

IRCTC- Sahaj Retail Ltd



Indian Railway
E-Ticket Booking



SAHAJ®

Empowering Entrepreneurship
Contributing in economic growth

Welcome Back

One login for all Sahaj Services

[Forgot Password ?](#)

[Login](#)

[Login via OTP](#)



IRCTC Ticket Booking Process



Click on 'All Services' option in which you have to click on 'IRCTC Train Tickets' option

SAHAJ

SRL SKASH WALLET >
₹ 2563.08

Dashboard >

All Services >

My Business >

Manage Services >

Commission Structure >

Training >

Logout

All Services

Relationship Manager
+91-9151007917

Frequently Used Services

- Pan Card
- AePS
- IRCTC Train Tickets**
- BBPS

E-governance Services

- Pan Card
- ITR Filing
- UMANG
- Instant PAN

Banking Services



Welcome
Bharti

[Dashboard](#)

[All Services](#)

[My Business](#)

[Manage Services](#)

[Commission Structure](#)

[Training](#)

|| IRCTC सेवाएं अब काम कर रही हैं ||

Train Tickets



AGENT REGISTRATION



BOOKING



BOOKING HISTORY



OTP REGISTRATION



DOWNLOAD CERTIFICATE

You have to click on
'Booking' option



Welcome
Bharti

[Dashboard](#)

[All Services](#)

[My Business](#)

[Manage Services](#)

[Commission Structure](#)


[Training](#)


|| IRCTC सेवाएं अब काम कर रही हैं ||

Train Tickets

Click on Book Ticket Option

 BOOKING

 Book Ticket

 Cancel Ticket

 AGENT REGISTRATION

 BOOKING HISTORY

 OTP REGISTRATION

 DOWNLOAD CERTIFICATE

IRCTC Ticket Booking Process



AnyDesk 531542246

531542246

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=book...

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

SAHAJ English

Welcome [Redacted]

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


TL

*To Station
KHARAGPUR JN - KGP

*Journey Date
30-10-2020

Find Trains

SM will enter the Source and Destination Stations, Journey date and click on Find Trains option



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 "CheckAvailability" tab

English

HWH DBRG SPL #05959 Departs on: M T W T F S	06:00 PM HWH	05:55 AM NJP	11:55	AC Sleeper (2A)	Check Availability
SDAH BXT SPL #03147 Departs on: M T W T F S	07:40 PM SDAH	06:55 AM NJP	11:15	First AC (1A)	Check Availability
SDAH APDJ SPL #03149 Departs on: M T W T F S	08:35 PM SDAH	08:05 AM SGUJ	11:30	First AC (1A) AC Sleeper (2A) AC 3 Tier (3A) Sleeper Class (SL) Second Class Seats (2S)	Check Availability
SDAH NJP SPL #02343	10:05 PM SDAH	08:15 AM NJP	10:10	First AC (1A)	Check Availability

12:07
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 shows the SAHAJ website interface for booking IRCTC tickets. The main content area displays three train options:

Train Name	Train No.	Departure	Arrival	Class	Availability
HWH TATA SPL	#02829	05:30 PM HWH	07:10 PM KGP	Second Class Seats (2S)	30 Oct 2020 (Fri) Rs 117.70
SRC CEN AC SPL	#02807	07:05 PM SRC	08:27 PM KGP	First AC (1A)	Check Availability
SDAH PURI SPL	#02201	08:00 PM SDAH	10:15 PM KGP	First AC (1A)	Check Availability

The date-wise availability for HWH TATA SPL is as follows:

Date	Day	Availability	Action
30 Oct 2020	Fri	AVAILABLE-1471	Book Now
31 Oct 2020	Sat	AVAILABLE-1454	Book Now
1 Nov 2020	Sun	AVAILABLE-1444	Book Now
2 Nov 2020	Mon	AVAILABLE-1464	Book Now
3 Nov 2020	Tue	AVAILABLE-1462	Book Now
4 Nov 2020	Wed	AVAILABLE-1473	Book Now

IRCTC Ticket Booking Process



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531542246

BookingBookTicket - Sahaj

retail.sahaj.co.in/web/guest/bookingbookticket?p_p_id=Irctc_WAR_Irctc&p_p_lifecycle=0&_Irctc_WAR_Irctc_action=passengerDetailJsp&_Irctc_WAR_Irctc_impli...

