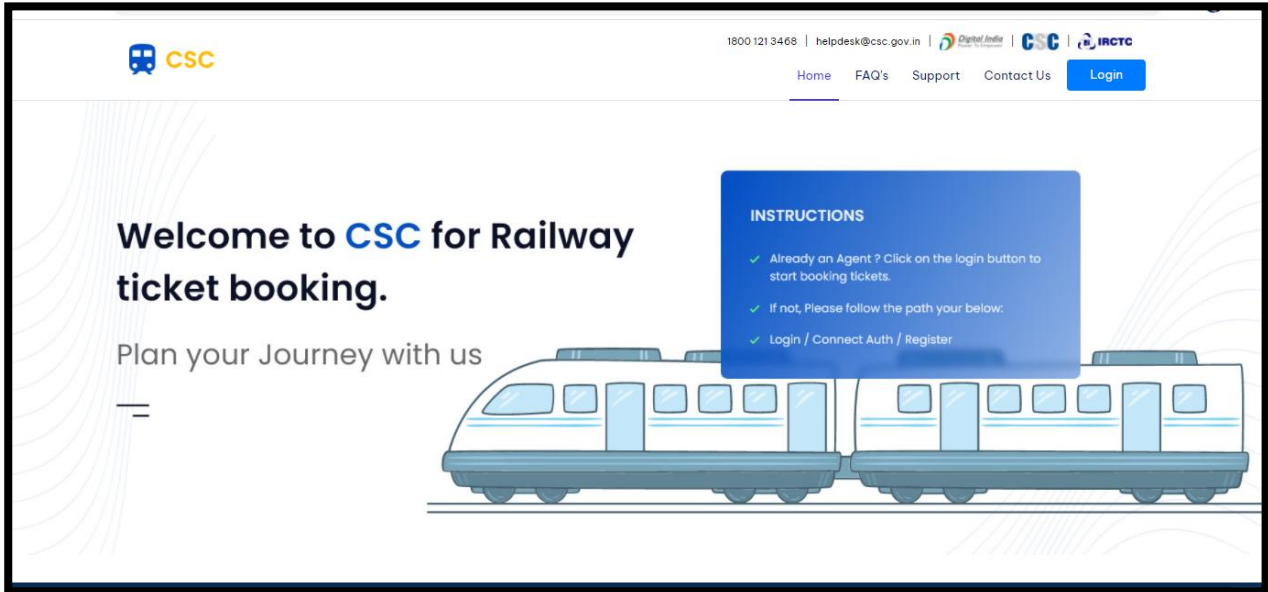


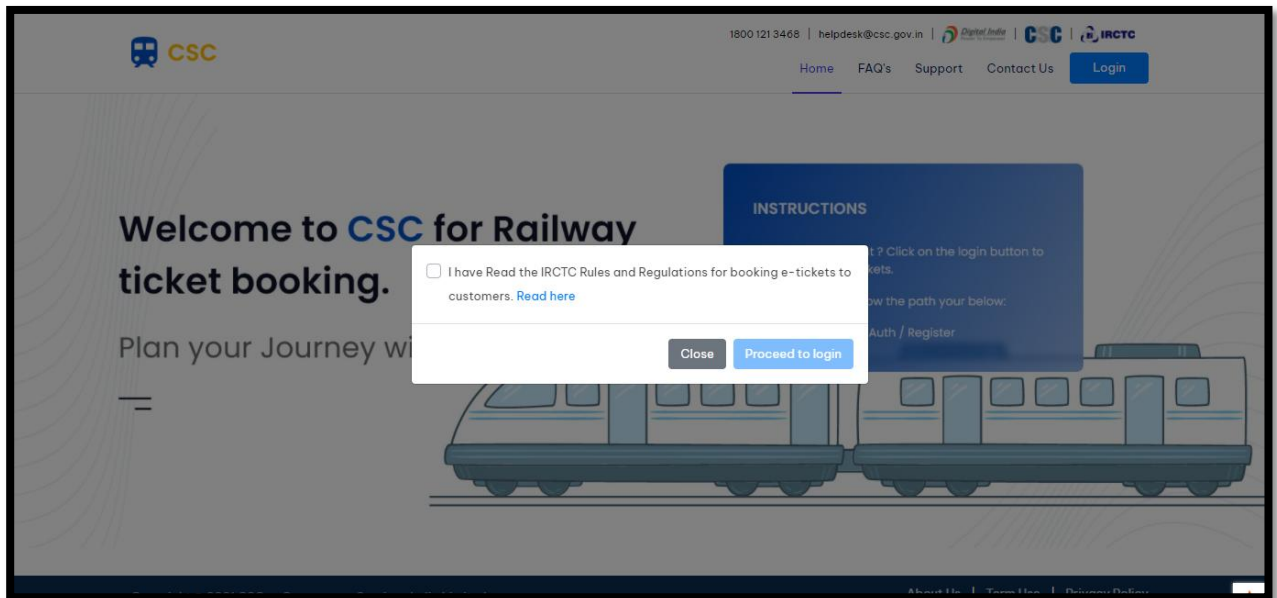
CSC IRCTC Application flow (Screenshots)

1. Login pages

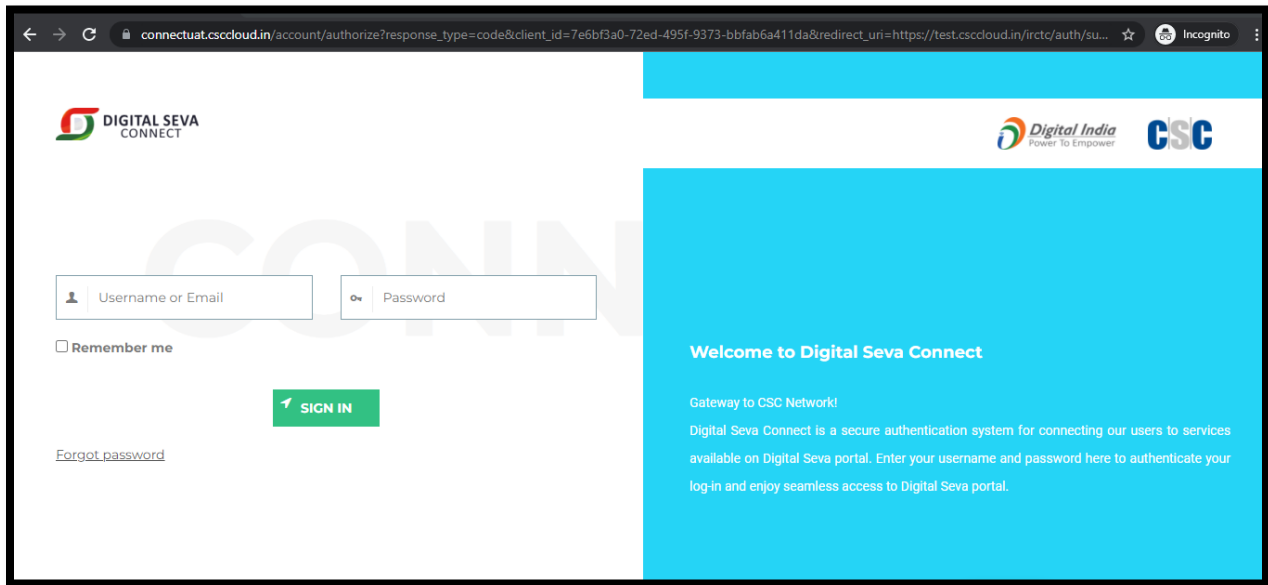
Enter the URL: <https://trainbooking.csccloud.in/>
and click on Login button



Click on Proceed to login to continue.

