

Refund Rules and TDR Filing w.e.f 01-JULY-2013

Authority:- Railway Board letter No.TCII/2003/12/Refund Policy dated 14 Jun 2013 – The Gazette Of India Notification Dated 07.06.2013. Refer Alert & Update section on irctc.co.in

Ticket Booking/cancellation Hours: 00.30 HRS to 23.30 HRS

IRCTC Service Charges for I-Ticket (Service charge levied is not Refundable):-

Class	Service Charge
Sleeper Class/Second Class (SL/2S)	Rs.40/- per ticket plus service Tax
Higher Class (1AC,2AC,3AC,CC,3E,FC,EC)	Rs.60/- per ticket plus service Tax

IRCTC Service Charges for E-Ticket (Service charge levied is not Refundable):-

Class	Service Charge
Sleeper Class/Second Class (SL/2S)	Rs.10/- per ticket plus service Tax
Higher Class (1AC,2AC,3AC,CC,3E,FC,EC)	Rs.20/- per ticket plus service Tax

Refund Rules:-

Reservation Failed Transaction:-

If amount getting debited from customer account and ticket not issued, IRCTC will refund the entire Fare and IRCTC service charges electronically(as credit to the relevant credit /debit card account used for the transaction), but the bank/card transaction charges are likely to be forfeited.

IRCTC's payment reconciliation team works on a 24 x 7 basis, IRCTC offers no guarantees whatsoever for the accuracy or timeliness of the refunds reaching the Customers card/bank accounts. This is on account of the multiplicity of organizations involved in processing of online transactions, the problems with Internet infrastructure currently available and working days/holidays of financial institutions.

Cancellation before Chart Preparation:-

All refund will be processed as per Extant Railway Rules:

A. Cancellation Charges for Confirmed Tickets:-

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

- (a) If the ticket is presented for cancellation more than forty eight hours in advance of the scheduled departure of the train:-

Class of your ticket	Flat Cancellation charges per passenger
AC First/Executive Class	Rs.120
First Class/AC 2 Tier	Rs.100
AC Chair Car/AC 3Tier/AC 3 Economy	Rs.90
Sleeper Class	Rs.60
Second Class	Rs.30

If the ticket is presented for cancellation between forty eight hours and upto six hours before the scheduled departure of the train	25%(twenty five) percent of fare subject the minimum of the cancellation charge referred to in clause A(a)
If the ticket is presented for cancellation within six hours before the scheduled departure of the train and upto two hours after the actual departure of the train irrespective of distance	50%(Fifty) percent of fare subject to a minimum of the cancellation charge referred clause A(a)

Note: No refund shall be granted on reserved ticket if its surrendered for cancellation after two hours of the actual departure of the train

B. Cancellation Charges for Partially Confirmed:-

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

(a) If the ticket is presented for cancellation more than forty eight hours in advance of the scheduled departure of the train:-

Class of your ticket	Flat Cancellation charges per passenger in Rupees for confirmed passenger	RAC/Waitlist Ticket clerkage charge per passenger
AC First/Executive Class	Rs.120	Rs.30
First Class/AC 2 Tier	Rs.100	Rs.30
AC Chair Car/AC 3Tier/AC 3 Economy	Rs.90	Rs.30
Sleeper Class	Rs.60	Rs.30
Second Class	Rs.30	Rs.30

If the ticket is presented for cancellation between forty eight hours and upto six hours before the scheduled departure of the train	If the ticket is presented for cancellation within six hours before the scheduled departure of the train and upto two hours after the actual departure of the train irrespective of distance	
25%(twenty five) percent of fare subject the minimum of the cancellation charge referred to in clause B(a) for confirmed passenger	Some passenger cancelled	All passengers cancelled
	50%(Fifty) percent of fare subject to a minimum of the cancellation charge referred clause B(a) for confirmed passenger	Clerkage charge Rs.30 per passenger for all passenger including confirmed passengers
Clerkage charge Rs.30 per passenger for RAC/WAIT LIST Passenger	Clerkage charge Rs.30 per passenger for RAC/WAIT LIST Passenger	

Note: No refund shall be granted on Partially confirmed ticket against which none of the passengers has travelled, if it is surrendered /TDR filed two(2) Hours after actual departure of the train.

C. Cancellation Charges for RAC/Waitlisted Tickets:-

Upto three (3) Hours actual departure of train	Clerkage charge Rs.30 per passenger
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Note: (1) Where confirmed reservation has been provided to RAC or Waitlisted ticket holder at any time upto final preparation of charts, such ticket shall be treated as confirmed/partially confirmed and cancellation charges shall be payable as applicable to confirmed/partially confirmed tickets.

(2) No refund shall be granted on RAC/WAITLISTED TICKET against which none of the passengers has travelled, if it is surrendered /TDR filed three(3) Hours after actual departure of the train.

(D) Train Running More than Three hours Late:-

Full refund is permissible if refund is obtained/online TDR filed before actual departure of the train. No refund is admissible if ticket is cancelled/online TDR is filed after actual departure of the train.

(E) Cancellation in case of trains cancelled:-

I- Ticket - The Ticket can be cancelled upto 72 hrs after the scheduled departure of train at any computerized reservation counter

E-Ticket – The Ticket can be cancelled online or TDR can be filed upto 72 hrs after the scheduled departure of train

(F) TATKAL Tickets

(i) Confirmed Ticket : No Refund

(ii) RAC/WAITLISTED TICKET :

Upto three (3) Hours actual departure of train	Clerkage charge Rs.30 per passenger
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Note: (1) Where confirmed reservation has been provided to RAC or Waitlisted ticket holder at any time upto final preparation of charts, such ticket shall be treated as confirmed/partially confirmed and cancellation charges shall be payable as applicable to confirmed/partially confirmed tickets.