English

Welcome

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

Add the Passenger details

3:16 PM 10/16/2020

IRCTC Ticket Booking Process



BookingBookTicket - Sahaj

retail.sahaj.com/web/guest/bookingbookticket?p_p_id=Ictc_WAR_IctcBook_p_lifecycle=0&Ictc_WAR_Ictc_action=passengerDetails&Ictc_WAR_Ictc_impl...

English

Welcome

*Email: dhirendrakashyap347@gmail.com
Ticket details will be sent to this email

*Mobile Number: 9795748676
SMS will be sent to this number

Destination Address

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

8542

HOME

Banking

Government Services

Insurance

ECommerce

E-Learning

Utilities

My Business

My Work Space

My Reports

3:19 PM 10/16/2020

Destination Address of the passenger need to be filled

BookingBookTicket - Sahaj

retail.sahaj.com/web/guest/bookingbookticket?p_p_id=Ictc_WAR_IctcBook_p_lifecycle=0&Ictc_WAR_Ictc_action=passengerDetails&Ictc_WAR_Ictc_impl...

English

Welcome

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

8542

HOME

Banking

Government Services

Insurance

ECommerce

E-Learning

Utilities

My Business

My Work Space

My Reports

Text Verification

8542

Reset

RECAPTCHA

Replay Booking

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3:19 PM 10/16/2020

Proceeding further will land up to payment details page

IRCTC Ticket Booking Process



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BookingBookTicket - Sahaj

retail.sahaj.co.in/web/guest/bookingbookticket?p_p_id=Irctc_WAR_Irctc&p_p_lifecycle=0&_Irctc_WAR_Irctc_action=reviewBookingIsp&_Irctc_WAR_Irctc_implici...

English

Welcome

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

Train Name & Details	Departs	Arrives
HWH TATA SPL #02829 AVAILABLE-1471	30 Oct 2020 05:30 PM, Fri	30 Oct 2020 07:10 PM, Fri
	HOWRAH JN	KHARAGPUR JN

Name	Age	Gender	Berth
Dhrendra Kashyap	20	Male	Wind

Fare Details

Details	Amount	re.
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	
Total	Rs. 139.08	ior Citizen

3:19 PM 10/16/2020

IRCTC Ticket Booking Process



AnyDesk 531542246

531542246

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

English

Welcome Dhir [REDACTED]

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

Passenger 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

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

Replan Booking SKASH Payment

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

Type here to search

3:20 PM 10/16/2020

IRCTC Ticket Booking Process



SM to make the payment

Common Payment - Sahaj

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

English

Welcome [User Name]

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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IRCTC Ticket Booking Process



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

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

The screenshot shows a web browser window with the URL `agent.irctc.co.in/eticketing/wsapplogin`. The page displays an authentication form with the following fields: User ID (pre-filled with `WSAHAJR00259`), Password, and a Captcha field. The Captcha image shows the characters `LYVu`. Below the form, there is a checkbox for "I Accept" and "Submit" and "Cancel" buttons. A warning message at the bottom states: `* Transaction expire in 08:28 minutes!`. A modal dialog box is open on the right side of the page, titled "Update password for retail.sahaj.co.in?". It contains a Username dropdown menu (pre-filled with `9940883316950172`) and a Password field. The dialog has "Update password" and "No thanks" buttons. The browser's taskbar at the bottom shows the time as 3:21 PM on 10/16/2020.

IRCTC Ticket Booking Process



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

The screenshot displays a web browser window with the URL `retail.sahaj.co.in/web/guest/bookingbookticket?p_p_id=Ircrc_WAR_Ircrc&p_p_lifecycle=0&p_p_state=normal&p_p_mode=view&Ircrc_WAR_Ircrc_action=ircrc...`. The page features a yellow header with the SAHAJ logo and a green notification bar stating "Ticket has been booked successfully." Below this, a "Receipt" section provides the following details:

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

The interface also includes a left-hand navigation menu with options like HOME, Banking, Government Services, Insurance, ECommerce, E-Learning, Utilities, My Business, My Work Space, and My Reports. The Windows taskbar at the bottom shows the time as 3:23 PM on 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 shows a web browser window displaying the SAHAJ website. The page title is "BookingBookTicket - Sahaj". The URL is "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...". The page features a yellow header with the SAHAJ logo and a green notification bar stating "Ticket has been booked successfully.". Below the notification, the total amount is displayed as ₹ 138.59, and agent charges are listed as "-". A "Select Language" dropdown menu is highlighted with a red box, showing options for English (selected) and Hindi. Below the menu are buttons for "Print Ticket", "Print Money Receipt", and "Replan Booking". The page footer includes copyright information for 2019 Sahaj, contact information, and a design credit to ScreenRoot. The Windows taskbar at the bottom shows the time as 3:23 PM on 10/16/2020.