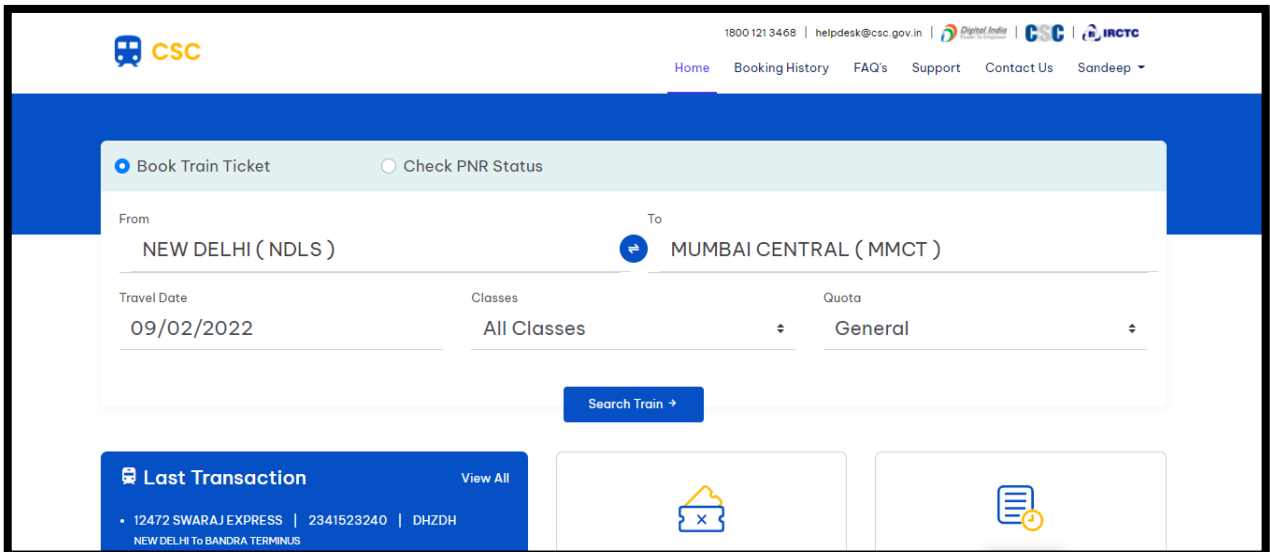


Once you click on Proceed to Login, you will be re-directed to CSC connect portal to login as shown in the below screen:



2. Booking flow with Passenger and Fare details:

- Once you login into the application , the above screen will appear where you need to



select the journey station, destination station, time ,class and quota as per your choice and click on **“Search train”** option to get the details of the train on the specific route

- You will see the below screens with the list of trains available on the routes. Select the train as per your choice

1800 121 3468 | helpdesk@csc.gov.in | | |

Home Booking History FAQ's Support Contact Us Sandeep ▾

From: NEW DELHI (NDLS) To: MUMBAI CENTRAL (MMCT) Travel Date: 09/02/2022 Classes: All Classes Search

FILTER

Quota

General (GN)

Ladies (LD)

Tatkal (TQ)

Show trains having class

ALL Classes

12952 - MUMBAI RAJDHANI
Run On: MTWTFSS

1A

CHECK AVAILABILITY

.

2A

CHECK AVAILABILITY

.

3A

CHECK AVAILABILITY

.

12954 - AG KRANTI RJDHN
Run On: MTWTFSS

NZM

16:50

MMCT

09:45

1800 121 3468 | helpdesk@csc.gov.in | | |

Home Booking History FAQ's Support Contact Us Sandeep ▾

From: NEW DELHI (NDLS) To: MUMBAI CENTRAL (MMCT) Travel Date: 09/02/2022 Classes: All Classes Search

FILTER

Quota

General (GN)

Ladies (LD)

Tatkal (TQ)

Show trains having class

ALL Classes

12952 - MUMBAI RAJDHANI
Run On: MTWTFSS

1A

CHECK AVAILABILITY

.

2A

CHECK AVAILABILITY

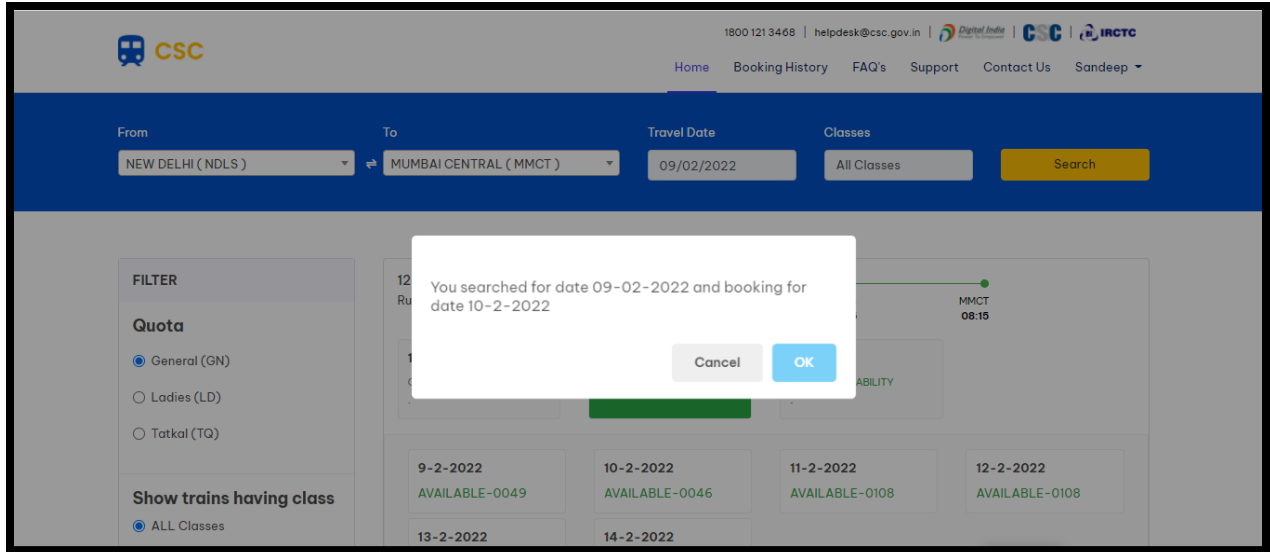
.

