

# Railway Passengers (Cancellation of Ticket and Refund of Fare) Rules, 2015





## **Railways (Cancellation of Ticket & Refund of Fare) Rules, 2015**

Exercising the powers under section 60(1) and section 60(2)(b) of the Railways Act, 1989, the Central Government has made these rules.

These rules supersede the Railway Passengers (Cancellation of Tickets and Refund of Fare) Rules, 1998, except past actions taken before this supersession.

### **Chapter I: Preliminary**

#### **1. Short title and commencement. -**

- (1) These rules are the Railways (Cancellation of Ticket & Refund of Fare) Rules, 2015.
- (2) They shall come into force on the 12th November, 2015.

#### **2. Responsibility of station masters to issue refunds.-**

- (1) The station master of the ticket-issuing station is generally responsible for issuing refunds under these rules.
- (2) Before issuing any refund, a station master must verify the genuineness of the tickets through the computer or from the records of the station.
- (3) If tickets are issued for travel at a station other than the ticket issuing station, then the refund may be issued by the station master at the ticket issuing station or by the station master at the station from where the journey is scheduled to commence.
- (4) Station masters at other stations where the train is scheduled to travel may also issue refunds if the ticket is surrendered during working hours of the reservation office and before the preparation of the reservation chart.

#### **3. Clerkage to be levied for cancelling tickets.-**

- (1) The station master will levy the following clerkage charge per passenger for cancellation of tickets:
  - (a) INR 30 for second class unreserved tickets;
  - (b) INR 60 for second class reserved tickets and all other classes.
- (2) All refunds under these rules will be issued after deducting the clerkage charge.

### **Chapter II: Refund based on the mode of booking of the ticket**

[**Vidhi Comment:** The rules pertaining to 'i-ticket' have been omitted in line with cessation in issuance of i-tickets.]



**4. Cancellation of and refund for paper-based tickets:-** A paper-based ticket has to be cancelled from Passenger Reservation System (PRS) counters or designated current counters at the stations.

**5. Cancellation of and refund for e-tickets. -**

- (1) E-tickets have to be cancelled online. The refund will be credited to the account from which the booking transaction took place, after deducting any applicable charges.
- (2) For waitlisted e-tickets, where the status of all passengers is waitlisted after the preparation of the chart, the names of these passengers booked on that PNR will be dropped from the reservation chart and the fare will be credited to the account from which the booking transaction took place.
- (3) If the train is cancelled, then the full fare of the reserved e-ticket must be refunded and this refund will be directly credited to the account from which the booking transaction took place. Online cancellation or filing of TDR is not required.

**Chapter III: Refund based on the reservation status of the ticket**

**6. Refund for unreserved tickets.-**

If a passenger presents an unreserved ticket for cancellation, the passenger can obtain refund if one of the following conditions is fulfilled:

- (a) It has been presented for cancellation within 3 hours of its issue; or
- (b) It is presented for cancellation before 24 hours of the day of the journey.

**7. Refund for reserved/confirmed tickets.-**

(1) If a passenger presents a reserved/confirmed ticket for cancellation, the passenger can obtain a refund after deduction of the following minimum charges:

- (a) If the ticket is cancelled more than 48 hours before the scheduled departure time:
  - (i) INR 240 per passenger, for air conditioned first class or executive class;
  - (ii) INR 20 for air conditioned-II tier or first class;
  - (iii) INR 180 for air conditioned III-tier or III-economy or air conditioned chair car;
  - (iv) INR 120 for sleeper class; and
  - (v) INR 60 for second class.
- (b) If the ticket is presented for cancellation between 48 hours and 12 hours before the scheduled departure of the train, the cancellation charge shall be 25% of the ticket fare subject to the minimum of the charges referred to in clause (a).



- (c) If the ticket is presented for cancellation between 12 hours and 4 hours before the scheduled departure of the train, the cancellation charge shall be 50% of the ticket fare subject to the minimum of the charges referred to in clause (a).

(2) If the ticket is presented for cancellation after 4 hours of the scheduled departure of the train, no refund will be granted.

(3) No refund will be granted for confirmed tatkal tickets under this rule.

