

**Sub.:-**(Customer request with specified reason for not receiving OTP)

**Details Enclosed:**

Sr. No.	PNR Number	Passenger Name(any one in case of more than one passenger in PNR)	Mobile No. mentioned at the time of Booking	New/Correct Mobile number of Customer

Signature of Passenger  
(passenger's name mentioned in the detail)

**Enclosure:** Copy of ID proof of passenger name mentioned in the detail.

Dear Partners,

mechanism for processing the refund of cancellation amount on case to case basis after due verification of cases in which OTP is not received after repeated attempts for various reasons like

- wrong mobile number,
- passenger mobile number is closed,
- land line number given instead of mobile number,
- Customer travelling abroad etc.

## **In view of the above, you are requested to follow below steps to upload form**

1. Fill Up the Form & **Upload from Your SiOnline Retailer Login** on [www.sionline.in](http://www.sionline.in)
2. To Upload this form, follow below steps:
  - a. >> Go to [www.sionline.in](http://www.sionline.in)
  - b. >> Login with your SiOnline ID Password
  - c. >> Go To Reports Option on Rights side Top Corner
  - d. >> Click On IRCTC Reports
  - e. >> Click on Change Mobile Number for OTP & Upload Documents
3. Upload **Scan Copy of Request Form** With Signature
4. Size of Request Form **Scan Copy Not Be Greater Than 100 KB of**
5. Upload Scan Copy of Passenger **Address Proof With Signature** (Preferably Aadhar)
6. Size of **Address Proof** Scan Copy **Not to Be Greater Than 100 KB**
7. Send **Only in JPG Format**, PDF/PNG/Word File Will Not Be Accepted
8. Send Only Clear Scan Copy, **Mobile Captured Photographs will not Be Accepted**