3A

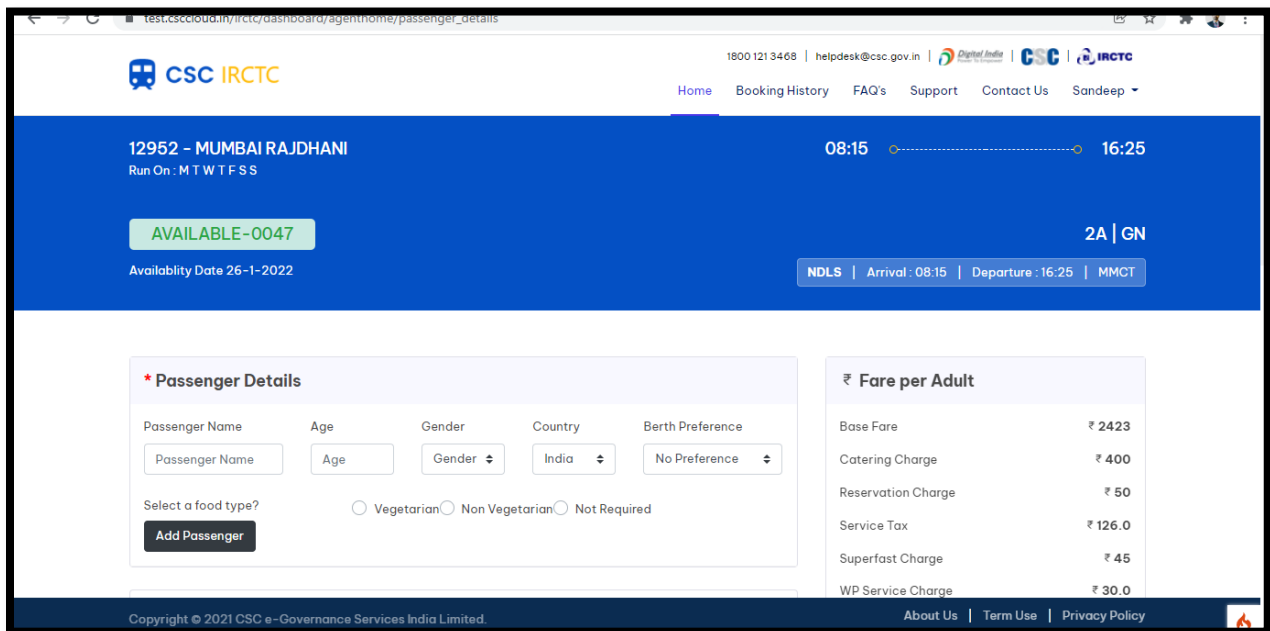
CHECK AVAILABILITY

.

9-2-2022	10-2-2022	11-2-2022	12-2-2022
AVAILABLE-0049	AVAILABLE-0046	AVAILABLE-0108	AVAILABLE-0108
13-2-2022	14-2-2022		



- Click on Ok button to continue and add the your details(Passenger)



Enter the Passenger Name, Age, gender, Birth preference and select food choice and click on Add passenger option to add a passenger.

Select if you wish to change the Boarding station or not and fill the other details including address, mobile number etc

test.csccloud.in/irctc/dashboard/agenthome/passenger_details

Passenger Name: Age: Gender: Country: Berth Preference:

Select a food type? Vegetarian Non Vegetarian Not Required

Do you want to change boarding Station : Yes No

*** Contact Details**

Ticket details will be sent to email - **sandeep.kumar@digimail.in** and registered mobile number **9463068820**

Passenger mobile number

*** Your Destination Address**

₹ Fare per Adult

Base Fare	₹ 2423
Catering Charge	₹ 400
Reservation Charge	₹ 50
Service Tax	₹ 126.0
Superfast Charge	₹ 45
WP Service Charge	₹ 30.0
WP Service Tax	₹ 5.4
Total Fare	₹ 3080.4

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test.csccloud.in/irctc/dashboard/agenthome/bookingdetail

NDLS MMCT

AVAILABLE-0108 2A | GN

Departure Date 28-1-2022

Passenger Details

1. ABC 45 Years | M | IN

₹ Price Summary

Base Fare	₹ 2423
Catering Charge	₹ 400
Reservation Charge	₹ 50
Service Tax	₹ 126.0
Superfast Charge	₹ 45
Total Fare	₹ 3045
IRCTC Total	₹ 3080.4
CSC PG	₹ 66.204
Total Fare	₹ 3146.6

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- Click on Pay button to proceed for payment through CSC wallet, once you click on the Pay button you will be redirected to the CSC wallet where you need to enter the CSC wallet Password and Pin to pay the booking amount.

The screenshot displays the CSC wallet payment interface. On the left, a purple box titled "Pay by Wallet" shows the following details:

SALE AMOUNT	- ₹ 3080.4
WALLET AMOUNT	- ₹ 3117.74

In Words: - Rs Three Thousand One Hundred and Seventeen And Paise Seventy-Four Only.

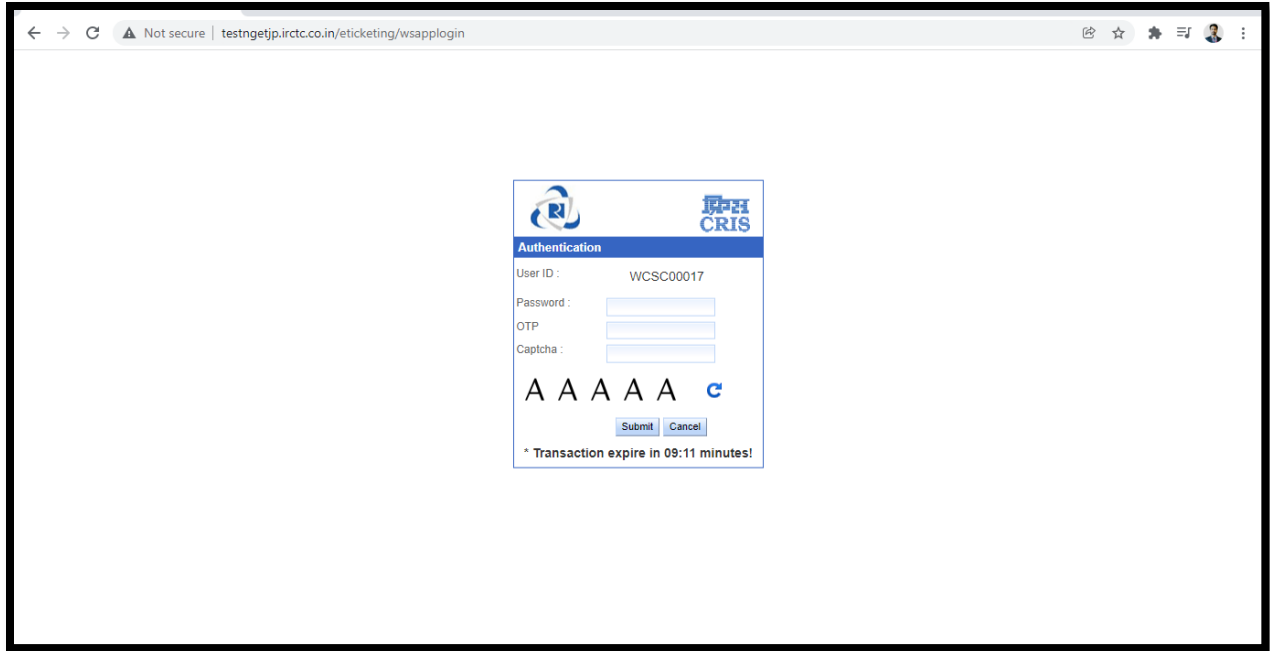
On the right, the "Amount to Pay: ₹ 3117.74" is displayed. Below this, the transaction details are shown:

