

### **A. Offer Details**

1. Offer : 5% discount
2. Validity Period : valid till 13<sup>th</sup> June 2019

### **B. Redemption Process**

1. Visit PRS (passenger reserved system) reserved counter at railway station.
2. Book the ticket through any BHIM UPI App. For eg: BHIM SBI PAY app
3. Collect request will be sent to customer linked to UPI BHIM application.
4. Pay using your BHIM UPI app.

### **C. Escalation Matrix**

\*\*\*In case of any offer related queries kindly contact

Contact Number: 011-39340000

How to report customer grievance: The customer can call.

### **Terms & Conditions**

1. Such discount shall be applicable only on reserved tickets booked across the reservation/booking counters when booking through UPI including BHIM application.
2. Discount shall be applicable on tickets whose total value of basic fare of a ticket shall be Rs100 and above.
3. However, maximum discount on a ticket shall not be more than Rs50.
4. No such discounts shall be applicable on unreserved single journey tickets/season tickets, reserved tickets booked online (e-ticket/I-ticket) etc.
5. Such discount shall be applicable only across the reservation counter upto the preparation of first reservation chart. After the preparation of first reservation chart no such discount shall be applicable.