

## **UNIT - VI**

### **GENERAL RULES FOR RESERVATION**

- ❖ When a confirmed seat or berth is allotted to a passenger for his journey, it is Called 'Reservation'.
- ❖ It is made only by notified trains.
- ❖ Reserved ticket is valid by the particular train and date only.
- ❖ Reservation is made only on submission of prescribed application.
- ❖ Ministers, M.Ps, and Railway officers can request reservation over phone.
- ❖ Only one form is accepted from a passenger at a time.
- ❖ A maximum of 6 persons can be included in one form.
- ❖ Reservation for group of more than 6 persons can be done only with the permission of SM/CRS/DCM.
- ❖ Reservation is made on 'first come first served basis'.
- ❖ Advance reservation period: (Excluding date of journey)
  - Foreign tourists - 360 days
  - Bulk booking (More than 6) - 59 days
  - Other passengers - 60 days
- ❖ Reservation is made only on purchase of a journey ticket.
- ❖ The reservation is confirmed by issuing a reservation ticket.
- ❖ Reservation charges:

<b>Class</b>	<b>Rs.</b>	<b>Enhanced Reservation Charge**</b>
AC I Class	35	50
AC 2 Tier	25	40
AC 3 Tier	25	40
AC Chair Car	25	40
First Class	25	40
Sleeper Class	20	30
Second Class	15	25

- ❖ \*\* Enhanced reservation charge will be applicable on tickets purchased for journey other than ticket issuing station and return journey tickets.
- ❖ Fresh reservation charge will be collected for reservation made after every break of journey and for Postponement or Advancement of journey and change of class.
- ❖ Break journey is not permitted short of the station up to which reservation has been made.
- ❖ A child ticket is treated as an adult ticket for the purpose of reservation.

- ❖ No separate seat/berth is allotted for a child below five years of age. However, the name of the child with age and sex should be mentioned in the reservation form and also to be given to the TTE.
- ❖ To entrain enroute, the passenger should apply at least 24 hours in advance of the scheduled departure of the train.
- ❖ Unauthorised occupation of a reserved seat/berth is prohibited under section 155 of Railways Act, 1989.
- ❖ Transfer of a reserved ticket is prohibited under section 53 of Railway Act 1989.
- ❖ Unauthorised transfer of a reserved ticket is punishable under section 142 of Railway Act 1989.
- ❖ Unauthorised procurement and sale of railway ticket is punishable under section 143 of Railway Act 1989.
- ❖ Sleeping facility is provided during night hours (21.00 to 06.00 hours) only.

## PROCEDURE FOR RESERVATION

### **AT MAJOR RESERVATION CENTRES:**

At Major Reservation centres, arrangements are made to provide accommodation under different types called confirmed reservation, reservation against cancellation and waiting list.

- ❖ **Confirmed Reservation:**
  - At the time of booking, seat/berth will be allotted on confirmed basis.
  - Journey fare, reservation charge and supplementary charge if any, will be collected.
  - Coach number, Seat/Berth No., will be indicated in the ticket in case of 2A/3A/SL/II classes.
  - For AC I Class and First Class, coach number and berth number will be furnished in the final chart.
  - confirmed reservation is made up to the quota available.
- ❖ **Reservation against Cancellation (RAC):**
  - On completion of quota, a passenger requesting berth is allotted with confirmed seat.
  - Journey fare, reservation charge and supplementary charge if any, will be collected.
  - Vacant berth due to cancellation in the reservation office if any, shall be allotted to R.A.C. passengers.
  - During travel also, vacant berths due to cancellation shall be allotted to R.A.C. passengers.
  - If berth is not provided, R.A.C. passenger has to travel in the seat only.
  - The R.A.C. system is available in 2A, 3A, FC and SL classes only.

❖ **Waiting List:**

- On completion of confirmed quota and R.A.C., the passengers are kept under waiting list.
- Journey fare, reservation charge and supplementary charge if any, are collected.
- On cancellation of berth, waitlisted passengers are allotted confirmed berths after R.A.C. passengers.
- If Waiting list is not confirmed, the passenger should travel only in unreserved coach or he has to cancel the ticket.