#### **8. Refund for RAC or wait-listed tickets. -**

(1) A RAC ticket or a waitlisted ticket is eligible for refund if it is cancelled at least 30 minutes before the scheduled departure of the train. This is subject to the following conditions:

- a. If the actual departure of a train occurs between 9 PM and 6 AM, and there is no facility available at the station for cancellation of a ticket issued through PRS, then the fare will be refunded at the station within the first 2 hours of the opening of the reservation office.
- b. If the actual departure of a train occurs between 7 PM and 6 AM, in case of remote and hilly areas (as identified by the Zonal Railway, with the prior approval of the General Manager and printed in the time table), and there is no reservation counter or booking office or current counter available for cancellation of a ticket, the fare will be refunded at the station within the first 2 hours of the opening of the reservation or booking office.

(2) A passenger may get the RAC ticket or the waitlisted ticket cancelled from any Passenger Reservation System (PRS) counters or designated current counters.

(3) Where confirmed reservation has been provided to a RAC ticket or a waitlisted ticket before the final preparation of the reservation chart, the ticket will be treated as a reserved ticket and the refund will be determined as if it were a reserved ticket.

#### **9. Refund for multi-party tickets.-**

For tickets issued for the travel of multiple passengers, if some passengers have confirmed reservation and others are on RAC or waiting list, then full refund of fare will be provided for all passengers if:

- (a) for a paper-based ticket, the entire ticket is presented for cancellation upto 30 minutes before the scheduled departure of the train.
- (b) for an e-ticket:



(i) for passengers with confirmed reservation, the ticket must be cancelled online or an online TDR must be filed at any time before 30 minutes of the scheduled departure of the train;

(ii) for passengers on RAC or the waiting list and are not travelling, these steps must be followed:

- a. obtain a certificate from the ticket-checking staff confirming that they are not travelling,
- b. file the online TDR at any time before 72 hours of the scheduled arrival of the train, indicating the details of the certificate, and
- c. post the original certificate to IRCTC.

#### **10. Refund for multi-destination tickets. -**

(1) When a ticket for multiple destinations is cancelled, the refund will be based on the reservation status of the first lap of the journey.

*Illustration 1:-* If the reservation status of the first lap of the journey is 'confirmed', then the entire ticket will be treated as confirmed. Refund will be granted under rule 7.

*Illustration 2:-* If the reservation status of the first lap of the journey is 'RAC' or 'waitlisted', then the entire ticket will be treated as RAC or waitlisted. Refund will be granted under rule 8.

(2) The clerkage can be levied only once on the total ticket fare and not separately for each lap of journey.

### **Chapter IV: Refund based on the kind of ticket**

#### **11. Refund for tatkal tickets.-**

For all kinds of tatkal tickets, the usual refund available under these rules will be provided.

*Illustration 1:* Refund for a waitlisted tatkal ticket will be granted under rule 8 by treating it as a normal waitlisted ticket.

*Illustration 2:* If the railway administration is unable to provide accommodation to a passenger on a tatkal ticket, the usual refund will be granted according to rule 17.

#### **12. Concessional tickets-**



(1) When a passenger has purchased a ticket on any concessional order or privilege ticket order, and the passenger is waitlisted for reservation in any train, the passenger can use the same ticket to get a reservation in any other train on the date of their journey or on a different date at the same concessional rate.

(2) For the unused portion of a concessional return ticket, a refund will not be granted. When a return ticket is issued without any concession, it will be treated like two single journey tickets and the refund shall be granted accordingly.

### **13. Refund of fare and freight charges for luggage tickets when the journey is not undertaken. -**

(1) Refund of freight can be granted by the station master in accordance with the following information:

(1)	(2)	(3)
(a)	If luggage is withdrawn at starting station	Luggage ticket must be cancelled, and freight must be refunded after recovering wharfage charges, if any, and deducting cancellation charge of INR 5 per luggage ticket. The journey ticket shall be endorsed to this effect.
(b)	If luggage is already dispatched from the starting station	Freight charges on weight admissible as free allowance shall be collected and remarks to this effect endorsed on journey ticket.

(2) Once the journey ticket on which luggage has been booked is presented, the fare will be refunded only if the ticket bears the endorsement referred to in sub-rule (1).

