

IRCTC- Sahaj Retail Ltd



Indian Railway
E-Ticket Booking

The logo for Sahaj Retail Ltd. The word 'SAHAJ' is written in a large, bold, red, stylized font. The letters are slightly slanted and have a 3D effect. The logo is set against a yellow background with a subtle grid pattern.

IRCTC Ticket Booking Process

SAHAJ

The SM needs to log into the Sahaj portal with his VLE id and password

AnyDesk 531542246

531542246

HOME - Sahaj

retail.sahaj.co.in/web/guest/home

Apps Home Sign in Chrome youtube DIGITAL JANSUVID... eDistrict Uttar Prad... eDistrict Uttar Prad... Gmail YouTube Maps Digitalseva Connect

SAHAJ

SAHAJ CORPORATE REGISTRATION English

Reaching last-mile banking
Changing the banking landscape

MR. SUDAM

Login

Forgot Password ?

Login

EN 3:13 PM 10/16/2020

Type here to search

3:13 PM 10/16/2020

IRCTC Ticket Booking Process



SM to click on “Train Tickets” option from the Travel & Tourism” dropdown box

The screenshot shows a web browser window with the URL retail.sahaj.co.in/web/guest/dashboard. The Sahaj logo is in the top left corner. A sidebar on the left lists various services: Entertainment, Banking, Government Services, Insurance, E-Learning, Bill Payments, My Business, Fastag, PAN & Tax, Travel & Tourism, Train Tickets, and Earn More. The 'Train Tickets' option under the 'Travel & Tourism' dropdown is highlighted with a red box. The main content area features a banner for 'BREAKING NEWS! The Sahaj MONEY TRANSFER service is LIVE now!' with an image of a hand holding a smartphone and a fan of Indian Rupee banknotes. The bottom of the browser window shows the Windows taskbar with the date 26-10-2021 and time 11:58.

IRCTC Ticket Booking Process



SM to click on “Booking” tab

Inbox - debopriyo.bose@sahaj.co.in x IRCTC - Sahaj x

retail.sahaj.co.in/web/guest/irctc

English ! [Icons]

Welcome Abhijeet

HOME > Entertainment > Banking > Government Services > Insurance > E-Learning > Bill Payments > My Business > Fastag > PAN & Tax > Travel & Tourism >

IRCTC

AGENT REGISTRATION BOOKING BOOKING HISTORY

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12:01 26-10-2021

SM to click on “Book Tickets” tab

Inbox - debopriyo.bose@sahaj.co.in x IRCTC - Sahaj x

retail.sahaj.co.in/web/guest/irctc

English ! 🕒 📄 👤 🏠 ⚙️ 🔌

Welcome Abhijeet

HOME > Entertainment > Banking > Government Services > Insurance > E-Learning > Bill Payments > My Business > Fastag > PAN & Tax > Travel & Tourism >

IRCTC

BOOKING

Book Ticket Cancel Ticket Book Ticket Cancel Ticket

AGENT REGISTRATION BOOKING HISTORY

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12:02 26-10-2021

IRCTC Ticket Booking Process

SAHAJ

SM to select Travel Date, Arrival Station & Destination Station and click on “Find Trains” Tab

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BookingBookTicket - Sahaj

retail.sahaj.co.in/web/guest/bookingbookticket?p_id=Irctc_WAR_Irctc&p_p_lifecycle=0&p_p_state=normal&p_p_mode=view&Irctc_WAR_Irctc_action=book...

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English

Welcome

HOME >

Banking >

Government Services >

Insurance >

ECommerce >

E-Learning >

Utilities >

My Business >

My Work Space >

My Reports >

Book My Ticket

Search Trains (All fields are mandatory)

*From Station
HOWRAH JN - HWH

11

*To Station
KHARAGPUR JN - KGP

*Journey Date
30-10-2020

Find Trains

IRCTC

3:14 PM 10/16/2020

Type here to search

IRCTC Ticket Booking Process



The SM can view the available train details in this page and can choose the. He will select the “Class” and click on “Check Availability” tab

The screenshot shows the Sahaj IRCTC ticket booking interface. The browser address bar displays the URL: `retail.sahaj.co.in/web/guest/bookingbookticket?p_p_id=Irctc_WAR_Irctc&p_p_lifecycle=0&_Irctc_WAR_Irctc_action=searchResultJsp&_Irctc_WAR_Irctc_implicitModel=true`. The page header includes the Sahaj logo, a language dropdown set to 'English', and various utility icons. A left sidebar lists navigation options: HOME, Entertainment, Banking, Government Services, Insurance, E-Learning, Bill Payments, My Business, Fastag, PAN & Tax, and Travel & Tourism. The main content area displays a table of train details:

Train Name & Number	Origin	Departure	Destination	Arrival	Class	Action
HWH DBRG SPL #05959 Departs on: M T W T F S	HWH	06:00 PM	NJP	11:55	AC Sleeper (2A)	Check Availability
SDAH BXT SPL #03147 Departs on: M T W T F S	SDAH	07:40 PM	NJP	11:15	First AC (1A)	Check Availability
SDAH APDJ SPL #03149 Departs on: M T W T F S	SDAH	08:35 PM	SGUJ	11:30	<div><div>First AC (1A)</div><div>AC Sleeper (2A)</div><div>AC 3 Tier (3A)</div><div>Sleeper Class (SL)</div><div>Second Class Seats (2S)</div></div>	Check Availability
SDAH NJP SPL #02343	SDAH	10:05 PM	NJP	10:10	First AC (1A)	Check Availability

An orange arrow points from the 'SDAH APDJ SPL' row to the class selection dropdown, which is currently open, highlighting 'AC 3 Tier (3A)'. The 'Check Availability' button for this row is highlighted with a red rectangle.

At the bottom of the screen, the Windows taskbar shows the time as 12:07 on 26-10-2021.

IRCTC Ticket Booking Process



Below Screen shows the availability of seats in a particular train, date-wise. SM to click on “Book Now” to further proceed

The screenshot displays the SAHAJ IRCTC Ticket Booking Process interface. The top navigation bar includes the SAHAJ logo, language selection (English), and various utility icons. The left sidebar contains a 'Welcome' message and a list of services: HOME, Banking, Government Services, Insurance, ECommerce, E-Learning, Utilities, My Business, My Work Space, and My Reports. The main content area shows the availability of seats for three trains:

Train Name	Train Number	Departure	Arrival	Duration	Class	Availability	Price
HWH TATA SPL	#02829	05:30 PM HWH	07:10 PM KGP	01:40	Second Class Seats (2S)	30 Oct 2020 (Fri) AVAILABLE-1471	Rs 117.70
SRC CEN AC SPL	#02807	07:05 PM SRC	08:27 PM KGP	01:22	First AC (1A)	30 Oct 2020 (Fri) AVAILABLE-1471	Check Availability
SDAH PURI SPL	#02201	08:00 PM SDAH	10:15 PM KGP	02:15	First AC (1A)	30 Oct 2020 (Fri) AVAILABLE-1471	Check Availability

The interface also includes a date-wise availability section for the selected train, showing the number of available seats for each date from 30 Oct 2020 to 4 Nov 2020. The 'Book Now' button is visible for each date.