**AT INTERMEDIATE STATIONS:**

- ❖ Confirmed reservation is made, if quota is available.
- ❖ Otherwise, the passengers are kept under waiting list.
- ❖ The passenger can apply for reservation up to 72 hours in advance of the scheduled departure of the train.
- ❖ Journey fare, reservation charge and supplementary charge, if any, are collected.
- ❖ A message is sent, free of charge, to the reservation centre.
- ❖ Confirmation is given to the passenger on receipt of reply from the reservation centre.
- ❖ If reservation is not confirmed, the passenger has to travel in unreserved coach only.

**RESERVATION REGISTER:**

- ❖ It is maintained at manual reservation office at wayside stations.
- ❖ The pages are serially numbered.
- ❖ It is maintained train-wise and the details of reserved passengers are entered legibly.
- ❖ If reservation is cancelled, the entries are cancelled in red ink.
- ❖ On cancellation of reservation, wait-listed passengers are given confirmed reservation immediately by re-allotting the cancelled seat/berth.

**RESERVATION QUOTAS:**

Specific number of berths/seat is allotted to important reservation centres for allotment to passengers on confirmed basis. This is called 'firm quota'. This firm quota is reallocated to various categories of public, where there is a demand. Such separate quotas are given below:

- ❖ C.B.O & C.B.A quota

- ❖ Emergency quota (HO)
- ❖ Intermediate stations quota
- ❖ Out agency quota (OA)
- ❖ Pass quota (DQ)
- ❖ Handicapped quota (PH)
- ❖ Defence quota (DF)
- ❖ Foreign tourist quota (FT)
- ❖ Ladies quota (LD)
- ❖ Parliament quota (PHBO)
- ❖ Return journey (RJ)
- ❖ Tatkal quota (TQ)

### **Reservation on Free Passes:**

- ❖ Reservation on free passes is done on par with public, where there is no separate quota.
- ❖ In case of Rajdhani/Shatabdi express trains, a separate quota and maximum number of passengers per pass are prescribed by the Railways.
- ❖ No reservation fee & supplementary charge for super fast train are collected.
- ❖ The SM should verify whether the pass has the availability of route for the reservation and the validity for the journey.
- ❖ The reservation details should be endorsed on the pass under the dated initials of the SM.
- ❖ If the reservation is cancelled within 24 hours before commencement of journey, a cancellation fee of Rs. 5/- per pass in case of First class passes and Rs. 3/- per pass in case of Second class passes should be collected.
- ❖ A money receipt should be issued in such cases, which should accompany the pass for further reservation.
- ❖ In such cases further reservation is permitted only once after which no advance reservation is permitted on the pass. But vacant accommodation, if any can be allotted in trains.

### **TATKAL SCHEME**

Under Tatkal Scheme reservation can be done 5 days in advance excluding date of journey. This is w.e.f. 18/4/2006. Salient features of this scheme are listed below:

- ❖ The tatkal scheme is available by all trains in 2A, 3A, ACC and SL classes.
- ❖ There will be tatkal quota in all Mail/Express trains including Rajdhani, Shatabdi and Janshatabdi Express in 2A/3A/CC/SL as under:
  - AC 2 Tier - 4 Berths per coach