CSC Reference No.:	2025173320955615
Date:	2022-01-25 17:34:52
CSC ID:	500100100013

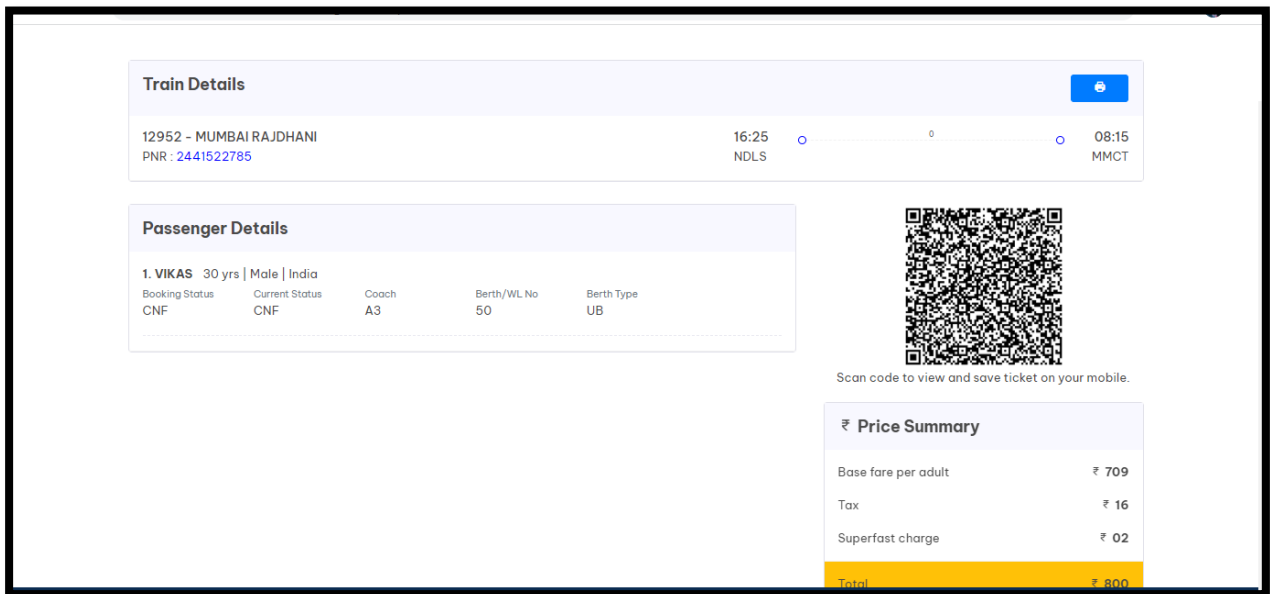
The "Password:" field contains a text input box with the placeholder "Password". Below the input box, the text "Please enter password" is displayed. At the bottom of the form, there are two buttons: "Validate" and "Cancel".

At the bottom of the page, there is a red banner with the text "Safe, Secure & Swift" and a copyright notice: "© 2022 CSC e-Governance Services India Limited. All right reserved."

- Once you have successfully paid the amount you will be redirected to IRCTC Agent interface where you need to input the OTP send on your registered mobile number and your Agent id password and Captcha to continue. Click on Submit button to proceed



- On successful booking you will see the below screens which contains the details of your booked ticket and other details.



Ticket details

Electronic Reservation Slip

- You can travel on an 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.
- Only confirmed/RAC/Partially confirmed E-ticket is valid for travel.
- 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 traveling on a fully waitlisted e-ticket will be treated as Ticketless.**
- 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", mAadhaar, 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).
- Service Accounting Code (SAC) 996411: Local land transport services of passengers by railways for distance up to 150 KM; Service Accounting Code (SAC) 996416: Sighting 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 KM.
- 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: 2441522795	Train No. & Name: 12952/MUMBAI RAJDHANI	Quota: GN
Transaction ID: 50010010201210027197	Date & Time of Booking: 2022-01-21 18:36:31	Class: 2A
From: NDLS	Date of Journey: 2022-01-22	To: MMCT
Boarding Station: NDLS	Boarding Date: MMCT	Reservation upto: MMCT
Passenger Count: 1 Adult, 0 Children	Scheduled Departure: 2022-01-22 16:25	Scheduled Arrival: 2022-01-23 08:15
Passenger Contact No.: 8789099660	Comments: ATAS Opted.No	Distance: 1384 KM

FARE DETAILS:

Description	Amount	Amount in Words
Ticket Fare **	₹ 3045	Rupees five thousand seven hundred and ninety Only
IRCTC Convenience Fee(Incl. of GST) #	₹ 25.4	Rupees thirty-five and four Paise Only
Travel Agent Service Charge #	₹ 39.99	Rupees thirty-nine and ninety-nine Paise Only
Payment Gateway Charges ##	₹ 146.35	Rupees one hundred and forty-six and thirty-five Paise Only
Total Fare	₹ 3080.4	Rupees seven thousand and thirty-seven and zero Paise Only

PASSENGER DETAILS:

SN	Name	Age	Gender	Booking Status	Current Status	Booking Coach	Booking Berth	Seat No.
1	vikas	37	M	CONF	CONF	3A	1B	10

3. PNR Check and Status

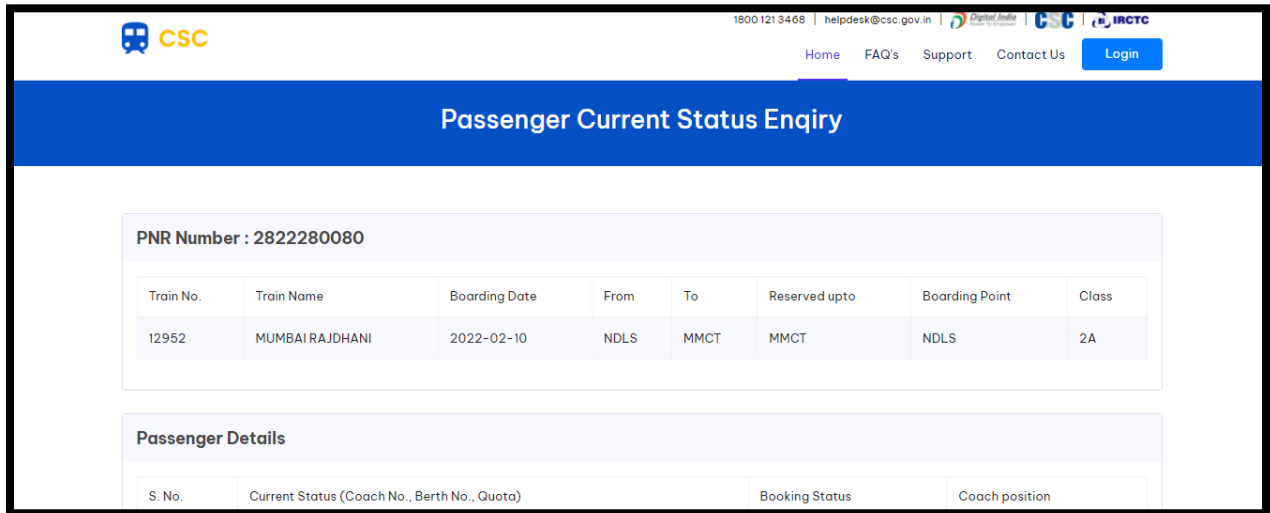
- You can check the details of your ticket using the PNR number ,To check the details follow the below steps :