IRCTC Ticket Booking Process



After clicking on Book now option the passenger details is to be filled up

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BookingBookTicket - Sahaj

retail.sahaj.co.in/web/guest/bookingbookticket?p_p_id=Ircrc_WAR_Ircrc&p_p_lifecycle=0&Ircrc_WAR_Ircrc_action=passengerDetailJsp&Ircrc_WAR_Ircrc_impli...

Apps Home Sign in Chrome youtube DIGITAL JANSUID... eDistrict Uttar Prad... eDistrict Uttar Prad... Gmail YouTube Maps Digitalseva Connect

SAHAJ English

Welcome [Name]

HOME > Banking > Government Services > Insurance > ECommerce > E-Learning > Utilities > My Business > My Work Space > My Reports >

1 Passenger Details 2 Review Booking 3 SKASH Payment

Train Name & Details	Departs	Arrives	Duration	Quota & Class	Boarding Station	Arrival Station
HWH TATA SPL 02829 AVAILABLE-1471	30 Oct 2020 05:30 PM, Fri HOWRAH JN	30 Oct 2020 07:10 PM, Fri KHARAGPUR JN	01:40	General Quota Second Class Seats (2S)	HOWRAH JN	KHARAGPUR JN

Add Passenger Detail (Max 6 Allowed)

1. *Name
Name

*Age
Age

*Gender
Select

Berth Preference
Select

3:16 PM 10/16/2020

IRCTC Ticket Booking Process

SAHAJ

The image displays two side-by-side screenshots of the Sahaj IRCTC ticket booking website, showing the registration process. Both screenshots are captured using AnyDesk software, as indicated by the 'AnyDesk' watermark and the '531542246' ID in the top-left corner of each window.

Left Screenshot: The user is on the 'BookingBookTicket - Sahaj' page. The browser address bar shows the URL: `retail.sahaj.co.in/web/guest/bookingbookticket?p_id=lrctc_WAR_Irctc&p_p_lifecycle=0&lrctc_WAR_Irctc_action=passengerDetailSp&lrctc_WAR_Irctc_impli...`. The page features a yellow header with the 'SAHAJ' logo and a navigation menu on the left. The main content area shows the registration form with the following details:

- Email:** dhirendrakashyap347@gmail.com
- Mobile Number:** 9795748876
- Destination Address:**
 - *Address: kanpur
 - *Street: Street
 - *Colony: Colony
 - *Pincode: 208007
 - *State: UTTAR PRADESH
 - *City: Kanpur Nagar
 - *Post Office: Harjinder Nagar S.O

Right Screenshot: The user is on the same 'BookingBookTicket - Sahaj' page. The browser address bar shows the same URL. The registration form is partially filled with the following details:

- *Address:** kanpur
- *Street:** Street
- *Colony:** Colony
- *Pincode:** 208007
- *State:** UTTAR PRADESH
- *City:** Kanpur Nagar
- *Post Office:** Harjinder Nagar S.O

Below the form, there is a 'Text Verification' section with a captcha image showing the number '8542'. The user has entered '8542' in the verification box. There are three buttons: 'Reset', 'ReMR.SUDAMg' (highlighted with a mouse cursor), and 'Replan Booking'.

At the bottom of both screenshots, the Windows taskbar is visible, showing the time as 3:19 PM on 10/16/2020. The system tray includes icons for network, volume, and battery.

IRCTC Ticket Booking Process



The below screen shows fare details

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BookingBookTicket - Sahaj

retail.sahaj.co.in/web/guest/bookingbookticket?p_p_id=Irtc_WAR_Irtc&p_p_lifecycle=0&Irtc_WAR_Irtc_action=reviewBookingJsp&Irtc_WAR_Irtc_implici...

Apps Home Sign in Chrome youtube DIGITAL JANSUID... eDistrict Uttar Prad... eDistrict Uttar Prad... Gmail YouTube Maps Digitalseva Connect

English

SAHAJ

HOME > Banking > Government Services > Insurance > ECommerce > E-Learning > Utilities > My Business > My Work Space > My Reports >

Passenger Details

1 Passenger Details 2 Review Booking 3 SKASH Payment

Fare Details

Train Name & Details	Departs	Arrives	Details	Amount	re
HWH TATA SPL #02829 AVAILABLE-1471	30 Oct 2020 05:30 PM, Fri HOWRAH JN	30 Oct 2020 07:10 PM, Fri KHARAGPUR JN	Ticket Fare	Rs. 100	39.08 ⓘ
			Convenience Charge	Rs. 17.70	
			Insurance Charge	Rs. 0.49	
			PG Charge	Rs. 0.89	
			Agent Charge	Rs. 20	Senior Citizen
			Total	Rs. 139.08	

Name MR. SUDAM Gender Berth
Dhrendra Kashyap 20 Male Wind

3:19 PM 10/16/2020

Type here to search

IRCTC Ticket Booking Process



SM needs to click on “SKASH Payment” tab

The screenshot shows the SAHAJ IRCTC ticket booking process. The browser window displays the URL https://retail.sahaj.co.in/web/guest/common-payment?p_p_id=CommonPayment_WAR_CommonPayment&p_p_lifecycle=0&p_p_state=normal&p_p_mode=view. The page has a yellow header with the SAHAJ logo and navigation links. A sidebar on the left contains a 'Welcome' message and a list of services: HOME, Banking, Government Services, Insurance, ECommerce, E-Learning, Utilities, My Business, My Work Space, and My Reports. The main content area is divided into three tabs: 'Passenger Details', 'Review Booking', and 'SKASH Payment'. The 'SKASH Payment' tab is highlighted with an orange arrow. Below the tabs, there is a table showing train details and a table showing passenger details. At the bottom, there are two buttons: 'Replan Booking' and 'SKASH Payment', with the latter being highlighted by an orange arrow.

