Refund Rules

INDIAN RAILWAY CATERING & TOURISM CORPORATION LTD., (IRCTC LTD) a PSU of Ministry of Railways have developed a system; for advance booking of Rail tickets through internet. The website for online booking is www.irctc.co.in The site is Veri Sign secured. Booking procedures are simple and user friendly.



Can I get refunds across the counter?

In most cases, if your tickets are surrendered for cancellation **within the prescribed time limits,** you can get refunds across the counter.

What are the prescribed limits for refund?

1. In case of confirmed reserved tickets, upto 4 hours be-fore the scheduled departure of the train irrespective of distance. No refund will be granted after that.
2. In case of RAC/waitlisted/partially confirmed tickets upto half an hour before the scheduled departure of the train irrespective of the distance. No refund is permissible after that.
3. For trains departing between 21.00 hours and 06.00 hours (actual departure), you can get a refund within two hours of opening of the Reservation Office, in case no current counters are available at the originating station.

Suppose I am unable to get refund within the prescribed time limit.

(1) For refund of fare under circumstances other than those specified in these rules or under circumstances like 'bandh' or agitations or floods, etc., the passengers could not reach the reservation counter or station or current counters for cancellation of tickets, in those cases, a TDR shall be issued to the passenger and the passenger may apply for refund of fare within ten days from the day of commencement of journey to the Chief Commercial Manager (Refunds) of the railway administration under whose jurisdiction the TDR issuing station comes, enclosing the original TDR.

(2) The TDR shall be issued only upto three days after the scheduled departure of the train.

Suppose I am unable to approach the concerned authorities, what do I do?

In exceptional circumstances you may obtain a **Ticket Deposit Receipt (TDR)** from the nearest major station within **3 (Three)** days from the day of scheduled travel. You must then submit an application in the prescribed form (Printed on the back of TDR) to the **Chief Commercial Manager (Refunds) of the Zonal Railway** to which the Ticket Deposit Receipt-issuing station belongs.

This application must be submitted within 10 (Ten) days from the date of your journey. The refund officer will examine the case on merit and, if decided, refund will be sent to you by a Station Pay Order (to be encashed at station) or Money Order or Crossed Cheque.

Will the entire amount be refunded or will I lose some money?

The fare you paid for your ticket will be refunded after deducting cancellation charges in case of confirmed ticket and clerkage Charge in case of RAC/WL/Unreserved Tickets, If the ticket is surrendered within the prescribed time limit as per refund rules.

How much will be deducted as cancellation charges?

The amount deducted is based on the time of cancellation and the status of your ticket. Detailed are given below:

(i) For cancellation of confirmed tickets more than 48 hours advance of the scheduled departure of the train.

Flat cancellation charges per passenger	Class of your ticket
₹ 240	AC first/Executive class
₹ 200	AC-2tier/1st class
₹180	AC-3tier/AC chair car, AC-3 Economy
₹120	Sleeper
₹ 60	Second class

(ii) For cancellation of confirmed tickets less than 48 hrs and upto 12 hrs before the scheduled departure of the train, the cancellation charges will be 25% of the total fare paid by you subject fo minimum flat cancellation charge.

(iii) For cancellation of confirmed tickets less than 12 hrs before the scheduled departure of the train and upto 4 hrs before the scheduled departure of the train, the cancellation charges will be 50% of the fare paid by you, subject to mini-mum flat cancellation charges for each class.

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(iv) For cancellation of RAC/Waitlisted tickets if ticket is presented for cancellation upto half an hour before the scheduled departure of the train irrespective of distance, full refund of fare will be given, after deducting the clerkage charge per passenger.

If you are having a ticket with several legs of journey, if the first leg of the journey is confirmed the whole ticket will be treated as a confirmed ticket for purpose of applying cancella-tion/refund rules. On the other hand if the first leg of the jour-ney is in the waiting list, even if the all the other legs of onward journey are confirmed, the whole ticket will still be treated only as waitlisted ticket for purpose of granting refund.

Cancellation of Reserved counter tickets through IRCTC or through 139.

In order to facilitate the passengers who wants to cancel the counter PRS ticket within the prescribed time limit as per Refund Rule 2015, now apart from cancellation of tickets across PRS counters they can cancel the same subject to certain condition through IRCTC website (www.irctc.co.in) or through 139. This has been implemented from May 2016. The details are as under:-

Confirmed, RAC and Waitlisted counter tickets can be cancelled through IRCTC website (www.irctc.co.in) or through 139 within the prescribed time limit as per Refund Rule 2015 and permissible refund amount is required to be collected across the reservation counter as per the following schedule:-

(i) For tickets cancelled (including return journey) before 24 hours of the scheduled train departure time:

"Refund of fare as permissible can be collected on the submission of original PRS counter ticket from any PRS counter of Indian Railways upto four hours before the scheduled departure of the train in case of confirmed tickets and upto thirty minutes before the scheduled departure of the train in case of RAC/waitlisted tickets."

(ii) For tickets cancelled (including return journey tickets) between 24 hours and upto 4 hours for the confirmed tickets and upto thirty minutes for RAC/waitlisted tickets before the scheduled departure time.