IRCTC Ticket Booking Process



E-Ticket Specimen.

The screenshot shows a web browser displaying an IRCTC E-Ticket specimen. The browser window title is "Ticket (1).pdf" and the address bar shows the file path "C:/Users/Dhiru/Downloads/Ticket%20(1).pdf". The ticket itself is titled "Electronic Reservation Slip" and "IRCTC E-Ticketing Service (Agent)". It includes a QR code and a list of terms and conditions. The ticket details are as follows:

PNR No: 6143210519	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 17:50
Retn. Up To: KHARAGPUR JN(KGP)	Scheduled Arrival: 30-Oct-2020 19:10	Adults: 1 Child: 0
Passenger Mobile No: 9795748876	AJAS Dept. No:	Distance: 116 KM
Passenger Address:	Kamrupa, Kamrup Nagar, 208007, UTTAR PRADESH, Haridwar 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 Eighty Only

PASSENGER DETAILS:

S.No.	Name	Age	Sex	Booking Status	Current Status
1	DHRUNDA KASHYAP	29	MALE	CNE-D1/48/WINDOW SIDE	CNE-D1/48/WINDOW SIDE

PRINCIPLE SERVICE PROVIDER DETAIL:

Principle Agent:	Saha Retail Limited.	Corporate Name: Saha Retail Limited.	RSP Agency name: Dhrunnda Kashyap
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IRCTC Ticket Cancellation Process



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

The screenshot shows a web browser window displaying the Sahaj portal. The browser's address bar shows the URL `retail.sahaj.co.in/web/guest/home`. The page features a yellow header with the SAHAJ logo and navigation links for SAHAJ CORPORATE, REGISTRATION, and English. The main content area includes a large banner with the text "Reaching last-mile banking" and "Changing the banking landscape" over a photograph of a group of people. On the right side, there is a dark blue login panel with the title "Login", input fields for a username and password, a "Forgot Password?" link, and a red "Login" button. The Windows taskbar at the bottom shows the time as 3:13 PM on 10/16/2020.

IRCTC Ticket Cancellation Process



Click on 'All Services' option in which you have to click on 'IRCTC Train Tickets ' option

The screenshot displays the SAHAJ portal interface. On the left is a dark sidebar with the SAHAJ logo at the top, followed by a wallet balance of ₹ 2563.08 and navigation links for Dashboard, All Services, My Business, Manage Services, Commission Structure, and Training. A Logout button is at the bottom of the sidebar. The main content area is titled 'All Services' and includes a 'Relationship Manager +91-9151007917' contact info. It is divided into three sections: 'Frequently Used Services' with icons for Pan Card, AePS, IRCTC Train Tickets (highlighted), and BBPS; 'E-governance Services' with icons for Pan Card, ITR Filing, UMANG, and Instant PAN; and 'Banking Services' at the bottom.

IRCTC Ticket Cancellation Process



SM to click on 'Booking' Option

SAHAJ

हिंदी [Beta]

Welcome Bharti

Dashboard

All Services

My Business

Manage Services

Commission Structure

Training

|| IRCTC सेवाएं अब काम कर रही हैं ||

Train Tickets

AGENT REGISTRATION

BOOKING

BOOKING HISTORY

OTP REGISTRATION

DOWNLOAD CERTIFICATE

For internal training & circulation

IRCTC Ticket Cancellation Process



SM to click on "Cancel Ticket" tab

The screenshot shows a web browser window displaying the IRCTC website. The browser's address bar shows the URL `retail.sahaj.co.in/web/guest/irctc`. The website's header is yellow with the SAHAJ logo on the left and navigation icons on the right. A dark sidebar on the left contains a 'Welcome' message and a list of menu items: HOME, Banking, Government Services, Insurance, ECommerce, E-Learning, Utilities, My Business, My Work Space, and My Reports. The main content area is titled 'IRCTC' and features a 'BOOKING' section with two buttons: 'Book Ticket' and 'Cancel Ticket'. The 'Cancel Ticket' button is highlighted with a red rectangular box, and a large orange arrow points upwards towards it. Below the 'BOOKING' section are two more buttons: 'BOOKING HISTORY' and 'AGENT REGISTRATION'. The footer of the page includes copyright information for 2019 Sahaj, links for 'Sahaj Corporate', 'Downloads', and 'Contact Us', and a credit to 'Designed by ScreenRoot'. The Windows taskbar at the bottom shows the time as 3:29 PM on 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 features a yellow header with the SAHAJ logo and navigation icons. A dark sidebar on the left contains a 'Welcome' message and a list of service categories. The main content area is titled 'Cancel Ticket' and contains a form with a 'PNR' label and a text input field containing the number '6143210819'. Below the input field are 'Reset' and 'Submit' buttons. A large orange arrow points to the PNR input field. The footer of the page includes copyright information for 2019 and links for 'Sahaj Corporate', 'Downloads', and 'Contact Us'.