Train Name & Details

Train Name & Details	Departs	Arrives	Duration	Class	Quota	Total Fare
HWH TATA SPL #02829 AVAILABLE-1471	30 Oct 2020 05:30 PM, Fri HOWRAH JN	30 Oct 2020 07:10 PM, Fri KHARAGPUR JN	01:40	Second Class Seats (2S)	General Quota	Rs 139.08

Passenger Details

Name	Age	Gender	Berth	Country	Meal	Bed Roll	Senior Citizen
Dhrendra Kashyap	20	Male	Window Side	India		No	

SKASH Payment

Replan Booking SKASH Payment

IRCTC Ticket Booking Process



SM to make the payment

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Common Payment - Sahaj

retail.sahaj.co.in/web/guest/common-payment?p_id=CommonPayment_WAR_CommonPayment&p_p_lifecycle=0&p_p_state=normal&p_p_mode=view

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English

Welcome

HOME >

Banking >

Government Services >

Insurance >

ECommerce >

E-Learning >

Utilities >

My Business >

My Work Space >

My Reports >

Skash Deduction

Current Wallet Balance : ₹ 251.00

Customer Details

Amount to be deducted 139.08

Skash Card Number 9940883316950172

Do not click back/refresh button

PIN

Pay

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Type here to search

3:20 PM 10/16/2020

IRCTC Ticket Booking Process



SM to click on “OK” in the pop-up window after selecting the certificate

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531542246

Booking - Sahaj

retail.sahaj.co.in/web/guest/booking?p_p_id=Ircrc_WAR_Ircrc&p_p_lifecycle=0&p_p_state=normal&p_p_mode=view

Apps Home Sign in Chrome youtube

SAHAJ

Welcome [User Name]

- HOME
- Banking
- Government Services
- Insurance
- ECommerce
- E-Learning
- Utilities
- My Business
- My Work Space
- My Reports

Select a certificate

Select a certificate to authenticate yourself to www.agent.irctc.co.in:443

Subject	Issuer	Serial
Dhirendra Kumar Kashyap	Verasys CA 2014	64FA782C4F93

Certificate information OK Cancel

Waiting for retail.sahaj.co.in...

Type here to search

3:20 PM 10/16/2020

IRCTC Ticket Booking Process



SM to put in his User PIN to log in

AnyDesk 531542246

531542246

Booking - Sahaj

retail.sahaj.co.in/web/guest/booking?p_p_id=Ircrc_WAR_Ircrc&p_p_lifecycle=0&p_p_state=normal&p_p_mode=view

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English

Welcome

HOME >

Banking >

Government Services >

Insurance >

ECommerce >

E-Learning >

Utilities >

My Business >

My Work Space >

My Reports >

Verify User PIN

Now verify your User PIN:

User PIN:

☐ Enable soft keyboard

Change User PIN Login Cancel

Waiting for retail.sahaj.co.in...

Type here to search

3:21 PM 10/16/2020

IRCTC Ticket Booking Process



The SM need to fill up he required fields and click on submit option

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IRCTC Login

agent.irctc.co.in/eticketing/wsapplogin

Apps Home Sign in Chrome youtube DIGITAL JANSUVID... eDistrict Uttar Prad... eDistrict Uttar Prad...

MR. SUDAM

The 'user id' and 'password' is provided from Sahaj at the time of registration.

Authentication

User ID : WSAHAJR00259

Password :

Captcha :

LY V u

I have read the IRCTC Rules and Regulations for booking e-tickets to customers

☐ I Accept

Submit Cancel

* Transaction expire in 08:28 minutes!

Update password for retail.sahaj.co.in?

Username 9940883316950172

Password

Update password No thanks

3:21 PM 10/16/2020

3:22 PM 10/16/2020

IRCTC Ticket Booking Process



The detailed receipt can be seen along with the ticket details.

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BookingBookTicket - Sahaj

retail.sahaj.co.in/web/guest/bookingbookticket?p_p_id=Ircctc_WAR_Ircctc&p_p_lifecycle=0&p_p_state=normal&p_p_mode=view&Ircctc_WAR_Ircctc_action=irctcc...

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SAHAJ English

Welcome

HOME >

Banking >

Government Services >

Insurance >

ECommerce >

E-Learning >

Utilities >

My Business >

My Work Space >

My Reports >

Ticket has been booked successfully.

Receipt

Ticket Information			
PNR No.:	6143210819	Date of Boarding:	30-Oct-2020
Train No. / Name:	2829/HWH TATA SPL	Scheduled Departure* :	30-Oct-2020 17:30
Quota:	GENERAL	Reservation Up to:	KHARAGPUR JN(KGP)
Transaction ID:	100002422844431	Scheduled Arrival:	30-Oct-2020 19:10
Date & Time Booking:	16-Oct-2020 15:20:42 HRS	Adult:	1
Class:	SECOND CLASS SEATS	Child:	0
From:	HOWRAH JN(HWH)	Passenger Mobile No.:	9795748876
Date of Journey:	30-Oct-2020	Distance:	116 KM

Waiting for retail.sahaj.co.in...

Type here to search

3:23 PM 10/16/2020

IRCTC Ticket Booking Process



Once the ticket is booked, the VLE gets a notification of successful booking. Also he has the option of printing E-Ticket

The screenshot displays the Sahaj IRCTC ticket booking interface. At the top, a green banner reads "Ticket has been booked successfully." Below this, the total amount is shown as ₹ 138.59, and agent charges are listed as applicable. A red box highlights the "Select Language" section, which includes radio buttons for "English" (selected) and "Hindi", and a "Print Ticket" button. Below this, there are buttons for "Print Money Receipt" and "Replan Booking". The interface includes a sidebar with navigation options like HOME, Banking, Government Services, Insurance, ECommerce, E-Learning, Utilities, My Business, My Work Space, and My Reports. The bottom of the screen shows a Windows taskbar with various application icons and the system clock indicating 3:23 PM on 10/16/2020.

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531542246

BookingBookTicket - Sahaj

retail.sahaj.co.in/web/guest/bookingbookticket?p_p_id=Irctc_WAR_Irctc&p_p_lifecycle=0&p_p_state=normal&p_p_mode=view&Irctc_WAR_Irctc_action=irctcc...

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SAHAJ English

Welcome

HOME >

Banking >

Government Services >

Insurance >

ECommerce >

E-Learning >

Utilities >

My Business >

My Work Space >

My Reports >

Total: ₹ 138.59

Agent Charges as applicable, if any -

Select Language

☒ English

☐ Hindi

Print Ticket

Print Money Receipt

Replan Booking

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EN 3:23 PM 10/16/2020

Type here to search

IRCTC Ticket Booking Process

SAHAJ

E-Ticket Specimen.

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531542246

BookingBookTicket - Sahaj Ticket (1).pdf

File | C:/Users/Dhiru/Downloads/Ticket%20(1).pdf

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Ticket (1).pdf 1 / 2

Electronic Reservation Slip **IRCTC E-Ticketing Service (Agent)**

1. You can travel on e-ticket sent on SMS or take a Virtual Reservation Message (VRM) along with any one of the prescribed ID in original. Please do not print the ERS unless extremely necessary. This Ticket will be valid with an ID proof in original. Please carry original identity proof. If found traveling without original ID proof, passenger will be treated as without ticket and charged as per existing Railway Rules.