## **Chapter V: Refund in certain special situations**

### **14. Refund when the journey is postponed or preponed.-**

(1) A ticket can be postponed either for the same train or for a different train for any subsequent day. This is subject to the following conditions:

- a. The ticket is surrendered during the working hours of the reservation office and at least 48 hours before the scheduled departure of the train in which the ticket was originally booked;



- b. The accommodation is available in the train in which fresh reservation is desired;
- c. In case of a confirmed ticket, the fresh reservation fee for the class for which reservation is required, is paid, and in case of a RAC ticket or a wait-listed ticket, the clerkage charge is paid.

(2) A ticket can be preponed either for the same train or for a different train for any previous day. This is subject to the following conditions:

- a. The ticket is surrendered during the working hours of the reservation office and at least 48 hours before the scheduled departure of the train in which the ticket was originally booked;
- b. The accommodation is available in the train in which fresh reservation is required;
- c. In case of a confirmed ticket, the fresh reservation fee for the class for which reservation is required, is paid, and in case of a RAC ticket or a wait-listed ticket, the clerkage charge is paid.

(3) In case of difference between the fares of the originally booked journey and the revised journey, this difference must be refunded.

(4) The postponement or preponement of the journey will be allowed only once.

(5) The postponement or preponement of the journey on a non-tatkal ticket will not be eligible for tatkal quota even if tatkal charges are paid.

(6) If the postponed or preponed ticket is cancelled, then the cancellation charge payable will be the sum of:

(a) the charge that would have been due if the original ticket had been cancelled at the time of postponement or preponement; and

(b) the charge due for the revised ticket as if it is a fresh reservation.

(7) If 25% or 50% of the cancellation charges were realised at the time of modification of journey, the cancellation charges mentioned in clause (a) above will not be levied again and the cancellation charges mentioned in clause (b) only will be levied.

#### **15. Refund when the ticket is changed from lower class to higher class. -**

(1) A reserved ticket of lower class can be changed to a ticket of higher class for the same train and the same day without any cancellation charges if the reservation fee and difference of fare is paid. However, the change will only be allowed depending on the:

- (a) availability of accommodation; and



- (b) whether the request for change is made-
  - (i) during the working hours of reservation office and upto six hours before the scheduled departure of the train; or
  - (ii) during the course of the journey.

- (2) The change of class will only be allowed once.
- (3) If the ticket on which change of reservation has been allowed and such ticket is then subsequently cancelled, then the cancellation charges will be a total of:
  - (a) cancellation charge that would have been due if the original reservation was cancelled at the time when the change of reservation was allowed; and
  - (b) cancellation charge due in respect of the altered reservation.

**16. Refund when the passenger does not travel on a train because of delay. -**

- (1) If a passenger does not undertake a journey because a train is delayed by more than three hours, the full fare will be refunded without levying any cancellation charge or clerkage. This is subject to the following conditions:
  - (a) For paper-based tickets, the ticket has to be presented for cancellation before the actual departure of the train.
  - (b) For e-tickets, the ticket has to be cancelled online or the online TDR has to be filed before the actual departure of the train.
- (2) If a passenger misses a connecting train at a junction station due to delay of the train by which the passenger had been travelling, the fare for the travelled portion will not be refunded and the fare for the untravelled portion will be refunded without any cancellation charge or clerkage. This refund will be given at the junction station. To avail of this, the passenger has to present the ticket for cancellation or cancel it online within three hours of the actual arrival of the train by which the passenger had travelled.

**17. Refund when the ticket is cancelled as passengers could not be accommodated by the railway administration. -**

- (1) If a railway administration is not able to accommodate passengers holding reserved tickets for any reason whatsoever, then full refund of fare must be issued without levying cancellation charge.
- (2) To avail of this rule, the ticket must be surrendered for refund:
  - (a) at any time within three days from the date of scheduled departure of the train (excluding the day of departure), if the reason for not being able to





accommodate passengers in an accident, breach, flood, or other unforeseen events

(b) at any time within three hours after the scheduled departure of the train, in other situations.

#### **18. Refund when the journey is partially completed . -**

(1) If a passenger terminates the journey before reaching the destination station, then they are eligible for a partial refund.