- 3A & ACC - 6 Berths/Seats per coach
- SL class - 10% of accommodation or one coach whichever is less depending on utilization, CK quota can be enhanced from present 10% to 20% in 2A/3A/CC classes and from 10% to 15% in SL class. When utilization is less in any of the train it can also be reduced to 50% of the normal quota.
- ❖ Tatkal scheme is available by Special trains run during summer, pooja, winter rush etc.
- ❖ The reservation under the scheme will commence at 08.00 AM, five days in advance excluding the date of journey.
- ❖ Tatkal premium charges are revised and have two slabs, Peak and non-peak periods. Depends on utilization of Tatkal accommodation, even non-peak period can be treated as peak period by the administration which will be communicated to the field staff.
- ❖ Any vacancy of Tatkal quota will be allotted to general quota, RAC and waitlisted Passengers by final chart. There will be no current booking for Tatkal quota.
- ❖ **No ID card required to book tickets under 'Tatkal'.**
- ❖ The booking under tatkal scheme will be done only from originating to terminating point of the train with boarding facility from intermediate station. Any passenger boarding from intermediate station can book tatkal accommodation but ticket will be from end to end and charged accordingly with permission to board the train from intermediate station. Divisional Authorities are given specific powers to nominate one station between train starting station and destination as Tatkal Booking station to utilize the Tatkal quota fully.
- ❖ Reservation under tatkal scheme can be sought by full fare cash paying passenger only and no passenger holding concession tickets will be allowed to avail reservation under this scheme.
- ❖ Tatkal quota reservation is up to preparation of final chart. Vacant berths/seats if any, will be allotted to RAC/WL passengers.
- ❖ A flat refund of 25% of total fare charged on the ticket excluding the Tatkal charges may be granted on cancellation of confirmed Tatkal ticket which are presented for cancellation up to 24 hours before the scheduled departure of the train. There after, no refund may be granted on cancellation of confirmed Tatkal ticket.
- ❖ Full refund of fare and tatkal charges will be granted on tickets booked under tatkal scheme in the following circumstances.
  - If the train is delayed by more than 3 hours at the journey originating point of the passenger and not the boarding point if the passenger's journey originating point and boarding point are different.

- If the train is to run on a diverted route and the passenger is not willing to travel;
  - If the train is to run on diverted route and boarding station or the destination station or both the stations are not on the diverted route.
  - In case of non-attachment of coach in which Tatkal Accommodation has been earmarked and the passenger has not been provided accommodation in the same class.
  - If the party has been accommodated in lower class and does not want to travel. In case the party travels in lower class, the passenger will be given refund of difference of fare and also the difference of Tatkal charges, if any.
- ❖ **No refund will**, however, be permissible on the reservation made under Tatkal scheme in case the coach, in which accommodation under Tatkal scheme has been earmarked, is not attached and the accommodation has been provided to the Tatkal passengers in the normal train service in the same class.
- ❖ w.e.f. 15.11.2005 Tatkal waiting list is introduced to the extent of quota defined.
- ❖ Name change is not permissible on Tatkal reserved tickets.
- ❖ Now Tatkal is also open for passengers booking through IRCTC.
- ❖ **Tatkal charges:**

<b>Class</b>	<b>Peak</b>	<b>Non-peak (15th July to 15th Sept)</b>
2A/3A	Rs. 300/-	Rs. 200/-
CC/SL	Rs. 150/-	Rs. 75/-

Ref: Railway Board circular No. 2003/TG/I/20/P/Tatkal dated 26.8.04.

### **CHANGE IN RESERVATION**

Any changes will be allowed only once. Passenger should approach the Reservation Office within the time limits specified against each change.

#### **CHANGE OF TRAIN AND DATE : (CT VOL. I - 213.9)**

##### **Advancement of Journey (w.e.f. 20/01/2006):**

- ❖ It is allowed for Confirmed, RAC, Wait Listed tickets.
- ❖ It is allowed in the same class or any higher class by any earlier train on the same day or any earlier day, for the same or longer destination.
- ❖ The status of the revised train may be Confirmed, RAC or WL.
- ❖ In case of Confirmed tickets, Fresh Reservation Fee is collected.
- ❖ In case of RAC/WL, Clerkage charges should be collected.
- ❖ Time Limit:
  - Up to 6 hrs. before the scheduled departure of the earlier train (OR) Up to the preparation of the chart, whichever is later.

- ❖ After the change, if journey is cancelled, two cancellation charges collected as follows:
  - Cancellation charges due at the time of giving the change.
  - Cancellation charges due at the time of cancellation of the fresh ticket.