2. Only confirmed ERS/Partially confirmed E-Ticket is valid for travel.

3. Fully Waitlisted E-Ticket is invalid for travel if it remains fully waitlisted after preparation of chart and the refund of the booking amount shall be credited to the account used for payment for booking of the ticket. Passengers travelling on a fully waitlisted e-ticket will be treated as Ticketless.

4. Valid IDs to be presented during train journey by one of the passenger booked on an e-ticket - 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 / Nationalised Bank Passbook with photograph / Credit Cards issued by Banks with laminated photograph/Unique Identification Card "Aadhaar", in-Aadhaar, >Aadhaar /Passenger showing the Aadhaar/Driving License 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 Documents" section will not be considered as a valid proof of identity).

5. Service Accounting Code (SAC) 996411: Local land transport services of passengers by railways for distance up to 150 Kms Service Accounting Code (SAC) 996416: Supplementing transportation services by railways for Tourist Ticket Service Accounting Code (SAC) 996421: Long distance transport services of passengers through rail network by Railways for distance beyond 150 Kms.

6. 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.

PNR No.: 6143210819 Train No. & Name: 2829/HWH TATA SPL Quota: GENERAL (GN)
Transaction ID: 100062422844431 Date & Time of Booking: 16-Oct-2020 15:20:42 HRS Class: SECOND CLASS SEATS (2S)
From: HOWRAH JN(HWH) Date of Journey: 30-Oct-2020 To: KHARAGPUR JN(KGP)
Boarding: HOWRAH JN(HWH) Date Of Boarding: 30-Oct-2020 Scheduled Departure: 30-Oct-2020 17:50
Rev. Up To: KHARAGPUR JN(KGP) Scheduled Arrival: 30-Oct-2020 19:10 Adults: 1 Child: 0
Passenger Mobile No: 9795748876 ATAS Opted: No Distance: 116 KM
Passenger Address: Karpur, Karpur Nagar, 208007, UTTAR PRADESH, Harjinder Nagar S.O.

FARE DETAILS:

Ticket Fare **	100.00	Rupees One Hundred Only
Convenience Fee	17.50	Rupees Seventeen And Paise Seventy Only
Travel Insurance Premium (Incl. of GST)	0.49	Rupee Zero and Paise Forty Nine Only
Agent Service charges†	20.00	Rupees Twenty Only
PG charges	0.89	Rupee Zero and Paise Eighty Nine Only
Total Fare	139.88	Rupees One Hundred Thirty Nine And Paise Eight Only

†Service charges per e-ticket irrespective of number of passengers on the ticket.

PASSENGER DETAILS:

S.No.	Name	Age	Sex	Booking Status	Current Status
1	DHIRENDRA KASHYAP	29	MALE	CNF-DI/48/WINDOW SIDE	CNF-DI/48/WINDOW SIDE

PRINCIPLE SERVICE PROVIDER DETAILS:

Principle Agent:	Sahaj Retail Limited	Corporate Name: Sahaj Retail Limited	ERP Agency name: Dharendra Kashyap
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IRCTC Ticket Cancellation Process

SAHAJ

The SM needs to log into the Sahaj portal with his VLE id and password

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HOME - Sahaj

retail.sahaj.co.in/web/guest/home

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SAHAJ

SAHAJ CORPORATE REGISTRATION English

Reaching last-mile banking
Changing the banking landscape

MR. SUDAM

Login

.....

Forgot Password ?

Login

3:13 PM 10/16/2020

Type here to search

3:13 PM 10/16/2020

IRCTC Ticket Cancellation Process

SAHAJ

SM to click on “IRCTC” option from the “Utilities” dropdown box

The screenshot displays the Sahaj retail website dashboard. The left sidebar contains a menu with the following items: HOME, Banking, Government Services, Insurance, ECommerce, E-Learning, Utilities, NB-SB PDCL, Bill Payment, Recharge, Aggregator, UPPCL, IRCTC, and My Business. The 'Utilities' dropdown menu is expanded, and the 'IRCTC' option is highlighted with an orange arrow. The main content area shows two wallet balances: SRL SKASH WALLET with a balance of ₹ 251.00 and SeVL SKASH WALLET with a balance of ₹ 238.79. Below the wallets, there is a section for 'Our Offers' and a banner for the 'GREAT INDIAN FESTIVAL' with the text 'HAPPY SELLING'. The browser's address bar shows the URL 'retail.sahaj.co.in/web/guest/dashboard'. The Windows taskbar at the bottom indicates the date and time as 3:13 PM on 10/16/2020.

IRCTC Ticket Cancellation Process

SAHAJ

SM to click on Booking History

The screenshot displays the IRCTC Sahaj website interface. The browser window shows the URL `retail.sahaj.co.in/web/guest/irctc`. The website has a yellow header with the Sahaj logo and navigation links. A dark sidebar on the left contains a 'Welcome' message and a list of services including HOME, Banking, Government Services, Insurance, ECommerce, E-Learning, Utilities, My Business, PAYEL, and My Work Space. The main content area is titled 'IRCTC' and features three prominent buttons: 'BOOKING', 'BOOKING HISTORY', and 'AGENT REGISTRATION'. A large orange arrow points directly to the 'BOOKING HISTORY' button. The footer includes copyright information for 2019, Sahaj Corporate links, and design credits to ScreenRoot. The Windows taskbar at the bottom shows the time as 3:26 PM on 10/16/2020.

IRCTC Ticket Cancellation Process

SAHAJ

SM to click on "Cancel Ticket" tab

The screenshot displays a web browser window with the URL `retail.sahaj.co.in/web/guest/irctc`. The page features a yellow header with the 'SAHAJ' logo and a navigation menu on the left. The main content area is titled 'IRCTC' and contains a 'BOOKING' section with two buttons: 'Book Ticket' and 'Cancel Ticket'. An orange arrow points to the 'Cancel Ticket' button. Below the 'BOOKING' section are two more buttons: 'BOOKING HISTORY' and 'AGENT REGISTRATION'. The footer includes copyright information for 2019 Sahaj and links for 'Sahaj Corporate', 'Downloads', and 'Contact Us'. The Windows taskbar at the bottom shows the time as 3:29 PM on 10/16/2020.