"Refund of fare as permissible can be collected only at the journey commencing station or nearby satellite locations defined by Zonal Railways as per the following time schedule:-

(a) During first two hours of the opening of PRS counters on next day for the tickets for the trains whose scheduled departure time is (i) between 1801 hours and 0600 hours.

(b) Upto 4 hours after the scheduled departure of the train during the working hours of PRS counter/current counters/special counters where cancellation is permitted round the clock on the tickets for the trains whose scheduled departure time is between 0601 hours and 1800 hours.

(c). No refund of amount would be given after the above mentioned prescribed time limit.

The above facility is available only in case the mobile number has been given at the time of booking of the ticket.

More questions answered on refund of tickets

Can refund be claimed if the AC fails during the journey?

Yes, passengers travelling by air conditioned class can claim re-fund if the AC fails enroute. You can get a refund of difference of fare for the distance the AC was not functioning.

This refund should be claimed immediately at the end of the journey or within **20 hours** of the arrival of the train at the destination, on production of the ticket and certificate issued by the Travelling Ticket Examiner.

Can I claim refund if I had to travel In a lower class, even though I had a higher class ticket?

If you were forced to travel in a lower class for want of accommoda-tion, you can get a refund of difference of fare between fare paid and fare for the class actually travelled. This refund should be claimed within **2 days of the date of issue of the certificate (excluding the date of issue)** of the arrival of the train at your destination. To claim this refund, you will need to submit your ticket along with the certificate issued by the Travelling Ticket Examiner.

I had a reserved ticket but I was not provided accommodation. Can I ask for full refund?

If you were not provided accommodation due to unforeseen circum-stances, you are entitled to **full refund** of the fare paid by you with-out any deductions. To claim this refund, you should surrender your ticket at the journey originating station within **three hours** after the actual departure of the train.

Will I be able to get a refund if I do not wish to travel due to late running of trains?

If your train is running late by more than three hours, you can get a refund of full fare paid by you without any deductions. You can claim this refund at the journey commencing station upto the actual departure of the train.

I could not continue my onward Journey due to late running of the connecting train. Can I claim a refund?

After deducting fare for the travelled portion, you will be refunded the **balance fare.**

To claim this refund, you are required to surrender your ticket at the station, within three hours of the actual arrival of the train which has been delayed.

Can I claim full refund if my train is cancelled?

If your train is cancelled due to accidents, breaches or floods, you will be refunded the **full fare** paid by you. To claim this refund, you should surrender your ticket within **three days** of the scheduled de-parture of the train.

What about refund for a ticket where some passengers are Confirmed and others are Waitlisted?

In combined tickets, where few passengers are Waitlisted and oth-ers are Confirmed, you will be given full refund less clerka ge charge in respect of all passengers. If such tickets are cancelled upto half an hour before the scheduled departure of the train

Can I get a refund on a ticket that I have lost?

No, you cannot get any refund on a lost ticket. However, you will be allowed to travel on the reservation already made, after paying the prescribed charges for the issue of a duplicate ticket. In your own interest, you are requested to inform the Reservation Office immediately about the loss of your ticket. This will also help prevent fraudulent refund claims.

How much will it cost me to get a duplicate ticket?

If the loss of your Confirmed/RAC ticket is reported before the prep-aration of the Reservation Chart, a duplicate ticket will be issued on collection of Rs. 50 per passenger for second & sleeper class and Rs. 100 per passenger for other classes.

In case of the loss of your confirmed ticket is reported after prepara-tion of the Reservation Chart, a duplicate ticket will be issued on col-lection of 50% of the fare. No duplicate ticket will be prepared after preparation of Reservation chart in case of RAC tickets.

Are the duplicate ticket charges refundable, if I find the ticket?

If your original ticket is found and presented along with your duplicate ticket, before the departure of the train, you will be

refunded the amount paid for your duplicate ticket. However, 5% of the total amount will be deducted, subject to a minimum of Rs. 20/-

My little son tore my ticket. Can I get a duplicate ticket?

If the ticket that was torn/mutilated was a Confirmed one or RAC, a duplicate ticket will be issued on collection of 25% of the fare, after the preparation of Reservation Chart. Before chart preparation, charges are same as applicable for issue of duplicate ticket in lieu of the lost/misplaced ticket. No duplicate ticket will be issued in case of mutilated Waitlisted tickets. Besides, refund is admissible on torn/mutilated ticket if its genuineness and authenticity are verified on the basis of particulars visible on the face of such a ticket.

What is clerkage charge and when is it levied?

Same as otherwise mentioned, clerkage is a charge levied for the clerical work rendered in refund of fares on cancellation of unreserved, wait-listed & RAC tickets. The amount of clerkage charge is Rs. 60 per passenger, except for second class unreserved tickets where it is Rs. 30.

How much refund is given on surrendering unused unreserved ticket?

If an unused unreserved ticket is presented for cancellation, full fare is refunded after deducting the per passenger clerkage charge provided that the ticket is surrendered for cancellation to the station master.

(i) within 3 hours of issue of tickets.

(ii) In case tickets issued in advance, the ticket is presented upto 24 hours of the day preceding the day of journey.