(2) The refund amount will be the difference between the actual fare paid by the passenger and the fare payable for a ticket from the origin station till the station where the passenger disembarked.

(3) This refund can be obtained at the station where the passenger disembarked.

(4) To get this refund, the passenger must give their ticket to the station master. In exchange, the station master will give the passenger the TDR.

(5) The passenger can now apply to the Chief Commercial Manager (Refunds) of the railway administration who has jurisdiction over the station which issued the TDR, enclosing the original TDR.

(6) This application can be made at any time within ten days from the date on which the journey commenced, enclosing the original ticket deposit receipt.

#### **19. Refund when the journey is discontinued due to dislocation of train services. -**

(1) If a train journey is terminated en-route due to unforeseen circumstances, such as accident, breach or flood, then the full fare will be refunded (without levying any cancellation charge) at the station where the journey is terminated in the following circumstances:

- a. When the railway administration is unable to carry the passenger to the destination station within a reasonable time through transshipment, diversion or otherwise;
- b. When the passenger is involved in a railway accident or injured in the accident and does not continue his journey; or
- c. In the case of death or injury to a passenger in a railway accident, the kith and kin of the passenger have to terminate their own journey.

(2) The full fare will not be refunded, and only the fare for the untravelled portion will be refunded (without any cancellation charge), in the following circumstances:



- a. If the passenger refuses the alternative arrangement made by the railway administration to carry them to their destination station;
- b. If the train journey is terminated en-route due to bandh, agitation or rail *roko*.

(3) If a train which has a separate all-inclusive fare structure on a point to point basis is terminated en-route and the passenger is not willing to avail of the alternative arrangement made by the railway administration to carry the passenger to the destination station, the fare for the untravelled portion will be refunded and the fare for the travelled portion will not be refunded.

(4) The amount of fare not to be refunded will be calculated on a *pro rata* basis based on the fare of the ticket per kilometre.

## 20. Refund when air-conditioning was not provided.-

(1) For tickets issued for air-conditioned coaches, if the railway administration was not able to provide air-conditioning for a portion of the journey, then the passengers are entitled to get a refund.

(2) The refund amount will depend on the following conditions:

Sr. No.	Condition	Refund amount
a.	if the ticket is for air-conditioned first class	the difference between the air-conditioned first class fare and first class fare
b.	if the ticket is for air-conditioned II-tier/III-tier class	the difference between air-conditioned II-tier/III-tier class fare and the sleeper class fare (mail and express)
c.	if the ticket is for air-conditioned chair car	the difference between air-conditioned chair car fare and second class fare (mail and express)
d.	if the ticket is for executive class	the difference between the notified executive class fare for the concerned section and the first class fare (Mail and Express) for the concerned distance of that section.



(3) The passenger can get the refund at the destination station at any time within 24 hours after the arrival of the train.

(4) To get the refund, the passenger has to produce the following documents:

(a) the ticket;

(b) a certificate from the official responsible for checking tickets which mentions:

(i) the details of the ticket,

(ii) the coach number,

(iii) the name of the stations between which air-conditioning was not provided.

## **21. Refund when passengers are made to travel in a lower class.-**

(1) If a passenger who has booked a ticket for a particular class has to travel in a lower class because there was no space available in the class for which the ticket was booked, then they are entitled to get a refund under this rule.

(2) The refund amount will be the difference between the fare actually paid and the fare payable for the class in which the person actually travelled.

(3) The refund can be granted at the destination station or the origin station.

(4) To get the refund at the destination station, the passenger has to produce the following documents:

(a) the ticket;

(b) a certificate from the official responsible for checking tickets certifying that the person actually travelled in a lower class because there was no space available in the class for which the ticket was booked.

## **22. Refund when the ticket is lost, misplaced, torn or mutilated.-**

(1) If the ticket is lost or misplaced, then no refund will be granted.

(2) A refund may be granted in case of torn or mutilated ticket if the genuineness and authenticity of the ticket is verifiable on the basis of the particulars visible on the face of the ticket.