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531542246

IRCTC - Sahaj Ticket.pdf

retail.sahaj.co.in/web/guest/irctc

Apps Home Sign in Chrome youtube DIGITAL JANSUVID... eDistrict Uttar Prad... eDistrict Uttar Prad... Gmail YouTube Maps Digitalseva Connect

English

Welcome

HOME >

Banking >

Government Services >

Insurance >

ECommerce >

E-Learning >

Utilities >

My Business >

My Work Space >

My Reports >

IRCTC

BOOKING

Book Ticket Cancel Ticket

BOOKING HISTORY AGENT REGISTRATION

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https://retail.sahaj.co.in/web/guest/BookingCancelTicket

Type here to search

3:29 PM 10/16/2020

IRCTC Ticket Cancellation Process



SM to provide the PNR no. of the ticket which need to be cancelled.

The screenshot displays the 'Cancel Ticket' page on the Sahaj website. The page has a yellow header with the Sahaj logo and navigation links. A sidebar on the left contains a 'Welcome' message and a list of services. The main content area is titled 'Cancel Ticket' and features a form with the PNR number '6143210819' entered. A large orange arrow points to the PNR input field. Below the form are 'Reset' and 'Submit' buttons. The footer contains copyright information for Sahaj Corporate and design credit to ScreenRoot.

PNR
6143210819

Reset Submit

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IRCTC Ticket Cancellation Process



SM to select the ticket to be cancelled and click on Cancel ticket

AnyDesk 531542246

531542246

BookingBookTicket - Sahaj Ticket.pdf

retail.sahaj.co.in/web/guest/bookingbookticket?p_p_id=Irctc_WAR_Irctc&p_p_lifecycle=0&Irctc_WAR_Irctc_action=bookTicketHistoryCancelTicket&Irctc_WAR...

Apps Home Sign in Chrome youtube DIGITAL JANSUVID... eDistrict Uttar Prad... eDistrict Uttar Prad... Gmail YouTube Maps Digitalseva Connect

SAHAJ English

Welcome

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Booking Details (Please select the passengers from the list below for ticket cancellation)

E-Ticket Transaction ID	Train Name	Train Number	PNR Number
10000242284431	HWH TATA SPL	2829	6143210819
Class	From Station	To Station	Boarding Station
2S	HOWRAH JN(HWH)	KHARAGPUR JN(KGP)	HOWRAH JN(HWH)
Date Of Boarding	Date Of Booking		
2020-10-30	2020-10-16 15:20:42.0		

Select	Passenger Name	Age	Gender	Current Status	Berth No
<input checked="" type="checkbox"/>	Dhrendra Kashyap	20	M	CNF	48

Cancel Ticket

Back To result page

EN 3:30 PM 10/16/2020

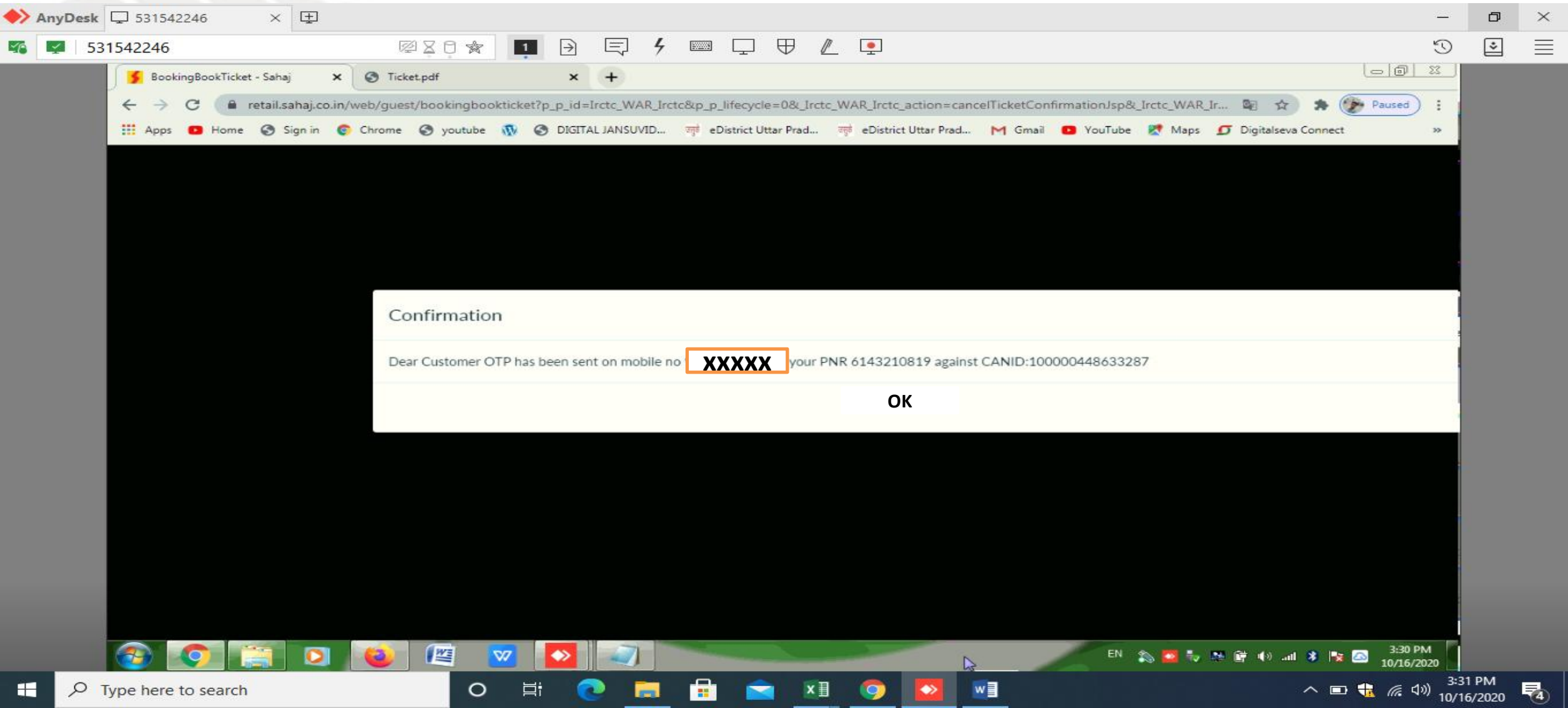
Type here to search

3:30 PM 10/16/2020

IRCTC Ticket Cancellation Process



A confirmation window pops-up where the mobile no. is mentioned in which the OTP is sent



IRCTC Ticket Cancellation Process



SM needs to enter the OTP

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531542246

BookingBookTicket - Sahaj Ticket.pdf

retail.sahaj.co.in/web/guest/bookingbookticket?p_p_id=Irctc_WAR_Irctc&p_p_lifecycle=0&Irctc_WAR_Irctc_action=cancelTicketConfirmationJsp&Irctc_WAR_Ir...

