

Refund rule

The Railways permit refund on cancellation of untravelled and partially travelled journey tickets, after deduction of cancellation charges. You can claim refund on unreserved, reserved, waitlisted and RAC tickets. However you must remember, that your ticket should be surrendered within a prescribed time

Frame vis-à-vis the scheduled/actual departure time of the train. Depending on these time frames a percentage of the fare will be deducted as cancellation charge. These are spelt out in greater detail in the following table.

Nature of Ticket	Time limit for Cancellation of Ticket	Cancellation charge per Passenger	
Untravelled Unreserved Tickets	Within 3 hrs after the actual departure of the train	Rs.10/-	
Unreserved Tickets valid for the day	Within 3 hrs after the departure of the last train of issue the day for your destination	Rs.10/-	
Untravelled Reserved Tickets	More than one day in advance of the scheduled departure of the train (excluding the date of journey)	Rs.50/- - AC I Class,Executive Class Rs.30/- - AC 2 Tier &3 Tier class,AC Chair Car,First Class Rs.20/- - Sleeper ClassRs.10/- - Second Class	
Untravelled Reserved Tickets	One day in advance (excluding the date of journey) and upto 4 hours before the scheduled departure of the train	25% of the Fare Paid	
Untravelled Reserved Tickets	Within 4 hours before the scheduled departure of the train and: -	50% of the fare paid* * (subject to the minimum cancellation charges specified in the shaded section above)	
	After actual Dep. of train		For distance of ^a
	Upto 3 hours		upto 200 KM
	Upto 6 hours		201-500 KM
	Upto 12 hours		over 500 KM
Untravelled Waitlisted/RAC Tickets	After actual Dep. of train	For distance of ^a	
	Upto 3 hours	upto 200 KM	
	Upto 6 hours	201-500 KM	
	Upto 12 hours	over 500 KM	
Untravelled Reserved 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 first lap of journey: - a) If first lap of journey is confirmed b) If first lap of journey is in RAC/WL	a) Cancellation charges will depend on time of cancellation and distance as applicable to reserved tickets for entire journey. b) Rs. 10/- will be levied for entire journey.	

Partially - used Reserved tickets	Within 24 hrs after the arrival of the train where you terminate your journey*	50% of the fare for the untravelled portion of the journey, after retaining fare for the travelled portion subject to a minimum fare for 100 KMs*
Partially - used Unreserved tickets	Within 24 hrs after the arrival of the train where you terminate your journey* *Refunds will not be given at the intermediate station where you terminate your journey. You will need to obtain a Ticket Deposit Receipt and apply for Refunds.	10% of the fare for the untravelled portion of the journey, after retaining fare for the travelled portion, subject to a minimum fare for 100 KMs*
Partially-used Reserved Tickets for Rajdhani/Shatabdi Trains	--	No refund, since break of journey is not allowed by these trains.
* (Ordinary/Mail/Express) PLEASE NOTE: * Do not count the day of journey, while calculating the time frame for surrendering tickets prior to and after departure of the train. * Cancellation charges are calculated on the fare, which includes supplementary charge and reservation fee.		For night trains departing between 21.00 hours and 6.00 hours (actual Dep.), refund shall be granted at the station, either within the time limit specified above or within four hours of the opening of the Reservation Offices, whichever is later. * Night refund counters for computerised tickets are available at select stations. These counters work upto 23.00 hours where passengers can obtain refunds on current day untravelled tickets within the stipulated time. At other computerised Reservation Offices, which close at 20.00 hrs., passengers can obtain refund on current day untravelled tickets at the Station Booking Offices within the stipulated time.

Note: a) Fare includes basic fare, supplementary charge, superfast charges and reservation fee.

b) For the purpose of counting days in advance, the day of journey is not to be included.

c) On surrender of "RAC" tickets, only clerkage will be levied, if no confirmation is made upto final display/preparation of chart. If a berth is allotted at the time of surrender of RAC ticket for cancellation, charges towards cancellation as shown above will be levied.