### **Postponement of Journey: (w.e.f. 20/01/2006)**

- ❖ It is allowed for Confirmed, RAC, Wait Listed tickets.
- ❖ It is allowed in the same class or any higher class by any later train on the same day or any subsequent day, for the same or longer destination.
- ❖ The status of the revised train may be Confirmed, RAC or WL.
- ❖ In case of RAC/WL tickets, clerkage charge is collected.
- ❖ Time Limit: (For RAC/WL Tickets)
  - Upto the working hours of the reservation office and as per the time limit prescribed for cancellation of tickets depending on the distance (3/6/12 hrs.)
- ❖ In case of confirmed tickets:
  - Fresh Reservation Fee is collected, if tickets surrendered during working hours and upto 24 hours before the scheduled departure of the original train.
  - 25% of the total fare of the already booked ticket is collected, if surrendered within 24 hours and 4 hours before the scheduled departure of the original train. \*
  - 50% of the total fare of the already booked ticket is collected, if surrendered within 4 hours before the scheduled departure of the original train and upto the time limits prescribed for cancellation of tickets depending on the distance (3/6/12 hrs.)
- ❖ After the change, if journey is cancelled, cancellation charges collected as follows:
  - Cancellation charges due at the time of giving the change.
  - Cancellation charges due at the time of cancellation of the fresh ticket.
  - In case where 25% or 50% cancellation charges were realized at the time of modification of journey only one cancellation as given above (\*) should be levied.

### **CHANGE OF CLASS: (CT VOL. I – 213.10)**

- ❖ Change of class is permitted on a confirmed reserved ticket only once.
- ❖ It is permitted from lower class to higher class only.
- ❖ Confirmed accommodation should be available in the higher class.

- ❖ No cancellation charges should be collected.
- ❖ Fresh reservation charges are collected for the higher class.
- ❖ Difference of fare between the classes should be collected.
- ❖ It is permitted in the reservation office up to 6 hours before the scheduled departure of the train.
- ❖ During the journey, the TTE may permit change of class.
- ❖ After the change, if journey is cancelled, two cancellation charges will be collected:
  - Cancellation charges due at the time of giving the change.
  - Cancellation charges due at the time of cancellation of the fresh ticket.

### **CHANGE OF NAME:**

- ❖ Change of Name on a confirmed reserved ticket is permitted only once.
- ❖ No charges are collected.
- ❖ Rules for name change:

<b>Passenger type</b>	<b>General Public</b>	<b>marriage party</b>	<b>Students educational tour</b>	<b>NCC Cadets to attend camps</b>	<b>Govt Officials on duty</b>
Time limit prior to the Sch. Dep. of the train	24 hrs	48 hrs	48 hrs	24 hrs	24 hrs
Requested by	Original Passenger	Head of the party	Head of the Institution	Group Commandant	Controlling Officer
To whom permitted	Family Members*	Another member of the party	Another Student of the same Institution	Another NCC Cadet	Another Official on same duty
Maximum limit	--	10%	10%	10%	--

\* Family Members: Father, Mother, Son, Daughter, Brother, Sister, Husband, Wife.

- ❖ Name change is not permitted on concessional tickets issued for a specific purpose.
- ❖ But it can be permitted in case of an escort to another family member of the escort. (In case of blind, OPH, Cancer or TB patients, etc. cases)
- ❖ When the name change is permitted from an adult to child no refund will be given in difference of fares.
- ❖ But in case of child to adult, the difference will be collected.
- ❖ Name change for general public shall be permitted only by a **Gazetted officer** (Sr.DCM, DCM, ACM, AO or SMR/Gaz.) with **documentary evidence** from the party to prove the 'relationship'.

- ❖ In stations, where Gazetted officer is not posted, the SM can get permission over telephone from a Gazetted officer and permit name change and at the first available opportunity the SM should get **post facto** approval from the Gazetted officer.
- ❖ In case the telephonic permission from the Gazetted officer is also not possible then SM can give name change after satisfying himself about the genuineness of the party by getting **documentary evidence** as to the family member status.
- ❖ **Documentary evidence** may be **Family card, Voter 'I/D, Passport, Driving License** or any other such document to prove the 'relationship'. If no such document is available with the passenger, he has to file an affidavit with a 'notary public' and a copy to be attach with the original application. In this case too **post facto** approval is necessary.