(3) The charges for issuance of a duplicate ticket in case of a lost, misplaced, torn or mutilated ticket will be as follows:

Sr. No.	When the duplicate is requested	Charge
1.	If the duplicate is requested ticket before preparation of the reservation chart	INR 50 in case of second and sleeper class and INR 100 in case of other classes
2.	If the duplicate ticket is requested after preparation of the reservation chart	25% (for RAC or wait-listed tickets) and 50% (for confirmed tickets) of the total fare, or the minimum amount (INR 50 or INR 100) mentioned above, whichever is lesser.

(4) In case of a party coach ticket or a special train ticket, the duplicate ticket will be issued upto the time of departure of the train, on payment of a charge equivalent to 10% of the total fare.

(5) Duplicate tatkal tickets can be issued only in exceptional circumstances and on payment of full fare including tatkal charges.

(6) If the lost or misplaced ticket is retrieved after a duplicate ticket has been issued, then the charges collected towards the issuance of duplicate ticket must be refunded after deducting 5% of the fare subject to a minimum deduction of INR 20. To avail of this refund, the passenger must present the retrieved ticket along with the duplicate ticket before departure of the train.

(6) If the passenger, who has paid excess charges in the train on account of his ticket being lost, misplaced, torn or mutilated, makes an application to a railway administration for grant of refund of the charges paid in the train, the Chief Commercial Manager (Refunds) of that railway administration may, after making such enquiry as he deems necessary, grant refund of total charges realised in the train, after retaining the cancellation charges at 50% of a single journey ticket fare per passenger subject to the condition that no one has taken refund earlier on the original ticket.

**23. Refund in other circumstances. -**



If a passenger:-

- (a) was unable to reach the station or reservation counter or the current counter to cancel the ticket due to a bandh, agitation, flood, or other similar situations, or
- (b) is looking to obtain a refund for reasons which are not addressed in these rules,

then a TDR will be issued to passenger which will be valid for 3 days after the scheduled departure of the train, and the passenger may apply for a refund within 10 days from the date of the scheduled commencement of the journey to the Chief Commercial Manager (Refunds) under whose jurisdiction the TDR station comes by enclosing the original TDR.

#### **24. Glossary.-**

In these rules, unless the context otherwise requires, the following terms have the meanings assigned to them below:

- (a) "ARP" means advance reservation period upto which a reserved ticket can be booked for a future journey date;
- (b) "authorised agent" means a person authorised by a railway administration to issue reserved or unreserved tickets and to cancel reserved tickets;
- (c) "clerkage" means a charge levied by a railway administration for the clerical work rendered by it in the refund of fares;
- (d) "confirmed ticket" means a ticket on which a berth or seat has been confirmed;
- (e) "destination station" means the station for which the ticket has been issued;
- (f) "fare" includes basic fare, supplementary charge on super fast trains, reservation fee and other applicable miscellaneous charges;
- (g) "RAC ticket" means Reservation Against Cancellation ticket on which a seat has been reserved against requisition for a berth and a berth may be subsequently provided against cancellation, if any;
- (h) "railway ticketing centre" means a place where reserved or unreserved tickets are issued by railway employee or through an authorised agent;
- (i) "reservation fee" means the charge, in addition to the fare, levied by a railway administration for the reservation of a berth or seat;
- (j) "reserved ticket" means a journey ticket on which a berth or seat has been reserved;



(k) "station" means a railway station and includes other reservation office or railway ticketing centre in the same city;

(l) "station master" means a railway employee, by whatever name called, having overall charge of a railway station and includes any other railway employee authorised to grant refund of fare at a station;

(m) "ticket" means a single journey ticket or any half or return ticket but does not include a season ticket, an Indrail Pass ticket or a special ticket for a reserved carriage or a tourist car or saloon, or a special train;

(n) "TDR" means ticket deposit receipt issued to the passenger in lieu of the surrendered ticket, at the station where the ticket has been surrendered by the passenger or in case of ticket booked through internet, the ticket deposit receipt filed on-line;

(o) "tatkal ticket" means a ticket with shorter advance reservation period, issued to meet the requirements of those passengers who have to travel at short notice;

(p) "unreserved ticket" means a ticket in which no reservation has been made;

(q) "wait-listed ticket" means a ticket on which no berth or seat has been allotted.