(2) No refund shall be granted on RAC/WAITLISTED TICKET against which none of the passengers has travelled, if it is surrendered /TDR filed three(3) Hours after actual departure of the train.

(iii) Partially Confirmed Ticket:-

More Than 6(six) hours before schedule departure of Train	Confirmed Ticket – No Refund RAC/Waitlist Ticket - Clerkage charge Rs.30 per passenger
6(six) hours before the scheduled departure of the train or upto two hours of the actual departure of the train	ALL PASSENGER CANCELLED Clerkage charge Rs.30 per passenger for all passengers including confirmed passenger

Note:- No refund shall be granted on Partially confirmed ticket against which none of the passengers has travelled, if it is surrendered /TDR filed two(2) Hours after actual departure of the train.

CANCELLATION OF E-TICKETS

- (1) E-Ticket can be cancelled online till preparation of charts and refund will be granted by PRS system as per extant Railway Refund Rules.
- (2) After preparation of charts, the **user shall have to file online TDR for claiming refund**. The refund case will be decided by Railways. The TDR can be filed by the same user who books the ticket. After receipt of the refund amount from Railway, it shall be credited in the same account through which booking was made through opted payment gateway.
- (3) In case of WAITLISTED E-Tickets on which status of ALL PASSENGERS are on waiting list even after preparation of charts, names of all passengers booked on that PNR shall be dropped from the reservation charts and refund amount shall be credited in the same account through which booking was made through opted payment gateway.
- (4) In case of partial RAC/ WAITLISTED E-Tickets, the user can obtain online refund upto chart preparation. There after the user has to file online TDR if some of the passenger/s remains on RAC.
- (5) No refund shall be granted on confirmed E-Ticket if online TDR is filed two (2) Hours after actual departure of the train.
- (6) No refund shall be granted on partially confirmed E-Ticket against which none of the passengers has travelled, if TDR is filed two (2) Hours after actual departure of the train.
- (7) No refund shall be granted on Partial RAC/WAITLISTED TICKET against which none of the passengers has travelled, if TDR is filed three (3) Hours after actual departure of the train.
- (8) No refund will be granted in case of train running more than three hours late if TDR is filled with this reason after actual departure of the train.
- (9) In case of E-Ticket issued for travel of more than one passenger, some passengers have confirmed reservation and others are on RAC or Waiting list, then in case of passengers on RAC/ Waiting list not travelling, A CERTIFICATE HAS TO BE OBTAINED FROM THE TTE(Ticket checking staff) to that effect and online TDR shall have to be filed within seventy two(72) hours after actual arrival of the train at passenger's destination indicating the details of the certificate issued. The certificate shall be sent to **Group General Manager/IT, Indian Railway Catering and Tourism Corporation Ltd., Internet Ticketing Centre, IRCA Building, State Entry Road, New Delhi – 110055**
- (10) The cases in which TDR are filed are decided by the Zonal Railway under whose jurisdiction the train destination falls. After receipt of the refund amount from the said Railway, refund amount will be credited back to same account through which payment was made through opted payment Gateway.
- (11) If customer is not able to cancel through web interface before Chart Preparation, customers are requested to send their request through offline cancellation the link is available left navigation under heading of My Transactions or the user has to send an email from the email ID to etickets@irctc.co.in from their registered e-mail id with IRCTC

CANCELLATION OF I-TICKETS

- (1) The tickets cannot be cancelled online.
- (2) The tickets can be cancelled at any PRS counter. For the night trains leaving between 21.00 hours and 06.00 hours(actual departure) cancellation shall be admissible at the station within first two hours after the opening of reservation office, in case no current counters are available at the station originating the journey.
- (3) There will be no refund in cash at the PRS counter. IRCTC will credit the refund amount in the same account through which booking was made through opted payment gateway.
- (4) In case TDR has to be obtained for claiming refund, it will be obtained from the Railway Station.
- (4) Prefer the claim for refund to the following address attaching the original copy of the Ticket Deposit Receipt and other documents/certificate etc.,

Group General Manager/IT, Indian Railway Catering and Tourism Corporation Ltd., Internet Ticketing Centre, IRCA Building, State Entry Road, New Delhi – 110055

- (5) The cases in which TDR are filed are decided by the Zonal Railway under whose jurisdiction the TDR is issued. After receipt of the refund amount from the said Railway, refund amount will be credited back to same account through which payment was made through opted payment Gateway

TDR Filing for Agent:-

The Authorized Agents of IRCTC cannot file TDRs online. They have to send a mail to IRCTC for filing TDR. The customers who have to claim refund against the tickets purchased through the Agents should approach to the concerned Agent for filing TDR. It should be kept in mind the Railways decide refund cases as per extent Railway Refund Rules. As such it should be ensure that the TDRs are filed within the prescribed time limits.

Whenever Agents receive such requests from their customers, they are required to send a mail to IRCTC at nominated e-mail id, provided by IRCTC through their registered e-mail id containing following details within prescribed time. If any TDR request is received at other than nominated email id or from other than registered e mail id, IRCTC shall not be entertain the same.

PNR:				Quota	Tatkal/General
Train No.				Journey Date	
Partly/Fully Confirmed					
Sl No.	Passenger Name	Age	Sex	Reason for TDR	
1.					
2.					
3.					

4.				
5.				
6.				

The agent will obtain written request from the customer for refund for record purpose as proof that the customer has preferred claim for refund.

The cases in which TDR are filed are decided by the Zonal Railway under whose jurisdiction the train destination falls. After receipt of the refund amount from the said Railway, refund amount will be credited back to same account of the Agent through which payment was made.