## REFUND OF FARE

- ❖ **UNUSED UNRESERVED TICKET (CT – 213.5):**
  - Refund is permitted within 3 hours after the actual departure of the train for which the ticket is issued.
  - If the ticket is valid for the whole day, refund is permitted within 3 hours after the departure of the last train on the day for that destination station.
  - Fare is refunded after deducting the clerkage charge.
  - The clerkage for II class is Rs. 10/- for other class Rs. 20/-.
  - If the cost of the ticket is below Rs. 10/- or Rs. 20/- no refund is allowed.
- ❖ **UNUSED RESERVED TICKET (CT – 213.6):**

Time of Cancellation	Cancellation Charge	Class of ticket			
		1A Rs.	2A, 3A, FC, CC Rs.	SL Rs.	II Rs.
More than 1 day in advance excluding the day of journey (up to 31/7/06) <b>W.E.F. 01/8/06 – more than 24 hrs. before the scheduled departure of the train.</b>	Flat Rate	70	60	40	20
Within 1 day and up to 4 hours	25% of fare	Subject to a minimum of			

before the scheduled departure of the train (up to 31/7/06)		70	60	40	20
<b>W.E.F. 1/8/06 – within 24 hrs and up to 4 hrs. before the scheduled departure of the train</b>					
Within 4 hours before the scheduled departure, and after the actual departure of the train,			Subject to a minimum of		
<u>Up to</u>	<u>Tickets of distance</u>	50% of fare	70	60	40
3 hours	upto 200 kms.				20
6 hours	201 – 500 kms.				
12 hours	Above 500 kms.				

Note:

- Fare includes reservation charge and supplementary charge and safety surcharge.
- The cancellation charges are rounded off to the nearest rupee.
- For night trains leaving between 21 hours and 6 hours (actual departure), refund shall be given within the time limit given above or within four hours of the opening of the reservation office on the following day, whichever is later.
- For ticket issued for travel from some other station, refund will be given at the ticket issuing station up to the scheduled departure of the train from the station from where the ticket is valid.

#### ❖ **UNUSED RAC / WL TICKETS (CT – 213.7):**

- If the RAC / WL ticket is not confirmed up to the preparation of chart, only clerkage charge of Rs. 20/- will be collected.
- If confirmed, cancellation charges are collected.
- The ticket may be surrendered within the same time limit allowed for reserved tickets.

#### ❖ **WHEN MORE THAN ONE LEG OF JOURNEY INVOLVED (CT – 213.8):**

- When more than one leg of journey is involved, refund is given as follows:  
Cancellation charge/Clerkage charge as applicable according to the status of the first lap of the journey will be levied on the total fare of the ticket.
- The cancellation charges are levied only once on the entire amount of the ticket and not separately for each lap of journey.

❖ **LATE RUNNING OF TRAINS [CT – 213.11(1)]:**

- Full refund is given for confirmed, RAC and Waitlisted tickets if the train is running late by more than 3 hours at the journey commencing station for the ticket.
- The ticket should be surrendered for cancellation within the time limits prescribed for unused reserved tickets.

❖ **MISSING CONNECTION AT A JUNCTION [CT 213.11(2)]:**

- If a passenger misses a connection train at a junction station due to late running of the train by which he arrived at the junction, refund is given as follows:
  - Fare for the traveled portion is retained.
  - Balance amount is refunded in full.
- Refund is given up to 3 hours after the arrival at the junction station.
- Refund is given both for reserved and unreserved tickets.

❖ **INABILITY TO PROVIDE ACCOMMODATION (CT – 213-12):**

- When Railway is unable to provide accommodation for a reserved passenger due to any reason, full refund is given.
- Refund is given up to 3 hours after the actual departure of the train.

❖ **CANCELLATION OF TRAINS (CT – 213.12):**

- When train is cancelled at the starting station due to unforeseen circumstances such as accidents, breaches, or floods etc., full refund is given.
- Refund is given up to 3 days excluding the day of departure of the train.

❖ **PARTIALLY USED TICKETS (CT – 213.13):**

- No refund shall be granted at a station on a partially used ticket.
- On surrendering the journey ticket, a Ticket Deposit Receipt (TDR) shall be issued.
- The passenger should apply to DCM of the TDR issuing station enclosing the TDR.

