

## Refund Rules

For the convenience of the passengers, Indian Railways have drawn up liberalized customer-friendly Refund Rules. To get the maximum benefit and to save on cancellation charges, Passengers are requested to cancel their tickets within the prescribed time limits, wherever possible. This will also help other RAC/Wait List passengers in getting confirmed accommodation. The Refund Rules are spelt out in detail in the following table:

Nature of the Ticket	Time Limit for cancellation of the Ticket	Cancellation Charge per passenger									
Untravelled Unreserved Tickets	Within 3 Hours of the actual departure of the train	₹10/-									
Unreserved tickets valid for the day of issue	Within 3 Hours of the actual departure of last train of the day for your destination	₹10/-									
Untravelled Reserved Tickets	More than 24 hours in advance of the scheduled departure of the train.	₹70/- ₹60/- ₹40/- ₹20/-	AC First Class AC 2-Tier / AC 3-Tier / AC Chair Car / First Class Sleeper Class Second Class								
Untravelled Reserved Tickets	Within 24 hours and upto 4 hours before the scheduled departure of the trains	25% of the fare paid (Subject to minimum cancellation charges specified above)									
Untravelled Reserved Tickets	Less than 4 Hours before the scheduled departure of the train and	50% of the fare paid (Subject to minimum cancellation charges specified above)									
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">After actual departure of the train</th> <th style="text-align: center;">For a distance of</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Upto 3 Hours</td> <td style="text-align: center;">Upto 200 Kms</td> </tr> <tr> <td style="text-align: center;">Upto 6 Hours</td> <td style="text-align: center;">201 - 500 Kms</td> </tr> <tr> <td style="text-align: center;">Upto 12 Hours</td> <td style="text-align: center;">Over 500 Kms</td> </tr> </tbody> </table>			After actual departure of the train	For a distance of	Upto 3 Hours	Upto 200 Kms	Upto 6 Hours	201 - 500 Kms	Upto 12 Hours	Over 500 Kms
After actual departure of the train	For a distance of										
Upto 3 Hours	Upto 200 Kms										
Upto 6 Hours	201 - 500 Kms										
Upto 12 Hours	Over 500 Kms										
Untravelled Wait Listed / RAC Tickets	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">After actual departure of the train</th> <th style="text-align: center;">For a distance of</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Upto 3 Hours</td> <td style="text-align: center;">Upto 200 Kms</td> </tr> <tr> <td style="text-align: center;">Upto 6 Hours</td> <td style="text-align: center;">201 - 500 Kms</td> </tr> <tr> <td style="text-align: center;">Upto 12 Hours</td> <td style="text-align: center;">Over 500 Kms</td> </tr> </tbody> </table>	After actual departure of the train	For a distance of	Upto 3 Hours	Upto 200 Kms	Upto 6 Hours	201 - 500 Kms	Upto 12 Hours	Over 500 Kms	₹20/-	
After actual departure of the train	For a distance of										
Upto 3 Hours	Upto 200 Kms										
Upto 6 Hours	201 - 500 Kms										
Upto 12 Hours	Over 500 Kms										
Untravelled Multiple Journey Tickets (including Circular Journey tickets) not confirmed for a part of the journey	Time limit as applicable for reserved tickets and RAC/WL Tickets as mentioned above according to the Reservation Status of the First lap of journey. a. If first lap of Journey is confirmed b. If first lap of Journey is RAC/WL	a. Cancellation Charges will be levied depending on time of cancellation as applicable to Reserved Tickets for the entire journey. b. ₹20/- will be levied for the entire journey.									
Partially used reserved tickets for trains other than Rajdhani/ Shatabdi / Jan Shatabdi trains.	No refund at the Station. Only TDR to be issued at journey terminating Station. The Passenger has to make an application to CCM (Refunds) within 90 days from the date of journey.	Refund will be granted after deducting fare for the travelled portion.									
Partially Used Reserved tickets for Rajdhani/ Shatabdi/Jan Shatabdi trains	...	No Refund, Since break of Journey is not allowed on these trains.									

### Note:

- For the purpose of calculating the time frame, the date of journey shall be excluded.
- For the purpose of refund, the fare includes Reservation fee, Development charge, Superfast supplementary charge etc.
- For night trains departing between 21.00 hours and 06.00 hours (actual departure) refund shall be granted at the station, either within the specified time limit or within 4 hours of the opening of Reservation Offices, whichever is later.
- Night refund counters for computerised tickets are available at select stations.
- No refund shall be granted on cancellation of Confirmed Tatkal Tickets except in exceptional cases like disruption of Railway Services etc.
- No refund will be given for Duplicate Tatkal Tickets even if the original ticket is found.
- In case of cancellation of partially confirmed Tatkal Tickets, refund will be given only for wait listed tatkal passengers.