The screenshot shows the IRCTC website's PNR check interface. At the top, there are navigation links: Home, Booking History, FAQ's, Support, Contact Us, and Sandeep. Below the navigation bar, there are two radio buttons: "Book Train Ticket" (unselected) and "Check PNR Status" (selected). A text input field contains the PNR number "2822280080". A blue "Search" button is positioned below the input field. On the left side, there is a "Last Transaction" section with a "View All" link, listing three transactions:

- 12952 MUMBAI RAJDHANI | 2822280080 | ABC
NEW DELHI To MUMBAI CENTRAL
- 12472 SWARAJ EXPRESS | 2341523240 | DHZDH
NEW DELHI To BANDRA TERMINUS
- 12952 MUMBAI RAJDHANI | 2141523218 | SAHIL + 1
NEW DELHI To MUMBAI CENTRAL

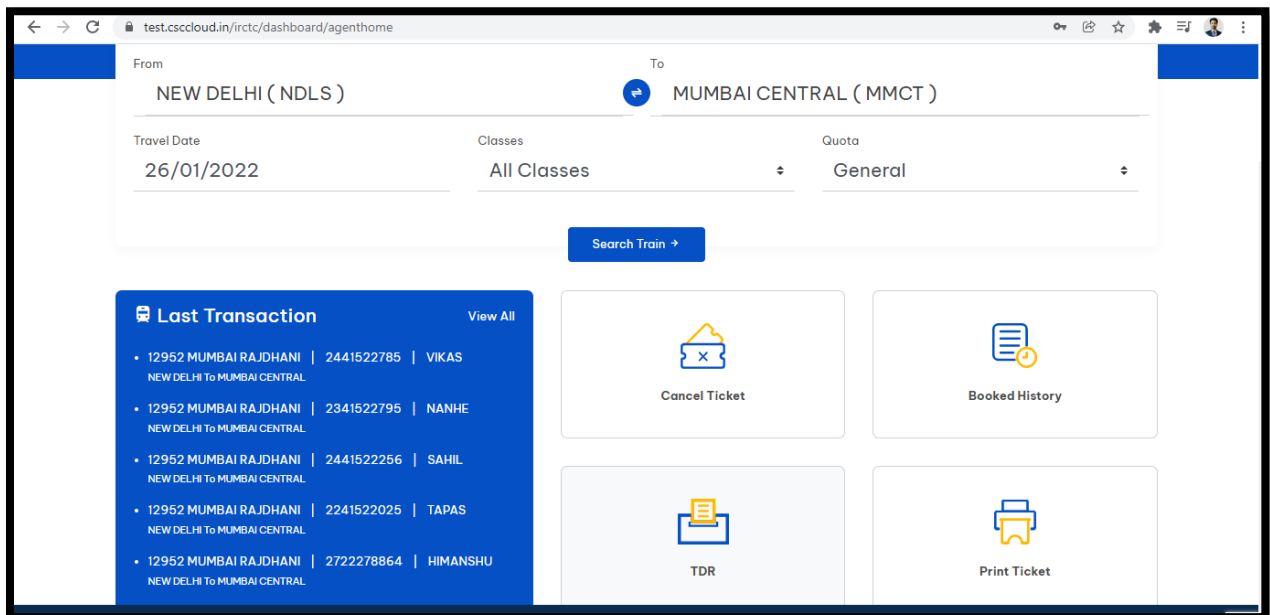
On the right side, there are two large buttons: "Cancel Ticket" (with a crossed-out ticket icon) and "Booked History" (with a ticket icon and a plus sign).

Click on check PNR option from the home-screen and enter your PNR number and click on Search button.
You will see the details of your ticket as shown in the below screen



4. Booking History

- To view the booking history click on the booking history icon from the Home-screen



1800 121 3468 | helpdesk@csc.gov.in | | |

[Home](#) [Booking History](#) [FAQ's](#) [Support](#) [Contact Us](#) [Sandeep](#) ▾

Transaction Details

[Advance Search](#)

[Refund](#)

PNR	Name	Mobile	From	To	Date	Train	Amount
2822280080	ABC	7709594093	NDLS	MMCT	2022-02-10	12952-MUMBAI RAJDHANI	Rs.3080.40
2341523240	DHZDH	7017647411	NDLS	BDTS	2022-02-08	12472-SWARAJ EXPRESS	Rs.633.05
2141523218	SAHIL	7889172156	NDLS	MMCT	2022-02-09	12952-MUMBAI RAJDHANI	Rs.4546.10
2536144822	NARSI	7888830194	NDLS	MMCT	2022-02-10	12952-MUMBAI RAJDHANI	Rs.3080.75

Here you will see the details of your booked ticket .You can use the advance search feature to search the ticket.

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[Home](#) [Booking History](#) [FAQ's](#) [Support](#) [Contact Us](#) [Sandeep](#) ▾

Transaction Details

[Advance Search](#) [Close](#)

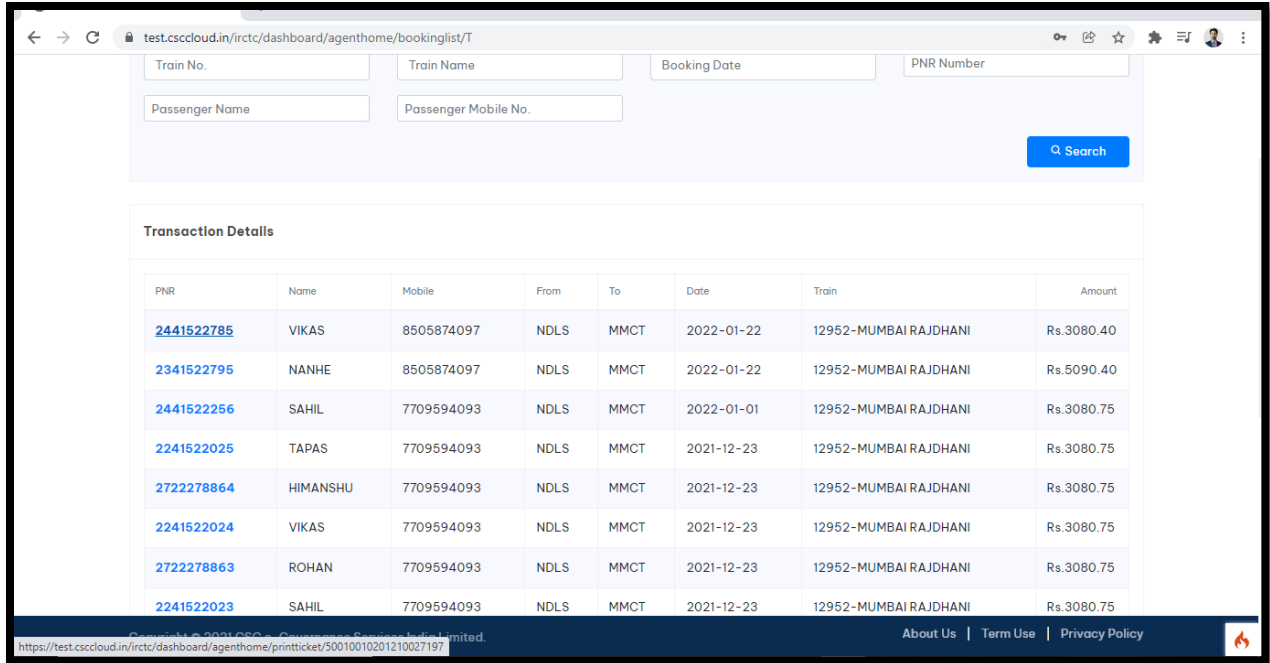
Advance Search

Train No. Train Name Booking Date PNR Number

Passenger Name Passenger Mobile No.