IRCTC Ticket Cancellation Process



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

The screenshot shows the SAHAJ website interface for ticket cancellation. The page title is "BookingBookTicket - Sahaj". The URL is retail.sahaj.co.in/web/guest/bookingbookticket?p_p_id=Irctc_WAR_Irctc&p_p_lifecycle=0&Irctc_WAR_Irctc_action=bookTicketHistoryCancelTicket&Irctc_WAR...

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

E-Ticket Transaction ID	Train Name	Train Number	PNR Number
100002422844431	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

Buttons: [Cancel Ticket](#) and [Back To result page](#)

IRCTC Ticket Cancellation Process



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

The screenshot shows a web browser window with the URL `retail.sahaj.co.in/web/guest/bookingbookticket?p_id=Irctc_WAR_Irctc&p_p_lifecycle=0&Irctc_WAR_Irctc_action=cancelTicketConfirmationJsp&Irctc_WAR_Ir...`. A confirmation dialog box is displayed with the following text:

Confirmation

Dear Customer OTP has been sent on mobile no **XXXXXX** your PNR 6143210819 against CANID:100000448633287

OK

The browser's taskbar at the bottom shows the time as 3:30 PM on 10/16/2020. The Windows taskbar at the very bottom shows the time as 3:31 PM on 10/16/2020.

IRCTC Ticket Cancellation Process



SM needs to enter the OTP

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...

English

Cancel Ticket

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

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 SAHAJ website. The page title is "BookingBookTicket - Sahaj" and the URL is "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...". The page content includes a sidebar menu with options like HOME, Banking, Government Services, Insurance, ECommerce, E-Learning, Utilities, My Business, My Work Space, and My Reports. 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 page, there are two buttons: "Confirm" and "Resend OTP". The "Confirm" button is circled in red, indicating the next step in the process.

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 website. The page title is "Cancel Ticket" and it shows "Refund Amount ₹ 40". Below this, there is a "Select Language" section with two options: "English" (selected) and "Hindi". A red box highlights the "Select Language" section. Below the language selection, there is a red button labeled "Print Ticket". An orange arrow points to the "Print Ticket" button. The page also shows a "Welcome" message and a sidebar menu with various service categories like HOME, Banking, Government Services, Insurance, ECommerce, E-Learning, Utilities, My Business, My Work Space, and My Reports. The top right corner of the page shows "English" and "OTP verified". The bottom of the screenshot shows the Windows taskbar with the time 3:32 PM on 10/16/2020.

IRCTC Ticket Cancellation Process



AnyDesk 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 a-tickets 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 current 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" / e-Aadhaar, e-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 "Upload 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 130 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 130 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 LATA 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
Res. 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 Nigru S.O.	

FARE DETAILS:

Ticket fare **	100.00	Rupees One Hundred Only
Convenience Fee	17.30	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	159.68	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

3:33 PM 10/16/2020

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]

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

The screenshot shows a web browser window displaying the Sahaj website. The browser's address bar shows the URL `retail.sahaj.co.in/web/guest/home`. The website's header features the Sahaj logo on the left and navigation links for 'SAHAJ CORPORATE', 'REGISTRATION', and 'English' on the right. The main content area is split into two sections. On the left, a large banner with a black and white photograph of a group of people in a rural setting. The text on the banner reads 'Reaching last-mile banking' in white and 'Changing the banking landscape' in yellow. A small text box with 'MR. SUDAM' is overlaid on the banner. On the right, a dark blue login panel is visible, containing the text 'Login' at the top, a text input field with the number '9940883316950172', a password input field with dots, a 'Forgot Password?' link, and a red 'Login' button. The Windows taskbar at the bottom shows the time as 3:13 PM on 10/16/2020.

