

Refund Rules

REFUND RULES w.e.f.12 NOVEMBER 2015

Nature of Ticket	Time Limit for cancellation of ticket	Cancellation Charge per Passenger
(A) Untravelled Unreserved Tickets	Within 3 hrs. of the issue of ticket	Rs. 30/-
(B) Unreserved Tickets issued in advance	The ticket is presented upto 24 hrs. of the day preceding the day of journey.	Rs. 30/-
(C) Untravelled Confirm Reserved Tickets	More than 48 hrs. in advance of schedule departure of the train	Rs. 240/- AC 1 Class Plus GST Rs. 200/- AC2 ,1 st class Plus GST Rs.180/- AC3 tier, CC Plus GST Rs. 120/- Sleeper class Rs. 60/- Second class.
(D) Untravelled Reserved Tickets	Within 48 hrs in advance and upto 12 hrs. before schedule dep,	25% of the fare paid subject to minimum of cancellation charge in clause (C)
(i)Untravelled Reserved Tickets	Within 12 hrs in advance and upto 04 hrs. before schedule departure of the train	50% of the fare paid. (subject to the minimum cancellation charges mentioned in condition (C))
	No refund after the above prescribed time limit.	No refund shall be granted on confirmed ticket after four hours before the scheduled departure of the train.
(ii) Untravelled waitlisted / RAC Tickets	Up to 30 minutes before the scheduled departure of the train irrespective of the distance. No refund of fare shall be granted on RAC ticket or WL ticket after 30 minutes before the scheduled departure of the train.	Rs. 60-- AC 1 Class Plus GST Rs. 60/- AC2 ,1 st class Plus GST Rs. 60/- AC3 tier,CC Plus GST Rs. 60/- Sleeper class Rs. 60/- Second class –

(E) Partially-used Reserved Tickets for Rajdhani / Shatabdi trains.		No refund, since break of journey is not allowed on these trains.
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(1)Refund On Tickets Arising Out Of Other Circumstances

Reason for claiming refund	Procedure for refund	Time limit for claiming refund	Amount payable
Failure of AC	Produce a printed certificate from the Travelling Ticket Examiner, along with your journey ticket.	Within 20 hrs. of the train's arrival at the destination station.	<p>AC 1 Class- Difference between AC 1 Class and First Class fare (Mail/Exp) for the distance AC was not working.</p> <p>AC 2 Tier/3tier sleeper- Difference between these classes and sleeper class fare (Mail/Exp) for the distance AC was not working.</p> <p>AC Chair Car- difference between this and Second class fare (Mail/Exp) for the distance AC was not working.</p>
Travelling in lower class for want of accommodation	Produce a printed Certificate from the Travelling Ticket Examiner, along with your journey ticket.	Within two days of the date of issue the certificate(excluding the day of issue of the certificare).	Difference of fare between the fare paid and fare for the class travelled.
Late running of trains by more than 3 hrs.	Surrender your ticket at journey commencing station.	The ticket is surrendered upto actual departure of the train.	Full fare without any deduction.
Inability of Railways to provide accommodation to reserved passengers	Surrender your ticket at journey commencing station.	The ticket is surrendered within 03 hours from the actual departure of the train. Full fare without any decuction at journey commencing station.	Full fare without any deduction.

		In case of e-ticket, TDR is filed within 03 hours from the actual departure of the train.	
Change in train timings to earlier hours other than as specified in the time-table.	Surrender your ticket at the journey commencing station.	After the actual departure of the train and within 3 hrs. 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 Rs. 60/- per passenger.
Missing the connection train for onward journey due to late running of train.	Surrender your ticket at the station refund counter.	Within 3 hrs. of the actual arrival of the train which has been delayed.	Full fare for untravelled portion after retaining fare for the travelled portion.
Cancellation of train due to accidents, breaches or floods	Submission of ticket by passenger or relatives.	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.

(2) Cancellation of e- tickets.-

(i) The e- ticket may be booked and cancelled through internet and the refund of fare shall be credited to the customer.s account after deducting the charges applicable.

(ii) In case of a confirmed e-ticket, refund of fare shall be granted in accordance with rule for unused tickets on which reservation has been made. In case of RAC e-ticket, refund of fare shall be granted in accordance with rule for unused waitlisted and RAC tickets.

(iii) In case of the waitlisted e-ticket on which status of all the passengers is on waiting list even after preparation of reservation charts, names of all such passengers booked on that Passenger Name Record (PNR) shall be dropped from the reservation chart and refund of fare shall be credited to the customer.s account after deducting the clerkage.

(iv) In case on a party e-ticket or a family e-ticket issued for travel of more than one person, some persons have confirmed reservation and others are on the list of RAC and waiting list, then in case of passengers on RAC or waitlisted not travelling, a certificate

has to be obtained from the ticket checking staff to that effect and refund of fare shall be processed online through TDR, indicating the details of the certificate issued by ticket checking staff.

(v) The online TDR shall be filed upto seventy two hours of actual arrival of the train at passenger's destination and the original certificate issued by the ticket checking staff is to be sent through post to Indian Railway Catering and Tourism Corporation (IRCTC). The fare shall be refunded by Indian Railway Catering and Tourism Corporation (IRCTC) to the customer's account after due verification.