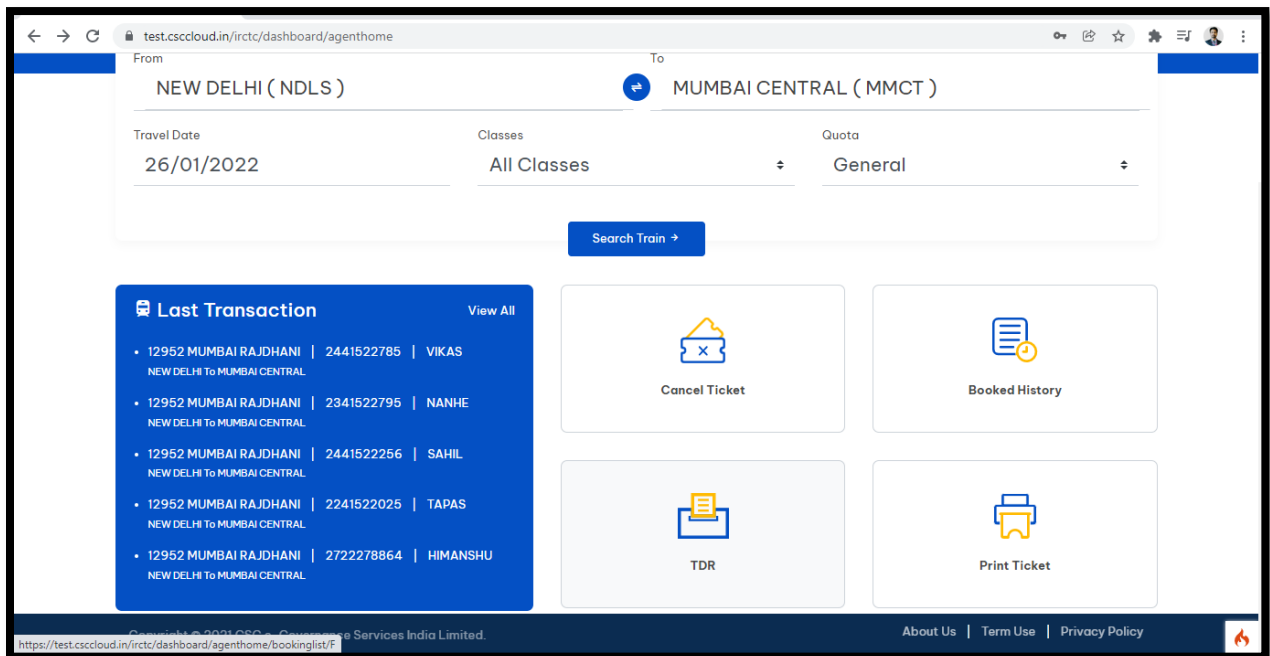
[Search](#)

[Refund](#)



5. TDR request:

To file TDR you need to click on the TDR icon from the Home screen



You will see the list of all eligible ticket for TDR filling (as shown in the below image)

1800 121 3468 | helpdesk@csc.gov.in | | |

[Home](#) [Booking History](#) [FAQ's](#) [Support](#) [Contact Us](#) [Sandeep](#)

File TDR

[Advance Search](#)

[Refund](#)

File TDR

PNR	Name	Mobile	From	To	Date	Train	Amount
2822280080	ABC	7709594093	NDLS	MMCT	2022-02-10	12952-MUMBAI RAJDHANI	Rs. 3080.40
2141523218	SAHIL	7889172156	NDLS	MMCT	2022-02-09	12952-MUMBAI RAJDHANI	Rs. 4546.10
2536144822	NARSI	7888830194	NDLS	MMCT	2022-02-10	12952-MUMBAI RAJDHANI	Rs. 3080.75
2441523092	SHUBAH	7017647411	NDLS	MMCT	2022-02-17	12952-MUMBAI RAJDHANI	Rs. 2290.75

1800 121 3468 | helpdesk@csc.gov.in | | |

[Home](#) [Booking History](#) [FAQ's](#) [Support](#) [Contact Us](#) [Sandeep](#)

Book Train Ticket Check PNR Status

From

Travel Date
09/02/2022

[Search Train](#)

Alert ✕

Train has not departed yet you may cancel your ticket...

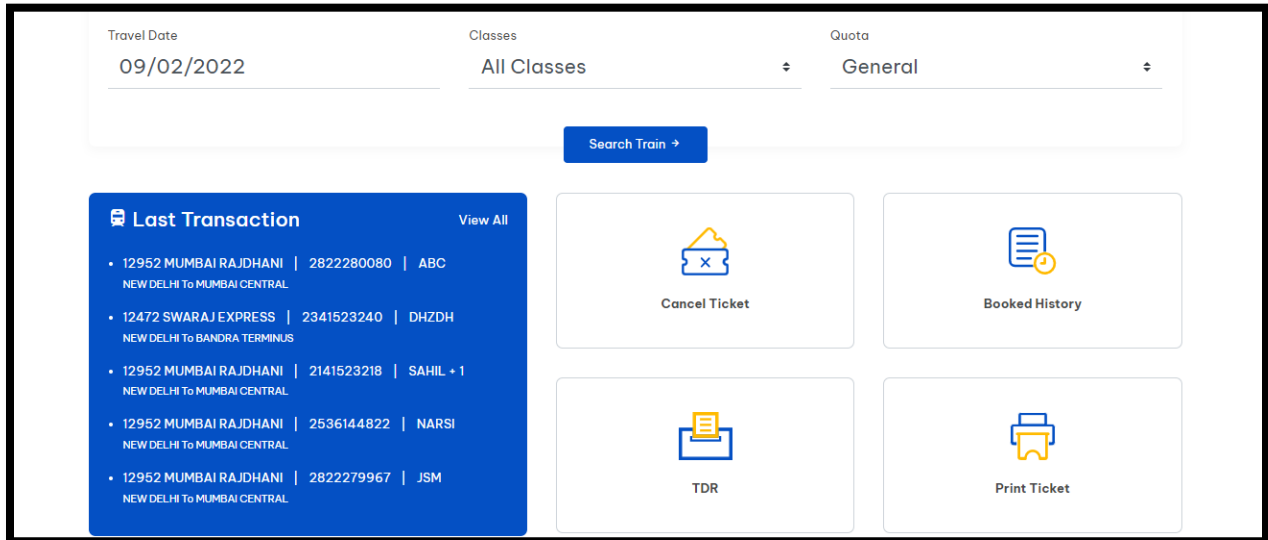
[Close](#)