Reason for Claiming Refund	Procedure for Refund	Time Limit for Claiming Refund	Amount Payable to You								
Failure of AC	Produce a 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 I Class - Difference between AC I class and First Class fare (Mail/Exp.) for the distance AC was not working.</p> <p>Executive Class - Difference between Executive Class fare and First Class fare (Mail/Exp.) for the distance AC was not working.</p> <p>AC 2 tier/3 tier 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 certificate from the Travelling Ticket Examiner along with your journey ticket	Within 20 hrs of the train's arrival at the destination Station	Difference of fare between the fare paid and fare for the class travelled.								
Late running of trains by more than 3 hours	Surrender your ticket at journey commencing station	<table border="1"> <tr> <td>After actual Dep. train of</td> <td>For a distance of</td> </tr> <tr> <td>Upto 3 hours</td> <td>upto 200 KM</td> </tr> <tr> <td>Upto 6 hours</td> <td>201-500 KM</td> </tr> <tr> <td>Upto 12 hours</td> <td>over 500 KM</td> </tr> </table>	After actual Dep. train of	For a distance of	Upto 3 hours	upto 200 KM	Upto 6 hours	201-500 KM	Upto 12 hours	over 500 KM	Full fare without any deduction.
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Upto 3 hours	upto 200 KM										
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Inability of Railways to provide accommodation to reserved passengers	Surrender your ticket at journey commencing station	Within 3 hours after the actual departure of the train	Full fare without any deduction.								
Change in train timings to earlier hours other than as specified in the Time Table	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 clerks charge of Rs.10/-per passenger.								
Missing the connection for onward journey due to late running of train	Surrender your ticket at the junction station	Within 3 hours of the actual arrival of the train which has been delayed	Full fare for untravelled portion after retaining fare for the traveled portion								

Dislocation of the train service 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	Refund will be granted at the station where journey is terminated	a) Full fare paid for the entire booked journey. Full fare b) Full fare for untravelled portion after retaining fare for the traveled portion c) Full fare for untravelled portion after retaining fare for the traveled portion
Cancellation of trains due to accidents, braches or floods.	Surrender your ticket	Within 3 days from the actual 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 from the actual departure of the train	Full fare paid for the entire booked journey.

REFUND OF COMBINED TICKETS

a) You may have reserved tickets where some passengers are waitlisted and others confirmed. If such tickets are cancelled within 4 hrs of the scheduled departure of the train and upto 3 hrs after the actual departure of the train, full refund will be given on confirmed passengers, as well as waitlisted passengers. Only a nominal clerage charge of Rs.10/- per passenger, will be deducted.

.b) If you know before the commencement of your journey that less number of persons will be travelling on a combined ticket than originally booked, you can claim refund for the passengers not travelling on that ticket. To get this refund, you should surrender the original combined ticket at the station. You will then be given the refund and a fresh Ticket for the remaining passengers who are travelling.

c) If you could not claim refund before the commencement of your journey, you should approach the Conductor/Travelling Ticket Examiner. After making necessary endorsements on the ticket and the reservation chart, he will issue printed certificate in the prescribed format which can be used to claim refunds for the passengers who have not travelled. You should apply for refund to the Senior Divisional Commercial Manager.

Refund on Cancellation of Journey-Altered Tickets If you have either advanced or postponed your journey, upgraded from a lower class to higher class or changed to another train and subsequently cancelled your tickets, refund will be granted after retaining two sets of cancellation charges. These will be calculated by: i) Treating the journey alteration as a fresh cancellation. ii) Treating the altered reservation as a fresh reservation. Refund on Tickets Booked against Military Warrants

Military personnel who cancel tickets issued against Military concessional voucher which is partly paid in cash and partly paid through the voucher given by the Defence Authorities, will be refunded the cash portion only. The refund will be granted after deduction of due cancellation charges, at the station itself. As regards the voucher portion, necessary credit will be given to the Defence Authorities.

In respect of tickets issued against Military warrant, fully paid by the Defence Authorities, Military personnel should cancel the reservation and surrender the tickets at the station and obtain a Ticket Deposit Receipt/Surrender Certificate. Refund on Tickets Purchased on Credit Card

Tickets purchased on Credit Cards can be cancelled and Credit slip obtained only at such Railway stations where Credit Card Counters exist.