(vi) In case of e-tickets (confirmed or RAC), if the reservation charts have been prepared, online TDR is required to be filed for obtaining refund. No refund of fare shall be admissible on e- ticket having confirmed reservation in case the request for refund is filed online after four hours before the scheduled departure of the train.

(vii) No refund of fare shall be admissible on RAC e-tickets in case the request for refund is filed online up to thirty minutes before the scheduled departure of the train.

(3) Refund on Tatkal tickets:

- i. No refund of fare shall be admissible on confirmed Tatkal ticket.
- ii. In case of Tatkal ticket on waitlist, refund of fare shall be granted in accordance with rule for unused waitlisted or RAC tickets.

ii. In case on a party Tatkal ticket or a family Tatkal ticket issued for travel for more than one person, some persons have confirmed reservation and others are on waiting list, full refund of fare, less clerkage, shall be admissible for confirmed passengers also provided that the entire Tatkal ticket is surrendered for cancellation upto thirty minutes before the scheduled departure of the train.

(4) **Postponement or preponement of journey on a reserved, RAC or waitlisted ticket.** The postponement or preponement of journey on confirmed or RAC or waitlisted ticket shall be allowed in the same class and for the same destination instead of any longer distance or any higher class by the same train or by any other train for any subsequent days, subject to condition that the ticket is surrendered during the working hours of reservation office and at least forty eight hours before the scheduled departure of the train in which originally booked.

(5) **Non-commencement or missing of journey due to late running of trains. -**

- i. No cancellation charge or clerkage shall be levied and full fare shall be refunded to all passengers holding reserved, RAC and waitlisted tickets, if the journey is not undertaken due to late running of the train by more than three hours of the scheduled

departure of the train from the station commencing the journey subject to condition that the ticket is surrendered **upto the actual departure of the train.**

- ii. in case of e-tickets, the TDR is filed online before the actual departure of the train for availing full refund.
- iii. In case the ticket is cancelled or surrendered or if the request for refund of fare is filed online after the actual departure of the train, no refund of fare shall be admissible.

(6) Lost, misplaced, torn or mutilated tickets:

- i. No refund of fare in respect of a lost or misplaced ticket shall be granted.
- ii. Refund of fare shall be granted in respect of a torn or mutilated ticket if its genuineness and authenticity are verifiable on the basis of the particulars visible on the face the ticket.
- iii. If the reservation status of a lost, misplaced, torn or mutilated ticket, at the time of receipt of the application for issuance of a duplicate ticket for the purpose of undertaking journey, is confirmed or RAC and that the duplicate ticket is sought before preparation of reservation chart of the concerned train, the station master shall issue a duplicate ticket in lieu of the original ticket on payment of **rupees fifty per passenger in case of second and sleeper class and rupees one hundred per passenger for other classes.**

(7) Application for refund of Passenger Reservation System (PRS) tickets in other circumstances:- 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. The TDR shall be issued only upto **three days** after the scheduled departure of the train.

Guidelines for Passengers for refund of fare.

1. Passenger is required to send an application for refund (in the application form as shown below along with original TDR to the Chief Commercial Manager (Refunds)/N.C.Rly., 2nd Floor, 'E' Block, "Chambal Parisar" Subedarganj, Prayagraj. The application must reach the concerned refund office at the earliest but not later than 10 days from the date of journey.
2. The certificates, issued by TTE/Conductor for lower class travel AC failure, less number of persons traveling, etc. are also required to be enclosed in original with the application.
3. It will be in the interest of passenger to send the application either by hand or by registered post and keep a copy of this receipt and other documents.

4. Refund is granted through Station Pay Order (to be encashed at Station) or Crossed Cheques. Station pay Orders are issued to persons who reside only within the jurisdiction of refund granting railway. However, Crossed Cheques are issued to persons who are residing within as well as outside the jurisdiction of refund granting railway. On receipt of Pay Order passenger should approach the counter of nominated station for encashment within the stipulated period along with proof of his/her identity like some identity card/driving licence/passport/ration card, etc. In case the applicant wants to collect money through his/her representative, appropriate authorization should be made and the authorized persons should likewise carry proof of identity at the time of encashment.

APPLICATION FOR REFUND OF FARE

The Chief Commercial Manager (Refund)

NC Railway, E – Block, Chambal, Prayagraj,

Subedarganj, Prayagraj.

Sir,

Sub: Claim for refund of fare-Ticket/PNR No.

The TDR on prepage was issued on cancellation of the above mentioned ticket(s) at Railway Station.

2. Reasons for cancellation of journey:

3. Names of Passengers for whom the ticket was issued:

1.....2.....

3.....4.....

5.....6.....

4. Out of the above persons, the persons at S. Nos. to

..... Did not travel from.....

Station to.....Station.

5. Additional information, if any

6. I request that the refund due under the rules, may please be sent to me at my follow address, Name of the Railway Station serving my place of residence is

7. Preferable mode of payment

Station Pay Order/Cheque/Money Order.

(Tick mark any one).

Signature of Claimant

Name in Block letters

Full Postal Address

(in clear block letters)

PIN

Date:

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