Frequently Asked Questions (FAQs)

1. **Forgot your password, how to reset portal password?**

   Please contact by sending an email from your registered email id
   to: pmfops@irctc.co.in

2. **What are reasons for OTP delay issue? Any suggestions?**

   a. Network coverage issue for Booker

   b. SMS not delivered due to network congestion because of auspicious days

   c. May be issue at Operator level of network system.

   d. Network issue within premises or area.

   <u>Suggestions</u>:

   - Wait for some time for OTP delivery. Please wait before initiating multiple OTP requests, as only the latest OTP will be valid for login.
   - Try changing your registered mobile number with a different network service provider.
   - Try at a different time.
   - If still facing any issue in OTP delivery then please email to pmfops@irctc.co.in from Booker's/Approver's/Admin's registered email id.