Last Transaction [View All](#)

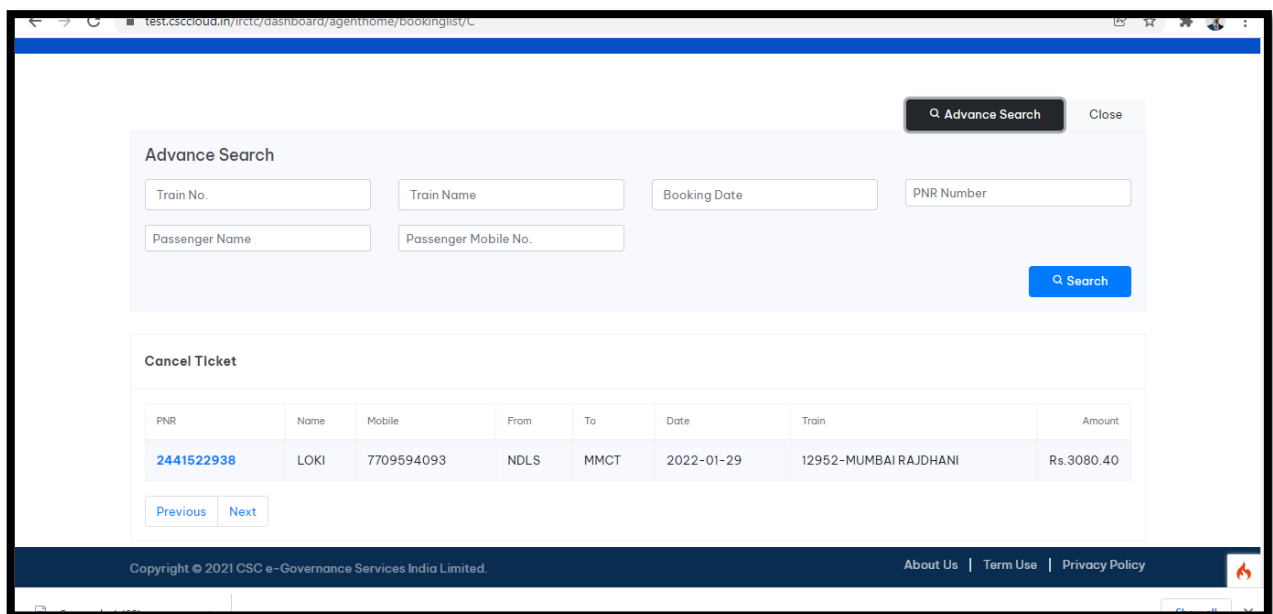
• 12952 MUMBAI RAJDHANI | 2822280080 | ABC

6. Cancellation Flow:

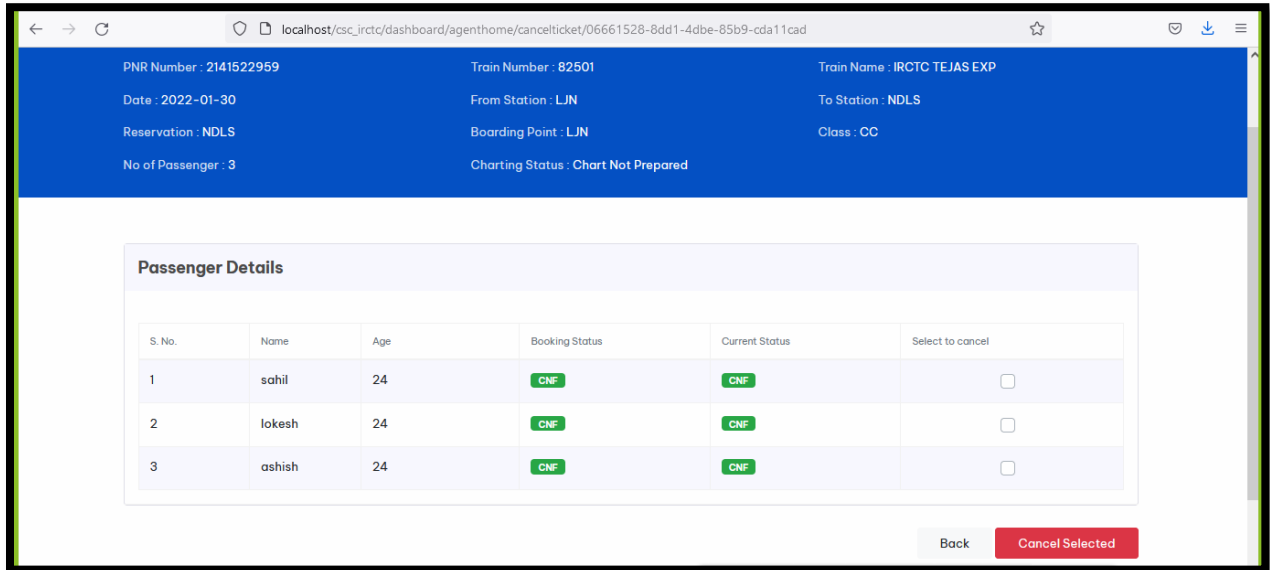
To cancel a booked ticket, click on the Cancel Ticket option form the Homepage



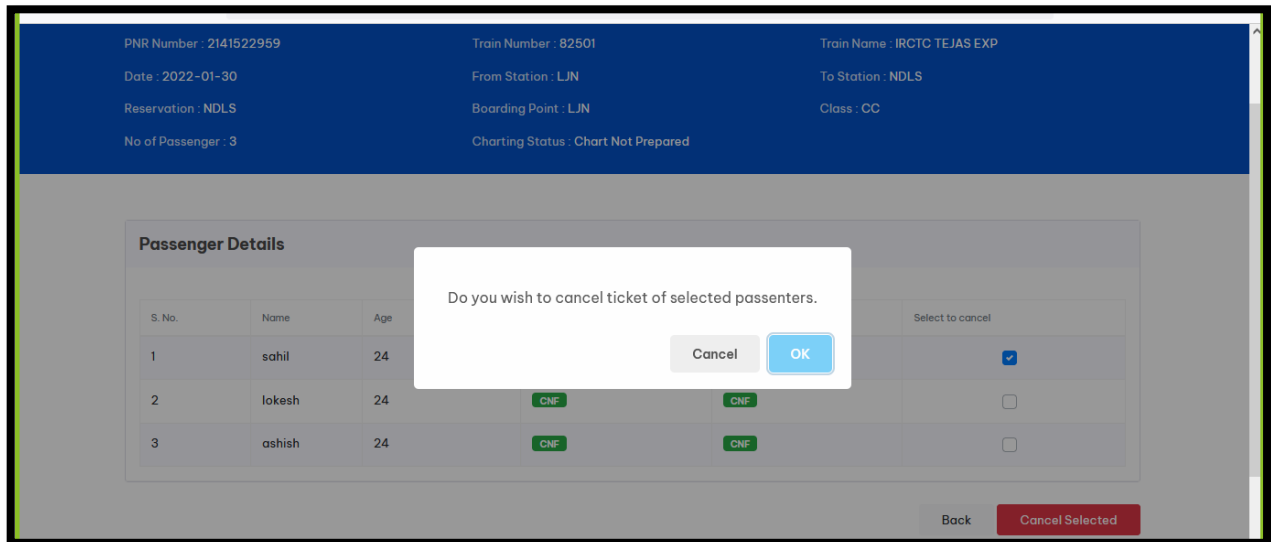
Once you click on the cancel ticket option you will see the details of your bookings against which you can avail the cancel ticket facility. You can search the ticket based on your train number, train name, booking date, PNR number etc.