Apps Home Sign in Chrome youtube DIGITAL JANSUVID... eDistrict Uttar Prad... eDistrict Uttar Prad... Gmail YouTube Maps Digitalseva Connect

SAHAJ English

Welcome

HOME >

Banking >

Government Services >

Insurance >

ECommerce >

E-Learning >

Utilities >

My Business >

My Work Space >

My Reports >

Cancel Ticket

IRCTC

Enter OTP
484616

Refund Details

PNR Number: 6143210819

Train Name: HWH TATA SPL

Station: HOWRAH JN(HWH) -> KHARAGPUR JN(KGP)

Booking Date: 16/10/2020

Quota: GN

Type here to search

3:31 PM 10/16/2020

IRCTC Ticket Cancellation Process



SM need to click on “Confirm” tab

The screenshot shows a web browser window displaying the IRCTC ticket cancellation process on the Sahaj portal. The browser's address bar shows the URL: `retail.sahaj.co.in/web/guest/bookingbookticket?p_p_id=Ircrc_WAR_Ircrc&p_p_lifecycle=0&Ircrc_WAR_Ircrc_action=cancelTicketConfirmationJsp&Ircrc_WAR_Ir...`. The page features a yellow header with the Sahaj logo and a navigation menu on the left. The main content area displays the following details:

- Journey Dates: 30 Oct 2020 -> 30 Oct 2020
- Vikalp Status:
- Class: 2S
- Convenience Fee: 17.70
- Charting Status:
- Issue Date:
- Date of Cancellation: October 16, 2020
- Refund Amount: ₹ 40

At the bottom of the main content area, there are two buttons: "Confirm" and "Resend OTP". The "Confirm" button is circled in red, indicating it is the next step in the process. The browser's taskbar at the bottom shows various application icons and the system clock indicating 3:32 PM on 10/16/2020.

IRCTC Ticket Cancellation Process



The Refund Amount is shown in this page. The SM can select the language and click on “Print Ticket” option.

The screenshot shows a web browser window displaying the IRCTC Ticket Cancellation page on the Sahaj portal. The page has a yellow header with the Sahaj logo and a green bar indicating "OTP verified". The main content area is titled "Cancel Ticket" and displays a "Refund Amount ₹ 40". Below this, there is a "Select Language" section with two radio buttons: "English" (selected) and "Hindi". At the bottom of the page, there is a red "Print Ticket" button, which is highlighted by a large orange arrow. The left sidebar contains a navigation menu with options like HOME, Banking, Government Services, Insurance, ECommerce, E-Learning, Utilities, My Business, My Work Space, and My Reports. The bottom of the screen shows a Windows taskbar with various application icons and the system clock indicating 3:32 PM on 10/16/2020.

IRCTC Ticket Cancellation Process

SAHAJ


AnyDesk 531542246


531542246



BookingBookTicket - Sahaj Ticket (2).pdf Ticket.pdf

File | C:/Users/Dhiru/Downloads/Ticket%20(2).pdf

Apps Home Sign in Chrome youtube DIGITAL JANSUVID... eDistrict Uttar Prad... eDistrict Uttar Prad... Gmail YouTube Maps Digitalseva Connect

**Electronic Reservation Slip**

**IRCTC E-Ticketing Service (Agent)**



1. You can travel on e-ticket sent on SMS or take a Virtual Reservation Message (VRM) along with any one of the prescribed ID in original. Please do not print the ERS unless extremely necessary. This Ticket will be valid with an ID proof in original. Please carry original identity proof. If found traveling without original ID proof, passenger will be treated as without ticket and charged as per extant Railway Rules.

2. Only confirmed RAC/Partially confirmed E-ticket is valid for travel.

3. Fully Waitlisted E-ticket is invalid for travel if it remains fully waitlisted after preparation of chart and the refund of the booking amount shall be credited to the account used for payment for booking of the ticket. Passengers travelling on a fully waitlisted e-ticket will be treated as Ticketless.

4. Valid IDs to be presented during train journey by one of the passenger booked on an e-ticket - 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" - in-Aadhaar, e-Aadhaar / Passenger showing the Aadhaar/Driving License from the "Issued Document" section by logging into his/her Digi Locker 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).

5. Service Accounting Code (SAC) 996411: Local land transport services of passengers by railways for distance up to 150 KMs; Service Accounting Code (SAC) 996416: Signposting transportation services by railways for Tourist Ticket Service Accounting Code (SAC) 996421: Long distance transport services of passengers through rail network by Railways for distance beyond 150 KMs

6. 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.

PNR No. : 6143210819	Train No. & Name: 2829-HWH TATA SPL	Quota: GENERAL (GN)
Transaction ID: 100002422844431	Date & Time of Booking: 16-Oct-2020 15:20:42 HRS	Class: SECOND CLASS SEATS (2S)
From: HOWRAH JN(HWH)	Date of Journey: 30-Oct-2020	To: KHARAGPUR JN(KGP)
Boarding: HOWRAH JN(HWH)	Date Of Boarding: 30-Oct-2020	Scheduled Departure: 30-Oct-2020 17:30
Rev. Up To: KHARAGPUR JN(KGP)	Scheduled Arrival: 30-Oct-2020 19:10	Adults: 1 Child: 0
Passenger Mobile No: 9795748876	ATAS Opted: No	Distance : 116 KM
Passenger Address:	katpur, , Katpur Nagar, 208007, UTTAR PRADESH, Harjinder Nagar S.O	

FARE DETAILS:

Ticket fare **	100.00	Rupees One Hundred Only
Convenience Fee	17.70	Rupees Seventeen And Paise Seventy Only
Travel Insurance Premium (Incl. of GST)	0.49	Rupee Zero and Paise Forty Nine Only
Agent Service charges#	20.00	Rupees Twenty Only
PG charges	0.89	Rupee Zero and Paise Eighty Nine Only
Total Fare	139.08	Rupees One Hundred Thirty Nine And Paise Eight Only

#Service charges per e-ticket irrespective of number of passengers on the ticket.

PASSENGER DETAILS:

S No	Name	Age	Sex	Booking Status	Current Status
1	DHIRENDRA KASHYAP	20	MALE	CAN	CAN

PRINCIPLE SERVICE PROVIDER DETAILS:

Received Files
Ticket (2).pdf
C:\Users\Dhiru\Downloads
Open

EN 3:33 PM 10/16/2020

Type here to search

There are three types of Cancellation

- **Cancelled by SM**
[SM gets OTP to verify during cancellation].
- **Waiting List Ticket Auto Cancelled by IRCTC**
[PNR, CANID & OTP sent to Customer's mobile number and needs to be verified from IRCTC portal to receive refund]
- **Train is cancelled by IRCTC** [No OTP needs to be verified, refund is received within 7 working days]

IRCTC Ticket Refund Process- SM cancelled ticket



If SM has cancelled ticket and missed to verify OTP during cancellation.