## Refund of Tickets Arising out of other Circumstances

Reason for Claiming Refund	Procedure for refund	Time limit for claiming refund		Amount payable to you
Failure of AC	Produce a printed certificate from the travelling ticket examiner, along with your journey ticket	Within 20 hours of the train's arrival at the destination station		<p><b>AC First Class/ Executive Class</b> – Difference between AC First class and First Class fare (Mail/ Express) for the distance AC was not working.</p> <p><b>AC 2-Tier / 3-Tier Sleeper</b> – Difference between these classes and Sleeper Class fare (Mail/Express) for the distance AC was not working.</p> <p><b>AC Chair Car</b> – Difference between this and Second Class fare (Mail/Express) for the distance AC was not working.</p>
Travelling in Lower class for want of accommodation	Produce a printed certificate from travelling ticket examiner, along with your journey ticket	Within 2 days of the date of issue of certificate (excluding the date of issue)		Difference of fare between fare paid and the fare for the class travelled.
Late running of trains by more than 3 hours at the journey commencing station for reserved tickets	Surrender your ticket at journey commencing station.	<p><b>After actual departure of the train</b></p> <p>Upto 3 Hours Upto 6 Hours Upto 12 Hours</p>	<p><b>For a distance of</b></p> <p>Upto 200 Kms 201 - 500 Kms Over 500 Kms</p>	Full fare without any deduction.
Inability of railways to provide accommodation to reserved passengers	Surrender your ticket at journey commencing station	Within 3 hours of the actual departure of the train		Full fare without any deduction.
Change in train timings to earlier hours other than as specified in the timetable	Surrender your ticket at journey commencing station.	After the actual departure of the train and within 3 hours of the old departure time. Available for 7 days only from the date of change of train timings including the day of change.		Full fare less clerkage charge of ₹20/- per passenger
Missing the connection of onward journey due to late running of train	Surrender your ticket at junction station	Within 3 hours of the actual arrival of the train which has been delayed.		Full fare for the untravelled portion after retaining the fare for the travelled portion.
Dislocation of train services enroute a. Inability of Railways to make alternate arrangements. b. Passenger not willing to make use of alternate arrangements made c. Due to Bandh, Rail Roko etc.	Surrender your ticket	Within 3 days of the scheduled departure of the train. Refund will be granted at the station where journey is terminated		a. Full fare paid for the entire booked journey. b. Full fare for the untravelled portion after retaining the fare for the travelled portion. c. Full fare for the untravelled portion after retaining the fare for the travelled portion.
Cancellation of train due to accidents, breaches or floods	Surrender your ticket	Within 3 days of the scheduled departure of the train		Full fare paid for the entire booked journey.
Death / injury to a passenger in a Railway accident.	Submission of ticket by passenger's relatives	Within 3 days of the scheduled departure of the train		Full fare paid for the entire booked journey.

## Refund after the prescribed time limits

Refund under Computerised Coaching Refund Scheme, shall be granted for Confirmed Reserved and RAC tickets at all PRS centres, during working hours, for those tickets particulars of which have been updated on the basis of Exception Data Reports (EDRs), on presentation of the tickets up to 30 days from the schedule departure of the train from its originating stations, provided the person who has booked on the concerned ticket comes personally along with a photocopy of any document proving his/her identity. Refund will not be granted to any other person. Such refund is granted in the cases of non-turned up passengers, lower class travel, failure of AC in coach, discontinuation of journey by passengers due to dislocation of train services, accommodation not provided and cancellation of trains. For Waitinglist tickets, refund will not be granted under this System.

Refund will also be granted in cases of less number of persons travelling on group tickets. Refund shall be granted in those cases only, where refund is otherwise admissible in cash at the stations across the counter. In case where cash refund is not admissible at the stations across the counter (including partially used tickets), refund shall not be given at the stations under Computerised Coaching Refund Scheme.

If passengers are unable to obtain refund beyond the prescribed time limits, they must obtain a Ticket Deposit Receipt (TDR) from the nearest Railway Station within 30 days from the date of scheduled travel and then submit an application in the prescribed format to the Senior Divisional Commercial Manager of the Division or the Chief Commercial Manager (Refunds) of the Zonal Railway to which the Ticket Deposit Receipt issuing station belongs. The application should be accompanied by the Passenger Foil of the TDR. Refer the Station Index to ascertain the Division to which the TDR issuing Station belongs.

### Note:

1. Refund for unused RAC/Confirmed reserved tickets (accompanied by TDR) submitted beyond the prescribed time limits to the Refund Offices at the Headquarters/ Divisions will be considered and refund granted after retaining the cancellation charges as applicable.
2. Refund for unused waitlisted/unused unreserved tickets submitted beyond the prescribed time limits to the Refund Offices at the Headquarters/Divisions, will not be granted merely as a matter of routine. Refund will be arranged only after it has been ascertained that the case is genuine and that the ticket has not been used even partially. Application for refund in such cases will be entertained only if it is accompanied by the supporting document (TDR).
3. All other cases of unused waitlisted / unused unreserved passengers claiming refund after expiry of the prescribed time limits will not be considered.
4. Even for belated refunds, application must be submitted within 90 days from the date of journey.
5. The refund admissible will be sent to the Party's address through a Station Pay Order (to be encashed at station) or Money Order or Crossed Cheque.