IRCTC Ticket Refund Process- SM cancelled ticket



Click on 'All Services' option in which you have to click on 'IRCTC Train Tickets ' option

SAHAJ

Relationship Manager
+91-9151007917

All Services

Frequently Used Services

- Pan Card
- AePS
- IRCTC Train Tickets**
- BBPS

E-governance Services

- Pan Card
- ITR Filing
- UMANG
- Instant PAN

Banking Services

Logout

IRCTC Ticket Refund Process- SM cancelled ticket



SM to click on "Booking History" tab

The screenshot shows 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 navigation icons. A dark sidebar on the left contains a 'Welcome Abhijeet' message and a list of service categories: HOME, Entertainment, Banking, Government Services, Insurance, E-Learning, Bill Payments, My Business, Fastag, PAN & Tax, and Travel & Tourism. The main content area is titled 'IRCTC' and contains three buttons: 'AGENT REGISTRATION', 'BOOKING', and 'BOOKING HISTORY'. A large orange arrow points to the 'BOOKING HISTORY' button. The footer includes copyright information for 2021 and links for 'Sahaj Corporate', 'Downloads', and 'Contact Us'.



IRCTC Ticket Refund Process- SM cancelled ticket



SM to click on "Cancel Tickets" tab

The screenshot shows 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 navigation icons. A dark sidebar on the left contains a user profile for 'Abhijeet' and a list of service categories: HOME, Entertainment, Banking, Government Services, Insurance, E-Learning, Bill Payments, My Business, Fastag, PAN & Tax, and Travel & Tourism. The main content area is titled 'IRCTC' and contains a 'BOOKING' section with four buttons: 'Book Ticket', 'Cancel Ticket', 'Book Ticket', and 'Cancel Ticket'. The rightmost 'Cancel Ticket' button is highlighted with a red rectangular border. Below this section are two buttons: 'AGENT REGISTRATION' and 'BOOKING HISTORY'. The footer includes copyright information for 2021 Sahaj and links for 'Sahaj Corporate', 'Downloads', and 'Contact Us'.



SM to click on "Cancel Ticket History" tab

The screenshot displays the SAHAJ IRCTC portal interface. At the top left is the SAHAJ logo, and at the top right is the language selection dropdown set to 'English'. A dark sidebar on the left contains a user profile icon with the text 'Welcome SAHAJ Mitr' and a list of menu items: HOME, Banking, Government Services, Insurance, and E-Learning, each with a right-pointing chevron. The main content area is titled 'IRCTC' and features a 'BOOKING HISTORY' section. This section contains three buttons: 'Booked Ticket History', 'Pending Tickets', and 'Cancel Ticket History'. Below this section are two larger buttons: 'AGENT REGISTRATION' and 'BOOKING'. A large orange arrow points upwards towards the 'Cancel Ticket History' button.

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”

The screenshot shows the SAHAJ web portal interface. At the top left is the SAHAJ logo. On the right, there are utility icons for language (English), help, and user profile. A dark sidebar on the left contains navigation links: HOME, Banking, Government Services, Insurance, E-Learning, Utilities, Entertainment, and My Business. The main content area is titled "Cancel Ticket History". Below this title is a search form titled "Search Ticket History (Any one criteria is mandatory)". The form contains four input fields arranged in two columns. The left column has "Transaction ID" and "Cancel Booking Date From" fields. The right column has "PNR" and "Cancel Booking Date To" fields. Below the date fields are "Journey Date From" and "Journey Date To" fields. Each date field includes a calendar icon. The entire search form area is highlighted with a red border.

Welcome SAHAJ Mitra

English

Cancel Ticket History

Search Ticket History (Any one criteria is mandatory)

Transaction ID	PNR
Transaction ID	PNR
Cancel Booking Date From	Cancel Booking Date To
DD-MM-YYYY	DD-MM-YYYY
Journey Date From	Journey Date To
DD-MM-YYYY	DD-MM-YYYY

