

However this will not apply where the reservation is done by computerised reservation system.

(14) Advance booking, already made, may be altered in respect of the date and stage carriages upto 48 hours before the departure of the stage carriage for the journey by which advance booking has been initially made, subject to the following conditions:—

the revised date for journey is within the limit of 10 days prescribed in condition for advance booking, from the date of the request for alteration;

accommodation is available on the revised date and in the revised stage carriage;

a fee of not more than rupees two shall be charged for the alteration; and

alteration shall be allowed only once on an advance ticket.

(15) Where the passengers, for whom accommodation has been reserved, are unable to undertake the journey, such passengers shall be entitled to cancel the journey and shall on surrender of the journey ticket be entitled to for the refund of fare as provided hereunder:—

(i) For notice of cancellation of journey intended to be made before the schedule departure of the bus, the percentage of forfeiture of the value of the journey ticket will be as indicated hereunder:—

#### *Notice of cancellation Deduction to be made*

##### **(1) (2)**

Forty-eight hours or more before the Ten percent of the fare of actual commencement of the journey the journey ticket.

Less than 48 hours but more Twenty percent of the fare than 24 hours before the actual of the journey ticket. commencement of the journey

Less than 24 hours but more Twenty-five percent of the than 30 minutes before the actual fare of the journey ticket. commencement of the journey.

Less than 30 minutes before the Fifty percent of the fare of actual commencement and within the journey ticket.

30 minutes after the departure of the bus. (ii) Claim for refund of the balance after deduction from the value of the journey tickets shall be settled subject to the following conditions;—

the passenger shall obtain from the conductor or the booking clerk the date and time of the cancellation; and '

no claim for refund of the fare shall be entertained if it is made after 15 days from the date of journey.

(iii) Except in cases of interruption of service, refund of fare in full or part thereof is not admissible. In case of interruption of service enroute, refund of fare shall be admissible.

#### *Amendments*

The words "Express service or ordinary service whose distance of the route exceeds 120 kilometres", wherever it occurs, substituted by SRO A-62/96 dated 28-5-1996; in clause (8), the words "rupees five" substituted by SRO A-3/2001 dated 3-12-2001.