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531542246

HOME - Sahaj

retail.sahaj.co.in/web/guest/home

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SAHAJ SAHAJ CORPORATE REGISTRATION English

Reaching last-mile banking
MR. SUDAM
Changing the banking landscape

Login

9940883316950172

.....

Forgot Password ?

Login

EN 3:13 PM 10/16/2020

Type here to search

3:13 PM 10/16/2020

IRCTC Ticket Refund Process- SM cancelled ticket



SM to click on “Train Tickets” option from the Travel & Tourism” dropdown box

Inbox - debopriyo.bose@sahaj.co.in x DashboardNew - Sahaj x

retail.sahaj.co.in/web/guest/dashboard

English

SAHAJ

Entertainment >

Banking >

Government Services >

Insurance >

E-Learning >

Bill Payments >

My Business >

Fastag >

PAN & Tax >

Travel & Tourism v

Train Tickets

Earn More >

Our Offers

Check out our latest offers

BREAKING NEWS!
The Sahaj
MONEY TRANSFER
service is
LIVE now!

SAHAJ

Don't miss
this opportunity!

https://retail.sahaj.co.in/web/guest/train-tickets

11:58
26-10-2021

IRCTC Ticket Refund Process- SM cancelled ticket



SM to click on “Booking History” tab

Inbox - debopriyo.bose@sahaj.co.in x IRCTC - Sahaj x

retail.sahaj.co.in/web/guest/irctc

English

SAHAJ

Welcome Abhijeet

HOME >

Entertainment >

Banking >

Government Services >

Insurance >

E-Learning >

Bill Payments >

My Business >

Fastag >

PAN & Tax >

Travel & Tourism >

IRCTC

AGENT REGISTRATION

BOOKING

BOOKING HISTORY

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12:01 26-10-2021

IRCTC Ticket Refund Process- SM cancelled ticket



SM to click on “Cancel Tickets” tab

Inbox - debopriyo.bose@sahaj.co.in x IRCTC - Sahaj x

retail.sahaj.co.in/web/guest/irctc

English ! 🕒 📄 👤 🏠 ⚙️ 🔌

SAHAJ

Welcome Abhijeet

HOME > Entertainment > Banking > Government Services > Insurance > E-Learning > Bill Payments > My Business > Fastag > PAN & Tax > Travel & Tourism >

IRCTC

BOOKING

Book Ticket Cancel Ticket Book Ticket **Cancel Ticket**

AGENT REGISTRATION BOOKING HISTORY

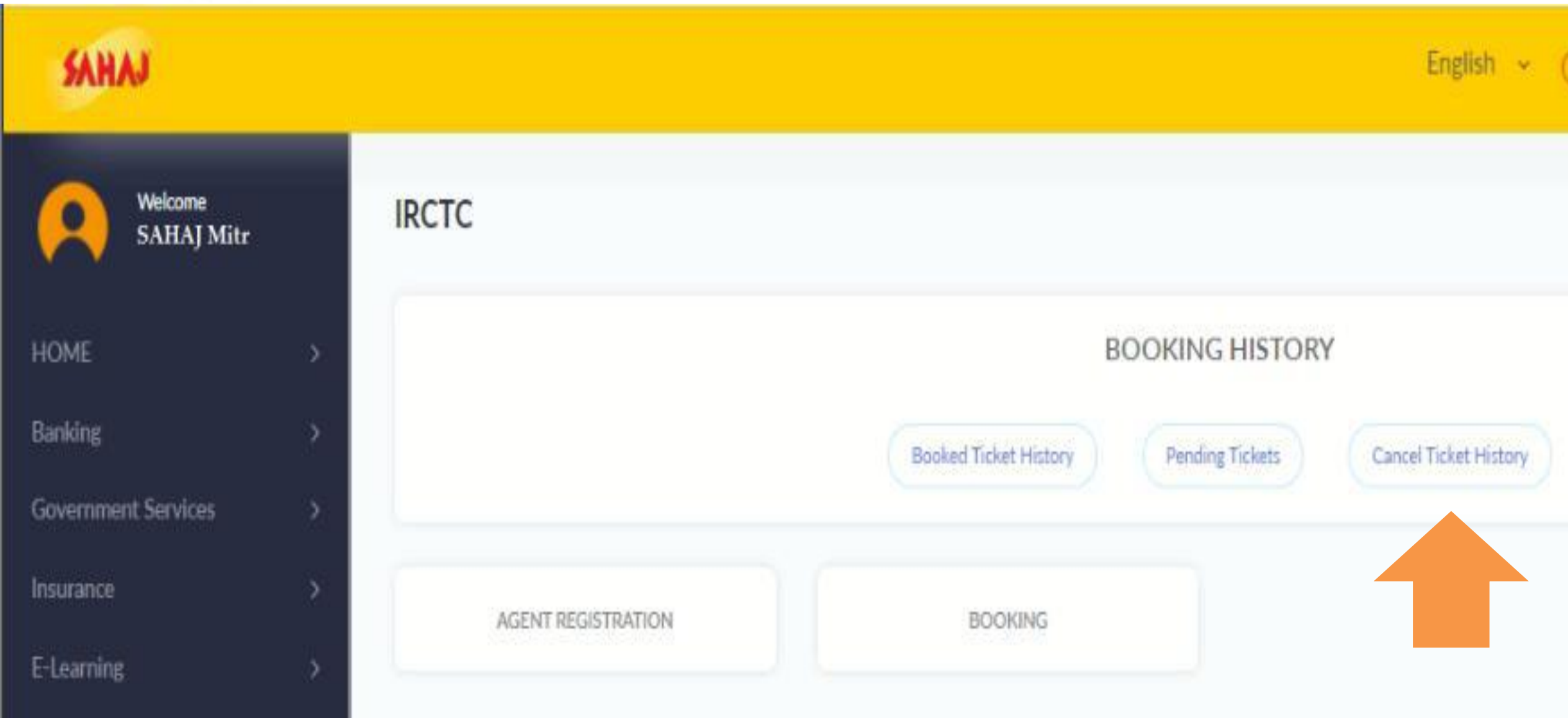
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12:02 26-10-2021

IRCTC Ticket Refund Process- SM cancelled ticket




SM to click on “Cancel Ticket History” tab




IRCTC Ticket Refund Process- SM cancelled ticket



Here SM can put any one of the criteria - Only **PNR** OR **Only Transaction ID** OR **Cancel Date Range** OR **Journey Date Range** and Click on “Submit”