IRCTC Ticket Refund Process- SM cancelled ticket



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

- Welcome SAHAJ Mitra
- 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

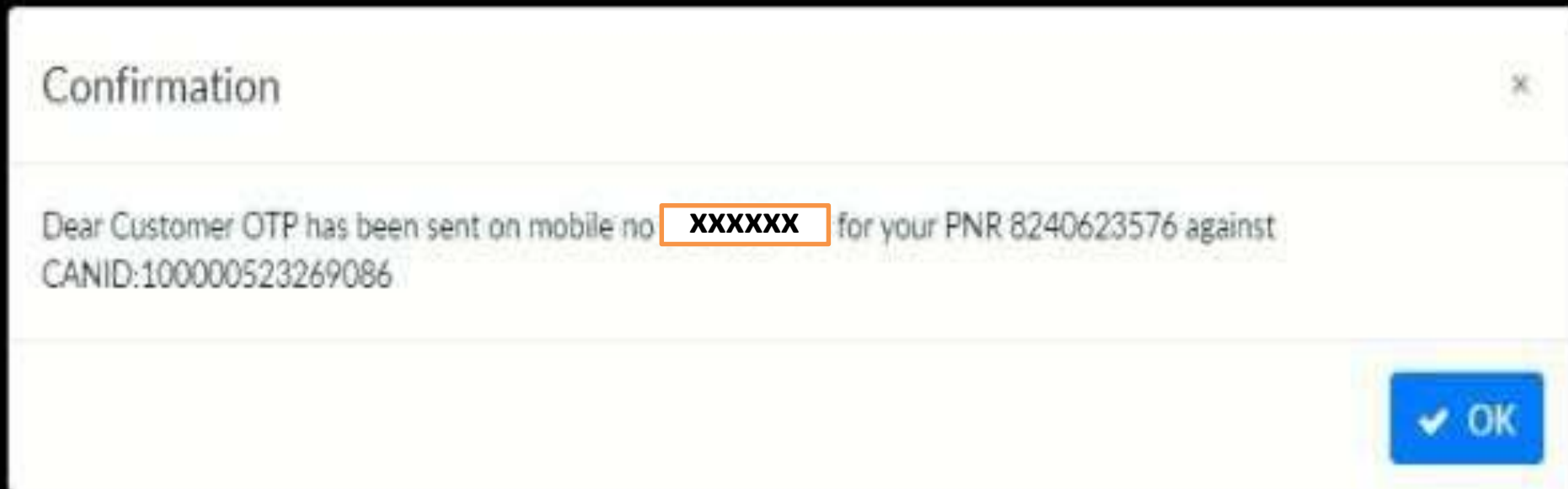
[Print Ticket](#)

[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"



Enter the OTP and click on "Confirm"

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



HOME >

Banking >

Government Services >

Insurance >

E-Learning >

Utilities >

Entertainment >

My Business >

My Work Space >

My Reports >

Inventory >

Registration Vaccination >



IRCTC Ticket Refund Process- WL Ticket gets auto cancelled

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

The screenshot shows a web browser window displaying the Sahaj website. The browser's address bar shows the URL `retail.sahaj.co.in/web/guest/home`. The website has a yellow header with the Sahaj logo on the left and navigation links for 'SAHAJ CORPORATE', 'REGISTRATION', and 'English' on the right. The main content area features a large banner with the text 'Reaching last-mile banking' and 'Changing the banking landscape' in yellow. Below the banner is a photograph of a group of people, including men and women, gathered around a table outdoors. A login form is visible on the right side of the page, with the title 'Login'. The form contains two input fields: one for a phone number (with the value '9940883316950172') and one for a password (with masked characters '.....'). Below the password field is a link for 'Forgot Password?'. A red 'Login' button is positioned at the bottom of the form. The browser's taskbar at the bottom shows various application icons and the system clock indicating the time as 3:13 PM on 10/16/2020.

IRCTC Ticket Refund Process- WL Ticket gets auto cancelled

Go to the IRCTC Portal and enter User ID, Password, Captcha & tick on "I Accept" to log in
[Please note IRCTC User ID always starts with "WSAHAJR"]



IRCTC Ticket Refund Process- WL Ticket gets auto cancelled



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

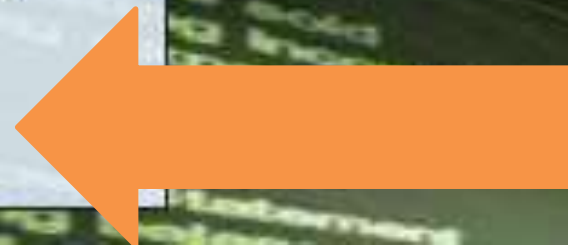
HELP

LOGOUT

ENQUIRIES

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

- Search Ticket
- Check TDR Status
- Cancel Ticket Status



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

Enter the OTP & Click on "Submit"

Otp for Refund

OTP is Successfully Verified

PNR Number

6252235980

Cancellation id

100000512818025

Otp code

322014



Submit

Reset

“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 for your PNR 2421469842 against CANID:100000510307427

PNR Number

Cancellation id

Ticket Booking-Opening time for Agents

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

IRCTC Commission	
Class	SM Pay
AC	22.96
Non AC	11.48

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: 24 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!*