❖ **DISLOCATION OF TRAIN SERVICE (CT – 213.14):**

- In case of dislocation of train services en route, refund is given as follows:
- Full Refund:
  - When the passenger is injured in a railway accident
  - To the kith and kin of dead / injured passengers

- When Railway is unable to make alternative arrangement within reasonable time
- Fare for traveled portion is retained and balance is refunded:
  - When passenger is unwilling to avail the alternative arrangement made by Railways.
  - When dislocation is due to bandh, agitation, rail roko etc.

❖ **FAILURE OF AIRCONDITIONING EQUIPMENT (CT – 213.15):**

- If AC equipment has not worked over a portion of the journey, difference of fare between AC & Non-AC classes for such portion will be refunded as follows:

<b>Class of Ticket</b>	<b>Difference of fare between</b>
I AC	I AC & I Class Exp.
Executive class	Executive Class & I Class Exp.
II AC	II AC & SL Exp.
III AC	III AC & SL Exp.
AC Chair Car	AC Chair Car & II M/Exp.

- A certificate should be obtained from the TTE regarding AC failure.
- The ticket and certificate should be surrendered at the destination within 20 hours of actual arrival.
- If AC had failed in more than one portion of journey, such portions will be combined and treated as a single portion for calculation of refund amount.

❖ **TRAVEL IN LOWER CLASS (CT - 213.16):**

- If a higher class ticket holder is made to travel in a lower class for want of accommodation, difference of fare shall be refunded at the originating station, before commencing the journey.
- Refund can be granted at the destination also, if the ticket is surrendered along with a certificate issued by TTE or Guard within 2 days of the date of issue of the certificate excluding the date of issue.

❖ **REFUND AT OTHER THAN TICKET ISSUING STATION (213.3):**

- Refund can be given for tickets issued by other station as follows:
  - Ticket should be surrendered during working hours of the reservation office.
  - The genuineness of the ticket should be verified through computer or through any other record like message etc.
  - The ticket should be surrendered for cancellation at any PRS station all over Indian Railways before the scheduled departure of the train.

- If refund could not be given, a TDR should be issued after collected the ticket.

❖ **LESS NUMBER OF PASSENGERS TRAVELLING IN A COMBINED TICKET:**

- At starting station:
  - Before starting journey, original ticket should be collected and free EFT issued to the passengers traveling.
  - Refund is given for the passengers who are not traveling on collection of due cancellation charges.
- If refund is not obtained before starting journey, TTE shall issue a certificate about the passengers not traveling.
- The TTE should make remarks in the chart for the passengers not joined.
- The passengers can get refund by applying to CCM/DCM with the certificate issued by the TTE.

❖ **REFUND ON GROUP TICKET WHEN SOME PASSENGERS ARE CONFIRMED AND OTHERS WAIT LISTED (CT – 213.6 Note 2):**

- In a group ticket when some passengers are confirmed and others remain wait listed, refund will be given as follows:
  - Ticket should be surrendered for cancellation within 4 hours before the scheduled departure of the train and up to 3 hours after the actual departure.
  - Reservation for the entire group should be cancelled.
  - A clerkage charge of Rs. 10/- per passenger will be collected, even for the confirmed passengers.
  - This rule will not apply when some are confirmed and others are in RAC.

❖ **REFUND ON UNUSED TICKETS WHEN LUGGAGE IS BOOKED:**

- When Luggage is not dispatched:
  - Luggage ticket is cancelled and freight refunded after deducting Rs. 5/- per luggage ticket as cancellation charges.
  - Wharfage charges if any collected, without allowing any free time.
- When Luggage is already dispatched:
  - Freight charges are collected for the free allowance already granted.
- The details should be endorsed on the journey ticket.
- The journey ticket with such cancellation endorsement can be cancelled and fare may be refunded.

❖ **REFUND OF BED ROLL CHARGES:**

- Bed roll is supplied to passengers as follows:

<b>Class of Travel</b>	<b>Bed roll hire charges</b>
I AC	Free
II AC & III AC	Included in the fare
First Class	Supplied on demand by collecting Rs. 20/- per bed roll and subject to availability

- If Bed roll is not supplied to II AC and III AC passengers, the hire charge of Rs. 20/- is refunded.
- Refund is given to fare paying passengers only.
- A certificate issued by the TTE and the original ticket should be surrendered.
- Refund will be given at the destination within 20 hours from the actual arrival.