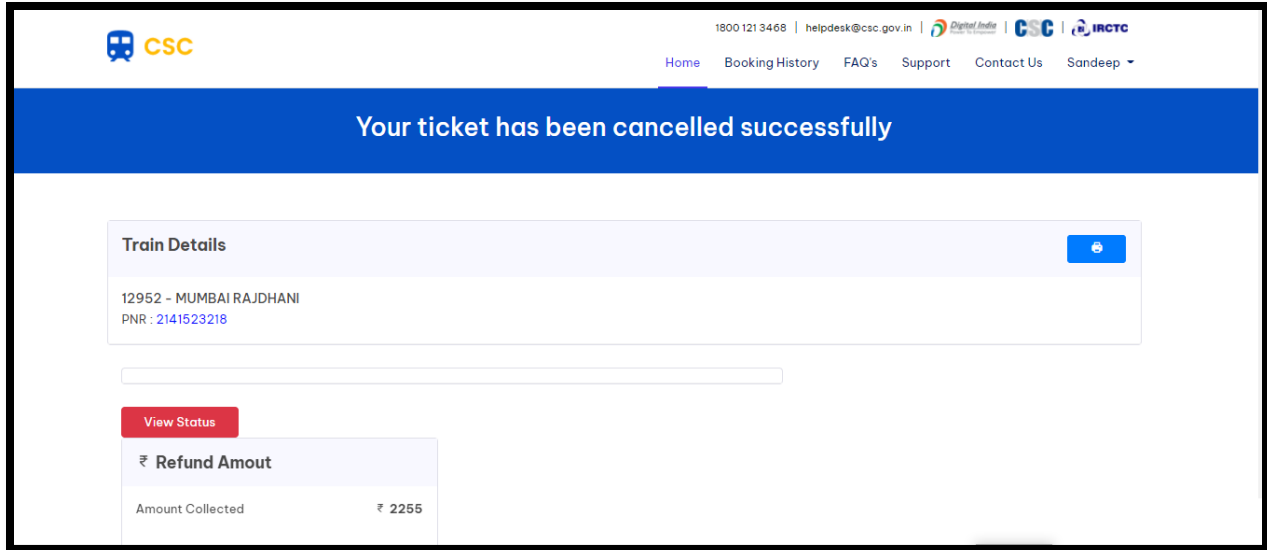
Once you select the ticket against which you need to avail the cancellation ,you will see the below screens .Please select the passenger name against whom you wish to cancel the booking and click on Cancel selected button after the selection .



Once you click on the Cancel selected option, you will see a pop –up message asking for your confirmation to cancel the ticket. Click on Ok to proceed



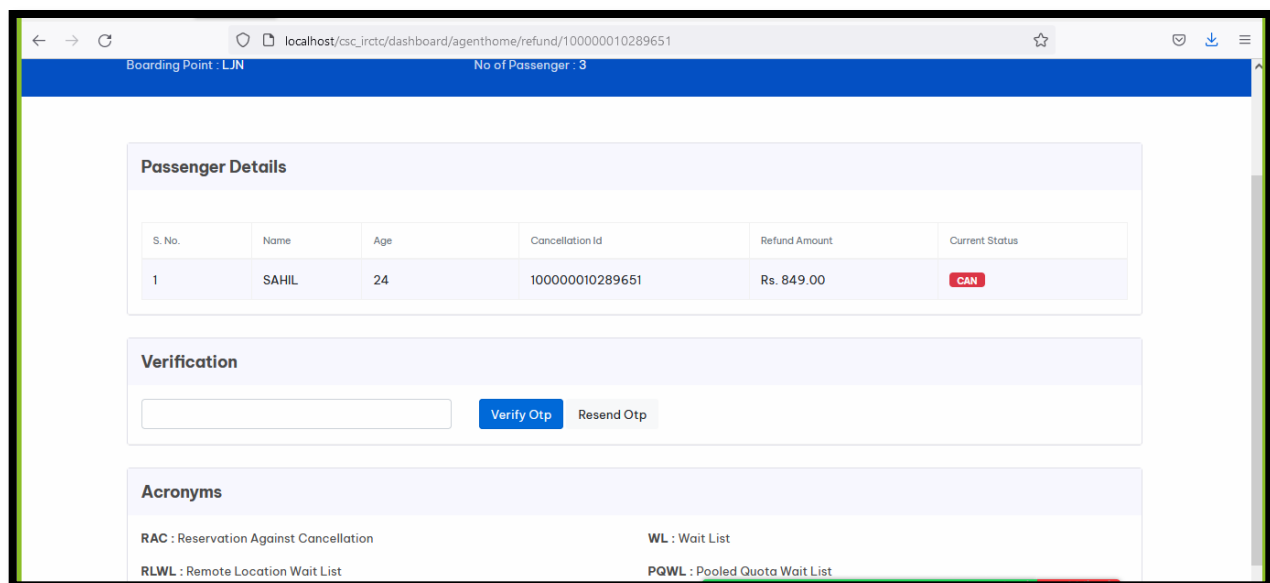
You will see this message/Page once your Ticket has been cancelled successfully.



7. OTP based Refund:

Once the Cancellation is requested, an OTP will be sent to the passenger mobile number by the IRCTC.VLE needs to input this OTP against the Cancellation ID to avail the refund against the Cancellation. Once a request is raised to cancel the ticket an OTP is sent to the Passenger registered mobile number along with the Cancellation ID. VLE will need to input this OTP against the Cancellation ID to proceed for cancellation based refund. Only after the OTP is verified, then only the refund will proceed as per the IRCTC refund rules.

Incase if the OTP is not received or gets deleted, Resend OTP option can be used.



You can see the refund option in the circle as shown in the below picture .Once you click on it you will get the details of the ticket (cancelled) along with the cancellation ID to proceed for OTP based refund.

The screenshot shows the CSC IRCTC dashboard. At the top, there is a navigation bar with the CSC IRCTC logo, contact information (1800 121 3468, helpdesk@csc.gov.in), and links for Home, Booking History, FAQ's, Support, and Contact Us. The user's name 'sahil' is visible in the top right. Below the navigation bar is a blue header with the text 'Transaction Details'. Underneath, there is a search bar labeled 'Advance Search' and a red 'Refund' button. The main content area displays a table with the following data:

PNR	Name	Mobile	From	To	Date	Train	Amount
6822092665	SAHIL	7889172156	DLI	BTI	2022-01-30	15909- AVADH ASSAM EXP	Rs.143.05
6822092665	SAHIL	7889172156	DLI	BTI	2022-01-30	15909- AVADH ASSAM EXP	Rs.143.05
2141522959	SAHIL	7889172156	LJN	NDLS	2022-01-30	82501-IRCTC TEJAS EXP	Rs.3437.40
6359728223	SAHIL	7889172156	DLI	BTI	2022-01-28	15909- AVADH ASSAM EXP	Rs.2876.80