### Lost / Misplaced / Torn or Mutilated Tickets

1. No refund in respect of a lost or misplaced ticket.
2. Refund of fare shall be granted on a torn or mutilated ticket if its genuineness and authenticity are verifiable.
3. If a duplicate ticket in lieu of lost, misplaced, torn or mutilated reserved or RAC ticket is sought before preparation of reservation chart of the concerned train, a duplicate ticket shall be issued on collection of the prescribed non-refundable clerkage charges per passenger.
4. If a duplicate ticket of lost or misplaced reserved ticket is sought after preparation of reservation chart, it shall be issued on collection of 50% of the total fare. Duplicate tickets cannot be issued for RAC tickets after preparation of the charts.
5. If a duplicate ticket of a torn, mutilated reserved or RAC tickets is sought after preparation of charts, it shall be issued on collection of 25% of total fare.
6. No duplicate ticket will be issued in case of lost / mutilated Waitlisted tickets.

### Refund of 'E – Tickets' & 'I' Tickets

1. Cancellation of all kinds of e-tickets is to be done through IRCTC's Website only within the prescribed time limit. **Application for refund should not be sent to any Railway Zonal Office directly.**
2. In case of 'I' ticket, refund application can be made directly to the concerned Zonal Railway Office along with the original journey ticket. However, refund will be arranged as per rules, through IRCTC only.

### Refund of Tickets booked on the Bank Cards

1. All refunds on tickets purchased on Bank Cards will be processed directly by the concerned Railways taking into consideration the time of surrendering the ticket.
2. All the rules for refund on normal tickets will be applicable to these tickets also.

### Refund on Partial Waitlisted tickets

All refunds on partially waitlisted tickets will be entertained only if 'non-travel' certificate from the TTE of the train to the effect that the partially wait-listed passengers have not travelled is obtained and submitted along with refund application. This rule is also applicable to 'e-ticket' and 'I' ticket.

## Refund Rules on E-Tickets

### **Cancellation of e-Tickets after the preparation or Reservation Charts:**

**For Normal User :** E-ticket cannot be cancelled after chart preparation across the counter. Users are requested to use the online TDR filing for such cases and track Status of the refund case through tracking service provided by IRCTC. TDR can be filed only within 30 days of departure day of the train. For filing online TDR, select the "File TDR" Link in the left panel under the "My Transactions" Menu. For additional information regarding TDR, Select the "File TDR Procedure" in the left panel under the "General" Menu. IRCTC will forward the claim to concerned Railways to process the refund and amount will be credited back to same account through which payment was made after receiving the same from the concerned Railway. For any other clarification please mail to [etickets@irctc.co.in](mailto:etickets@irctc.co.in)

**For Agent :** IRCTC will file TDR and forward the claim to concerned Railways to process the refund and amount will be credited back to Agents account through which payment was made after receiving the same from the concerned Railway. For any other clarifications please mail to [etickets@irctc.co.in](mailto:etickets@irctc.co.in)

### **For Tatkal Tickets Booked as e-Tickets :**

No refund will be granted on cancellation of confirmed Tatkal tickets. For contingent cancellation and waitlisted Tatkal ticket cancellations, charges will be deducted as per existing Railway rules. Partial cancellation of Tatkal e-tickets is allowed but at least one passenger with ID card printed on ERS/VRM should not be cancelled. On cancellation of all the passengers whose ID card details is printed on ERS/VRM, all the passengers on that e-ticket will be cancelled.

### **Cancellation of e-tickets in case of trains cancelled :**

If the train is marked as "CANCELLED" in Passenger Reservation System (PRS) due to breaches, floods, accidents etc., full refund is permissible in case the ticket is cancelled within three days of the scheduled departure of the train. In case of e-tickets, such cancellation can be done by the customer through Internet.

### **For the speedy payment of all Ticket Refund Claims (Coaching Refunds), Passengers are advised to -**

- Obtain certificate from the TTE/Conductor in the following cases - Partially wait-listed e-tickets, less number of Passengers travelled, AC failure, travel in lower class.
- This original certificate must be sent to GGM (IT), IRCTC Ltd., Internet ticketing centre, IRCA Building, State Entry Road, New Delhi - 110055 after filing on-line refund request for claiming refund. (For IRCTC "E" & "I" Ticket Passengers).

### **Warning**

**Fraudulent claimants for refund of fare on all types of  
Railway Tickets are liable for legal action**