**SPECIAL POWERS TO SMR/CRS FOR GRANTING REFUND AFTER THE TIME LIMIT:**

- ❖ Station Manager, Dy. SMR (Comml.) and Chief Reservation Supervisors of nominated stations are empowered to permit refund after expiry of time limit prescribed upto 90 days.
- ❖ They can permit refund for tickets issued at their stations (not for Waitlisted tickets).
- ❖ A register has to be maintained by them for such refunds.
- ❖ The passengers should apply in writing with reasons for delay in claiming refund.
- ❖ The SMR/CRS, if satisfied can permit refund.
- ❖ They should ensure that the ticket has not been used for any journey.
- ❖ Orders to grant refund should be passed on, in the application given by the passenger under seal and signature.
- ❖ Such power should be exercised personally and should not be delegated.
- ❖ Cancellation charges otherwise chargeable should not be reduced for any reasons.
- ❖ All charges due must be collected and the balance amount is refunded.

**ISSUE OF DUPLICATE TICKETS ON TORN / MUTILATED & LOST TICKETS (CT-213.17)**

- ❖ When a confirmed / RAC ticket is lost or torn, duplicate ticket will be issued.
- ❖ Duplicate ticket is issued on the basis of status of the ticket at the time of request for duplicate ticket.

- ❖ No duplicate ticket is issued to Waitlisted tickets.
- ❖ The passenger is permitted to avail the same reservation.
- ❖ Charges for duplicate ticket is collected as follows:
  - **Before preparation of chart:**
    - Charges for Torn/Lost - Clerkage charges applicable.
  - **After preparation of chart:**

<b>Ticket Status</b>	<b>Charges</b>	
	<b>Torn</b>	<b>Lost</b>
Conformed	25% of total fare	50% of total fare
RAC	25% of total fare	Not to be issued

- ❖ TTE of the train can allow passengers who are not able to produce their tickets and not obtained duplicate ticket as follows:
  - The name of the passenger should be verified from the chat.
  - The TTE should verify the genuineness of the passenger.
  - Full charges should be collected without excess charge and EFT is issued.
  - All details of the original ticket should be written in the EFT.
  - The same reservation can be given to the passenger.
- ❖ If original ticket is traced and produced before the scheduled departure of the train, the duplicate ticket may be cancelled, on collection of 5% of duplicate ticket charges subject to a minimum of Rs. 20/-.
- ❖ In case of concession tickets, duplicate ticket can be issued on collection of charges as above on the actual fare and other charges & NOT ON CONCESSIONAL FARE.

### **TICKET DEPOSIT RECEIPT (T.D.R.)**

- ❖ If refund could not be given at station, a Ticket Deposit Receipt will be issued on surrendering the original ticket.
- ❖ T.D.R. has 3 foils. (Depositor, DCM and Record).
- ❖ TDR can be issued up to 30 days from the day of journey.
- ❖ After preparing the TDR, the Depositor foil will be issued to the passenger.
- ❖ The passenger should apply to DCM within 90 days for refund.
- ❖ The DCM foil should be sent by the station along with the original ticket to DCM within 15 days.
- ❖ DCM will issue pay order for the amount to be refunded.
- ❖ The pay order can be encashed at the station mentioned in the pay order within 3 months from the date of issue.

- ❖ To encash the pay order, passenger should prove his identity at the station by producing ration card, etc.

### **COMPUTERISED COACHING REFUND SCHEME (CCRS)**

- ❖ Refund can be given at nominated station 5 days from the date of arrival.
- ❖ Refund are arranged in the following situations:
  - AC equipment failure
  - Lower class travel
  - Less no. of persons traveling
  - Passenger alighting en route
- ❖ TTE shall prepare an 'Exceptional Data Report' (EDR) and give to the en route / terminal station CTTI.
- ❖ CTTI shall key in the details into the CCRS terminal.
- ❖ PRS upgrades the data and facilitates refunds.
- ❖ After 5 days refunds are arranged only by the 'claims office'.