancelled partially on its run or diverted and not touching boarding/destination station, passengers are required to file online TDR within 72 hours of scheduled departure of the train from passengers boarding station.
8. Never purchase e-ticket from unauthorized agents or persons using their personal IDs for commercial purposes. Such tickets are liable to be cancelled and forfeited without any refund of money, under section (143) of the Indian Railway Act 1989. List of authorized agents are available on www.irctc.co.in under 'Find NGet Agents' option.
9. For detail, Rules, Refund rules, Terms & Conditions of E-Ticketing services, Travel Insurance facility etc. Please visit www.irctc.co.in
10. While booking this ticket, you have agreed of having read the Health Protocol of Destination State of your travel. You are again advised to clearly read the Health Protocol advisory of destination state before start of your travel and follow them properly.
11. The FIR forms are available with on board ticket checking staff, train guard and train escorting RPF/GRP staff.
12. Variety of meals available in more than 1500 trains. For delivery of meal of your choice on your seat log on to www.ecatering.irctc.co.in or call 1323 Toll Free. For any suggestions/complaints related to Catering services, contact Toll Free No. 1800-111-321 (07.00 hrs to 22.00 hrs)
13. National Consumer Helpline (NCH) Toll Free Number: 1800-11-400 or 14404
14. You can book unreserved ticket from UTS APP or ATVMs (Automatic Ticket Vending Machines) located in Railway Stations.
15. As per RBI guidelines, the refund of Ticket should be given in the same Bank account, which was used for booking. It is necessary that the Bank Account used for booking online ticket should not be closed at least up to 30 days beyond the date of the journey. If accounts are found closed at the time of processing refund, the refund will be regretted by the Bank.

Customer Care:

- For e-ticket booking, cancellation and refund assistance, please contact us at 14646 or mail us at care@irctc.co.in.
- For Railway Enquiry, please contact us at 139 or SMS RAIL to 139.
- For e-catering, to book and get food delivered on your train berth, please contact us at 1323 (24*7 Hrs Toll Free) or log on to www.ecatering.irctc.co.in.

**IRCTC Customer Care No : 14646**

IRCTC Never ask for your Personal banking information such as Debit / Credit Card Number / OTP / PIN /CVV PAN or Date of Birth or Ask to install any app for customer complaint