English ⓘ🕒📄👤



Welcome
SAHAJ Mitra

HOME >

Banking >

Government Services >

Insurance >

E-Learning >

Utilities >

Entertainment >

My Business >

Cancel Ticket History

Search Ticket History (Any one criteria is mandatory)

Transaction ID

Transaction ID

PNR

PNR

Cancel Booking Date From

DD-MM-YYYY

📅

Cancel Booking Date To

DD-MM-YYYY

📅

Journey Date From

DD-MM-YYYY

📅

Journey Date To

DD-MM-YYYY

📅

IRCTC Ticket Refund Process- SM cancelled ticket



Select the PNR from the List and Click on “Initiate Refund”



Welcome
SAHAJ Mitr

HOME >

Banking >

Government Services >

Insurance >

E-Learning >

Utilities >

Entertainment >

My Business >

My Work Space >

My Reports >

Journey Date From

DD-MM-YYYY



Journey Date To

DD-MM-YYYY



Reset

Submit

Select	SL No	IRCTC Txn ID	Sahaj Txn ID	PNR No	Train No	From	To	Date Of Journey	Resrvn Status	Base Fare	Cancellation Id	Refund Status
<input checked="" type="radio"/>	1	100002854713965	605452084	8240623576	04312	PNU	JP	01/09/2021	Full Cancelled	₹ 700.00	100000523269086	N

Print Ticket

Initiate Refund

IRCTC Ticket Refund Process- SM cancelled ticket



OTP Will be sent to Customer's Mobile and the message with all required details will be shown on the screen of the SM; SM will click on "OK"

Confirmation



Dear Customer OTP has been sent on mobile no **xxxxxxx** for your PNR 8240623576 against
CANID:100000523269086



IRCTC Ticket Refund Process- SM cancelled ticket



Enter the OTP and click on “Confirm”



Welcome
SAHAJ Mitr

HOME >

Banking >

Government Services >

Insurance >

E-Learning >

Utilities >

Entertainment >

My Business >

My Work Space >

My Reports >

Inventory >

Registration Vaccination >

Cancel Ticket

Enter OTP

Enter OTP

OTP needs to be verified with 30 days of cancellation to be eligible for refund.

PNR:	8240623576
IRCTC TXN ID:	100002854713965
SAHAJ TXN ID:	605452084
Cancellation Id:	100000523269086

SM will receive refund in SKASH Wallet within 7 Working Days (Maximum) from the OTP verification date.

Confirm

Resend OTP



IRCTC Ticket Refund Process- WL Ticket gets auto cancelled



If WL (Waiting List) Tickets get auto cancelled by IRCTC.

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HOME - Sahaj

retail.sahaj.co.in/web/guest/home

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SAHAJ

SAHAJ CORPORATE REGISTRATION English

Reaching last-mile banking
MR. SUDAM
Changing the banking landscape

Login

9940883316950172

.....

Forgot Password ?

Login

EN 3:13 PM 10/16/2020

Type here to search

3:13 PM 10/16/2020

SAHAJ


Indian Railway Catering and Tourism Corporation Limited
 A Government of India Enterprise
 Agent

Income Statement
 Operating Income
 Cash Flow Statement
 Operating Income
 Cash Flow Statement
 Operating Income
 Cash Flow Statement

IRCTC Ticket Refund Process- WL Ticket gets auto cancelled

SAHAJ

SM to Click on “ENQUIRIES” and go to “**OTP for Refund**”



operations.irctc.co.in/AgentInterface/mainpage.jsf



Indian Railway Catering and Tourism Corporation Limited
A Government of India Enterprise

Agent Inter



UPDATE PROFILE OF SUBAGENT

ENQUIRIES

PASSWORD MANAGEMENT

RDS

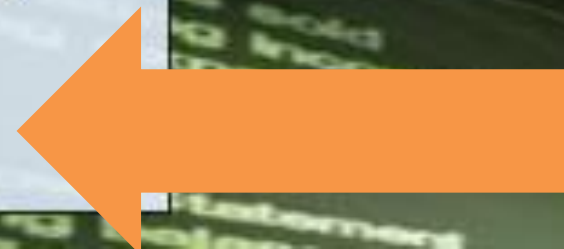
HELP

LOGOUT

ENQUIRIES

Search Ticket
Check TDR Status
Cancel Ticket Status

Search ticket
Cancel Ticket
Cancel Ticket Status
Check TDR Status
PNR Status
OTP for Refund



IRCTC Ticket Refund Process- WL Ticket gets auto cancelled



Enter PNR, Cancellation ID & Click On "Verify OTP"

[Please note that OTP can be verified only within 30days of cancellation as per IRCTC guidelines]

MANAGEMENT

RDS

HELP

LOGOUT

Otp for Refund

PNR Number

Cancellation id

Resend OTP

Verify OTP

Reset

IRCTC Ticket Refund Process- WL Ticket gets auto cancelled



Enter the OTP & Click on "Submit"

Otp for Refund

OTP is Successfully Verified

PNR Number

6252235980

Cancellation id

100000512818025

Otp code

322014



Submit

Reset

IRCTC Ticket Refund Process- WL Ticket gets auto cancelled



“Resend OTP” option can be used if customer misplaces the OTP. Enter PNR & Cancellation Id then click on “Resend OTP”

Otp for Refund

Dear Customer OTP has been sent on mobile no **xxxxxx** for your PNR 2421469842 against CANID:100000510307427

PNR Number

2421469842

Cancellation id

100000510307427

Resend OTP

Verify OTP

Reset

TATKAL Ticket Booking-Opening time for Agents

Ticket Type	Time of Log In
AC	10:15 AM
Non- AC	11:15 AM

IRCTC Commercials

Class	Ticket value	SM Share
Sleeper	Up to Rs 2000	11.48
AC	Up to Rs 2000	22.96
Sleeper	More than Rs 2000	11.48
AC	More than Rs 2000	22.96

Commissions are subject to change

For internal training & circulation

- **What is the TAT time for the VLE to get the service live after registration?**

A: 48 working hours, If below required docs / details are ready:

- Scanned PAN & Aadhaar In JPG format under 200KB
- PAN, Mobile & Email should not be registered with IRCTC previously
- Mobile number linked with Aadhaar should be available
- Should be ready to share IMEI & AnyDesk .

- **What is the process of getting the refund if the VLE cancel any ticket?**

A: There are **three** types of Cancellation

- **Cancelled by SM** [SM gets OTP to verify during cancellation]
- **Waiting List Ticket Auto Cancelled by IRCTC** [PNR, CANID & OTP sent to Customer's mobile number and needs to be verified from IRCTC portal to receive refund]
- **Train is cancelled by IRCTC** [No OTP needs to be verified, refund is received with in 7 working days].

Thank
you!!