If you need to cancel your tickets at other stations, where such counters are not available, please cancel your reservation and obtain a Ticket Deposit Receipt. You can then apply to the Senior Divisional Commercial Manager of the respective Division/Chief Commercial Manager (Refunds) of the Zone to which the Ticket Deposit Receipt – issuing station belongs within 10 days from the date of commencement of journey.

Refund on Lost/Mutilated Tickets

No refund is permissible on lost tickets. Please inform the Reservation Office immediately, about the loss of your ticket. This will prevent the fraudulent refund of such tickets.

Refund on torn/mutilated tickets shall be admissible after the deduction of due cancellation charges, provided that the authenticity of such a ticket can be verified from it.

Issue of Duplicate Ticket in lieu of Lost/Mutilated Tickets

Charges for the issue of duplicate ticket before preparation of reservation chart will be as under:

- a) 25% of total fare in case of ticket for journey upto 500 km. 10% of total fare, in case of ticket for journey more than 500 km. (subject to a minimum recovery of 25% of the total charges for the reserved ticket of 500 km).
- b) 25% of the total fare, irrespective of distance, for tickets of trains which have separate all-inclusive fare structure on point-to-point basis, for e.g. Rajdhani, Shatabdi Express.
- c) The 10% or 25% of fare collected for issuing duplicate before preparation of reservation chart against LOST/MISPLACED Reserved /RAC tickets shall be refundable from PRS Terminals at destination stations after completion of Journey.

Charges for issue of duplicate ticket after preparation of reservation chart will be as under:

- a) 50% of total fare in the case of lost reserved tickets.
- b) No duplicate ticket will be issued in case of lost RAC tickets.
- c) 25% of total fare in case of mutilated, reserved/RAC tickets. You should apply for refund to the Station Superintendent of the destination station or Divisional Commercial Manager/Chief Commercial Manager (Refunds) d) No duplicate ticket will be issued in case of lost/mutilated waitlisted tickets.
- e) If a passenger who has paid excess charges in train on account of his reserved or RAC ticket being misplaced torn or mutilated makes an application to the Railway Administration for refund of the charges paid in train, the Chief Commercial Manager (Refunds) of the original ticket issuing Zonal Railway may after making necessary enquiry grant refund of total charge realised in train after retaining the cancellation charge at 50% of a single journey ticket for passenger provided that no one has taken refund earlier on the original ticket.

WHERE CAN YOU GET A REFUND?

A. You can get a refund across the counter

If you cancel your tickets within the prescribed time limits specified in the Refund Rules, you can claim your refund across the counter, at the station itself.

If you hold a computerised ticket, for journey commencing/ terminating in any Railway, you can collect your refund at any of its Computerised Reservation Centres. However, refund in such cases will be granted only if the ticket information can be verified.]

- i) During the working hours of the Reservation Office and
- ii) Before the preparation of the Reservation Chart for the relevant journey, from the station where the tickets is valid
- iii) In the event of cancellation of your computerised tickets, You will be given a cancellation ticket which will contain details of the amount of refund and cancellation charges.

B. You can get a refund from the Station Managers/Deputy Station Superintendent (Commercial.)/Chief Reservation Supervisor.

If you wish to apply for a refund beyond the prescribed time limit, you can approach the Station manager in-charge of the Station/Deputy Station Superintendent (Commercial)/Chief Reservation Supervisor, to obtain spot refund. For this,you will first need to satisfy the nominated officials, that your ticket has not been used.

This facility is available only at certain nominated stations and is subject to the discretionary powers of the officials nominated:

Refund granted at this level is subject to a deduction of 10% of the amount in case of unreserved, waitlisted and RAC tickets and 50% of the amount in case of reserved tickets.

C. You can get a Refund from the Senior Divisional Commercial Manager

If, for any reason, you are unable to obtain refunds across the counter or from the Station Managers, you have the option of applying for refund to the Senior Divisional Commercial Manager/Divisional Commercial Manager A step-by-step guide to claiming such refund has been outlined below for your convenience:

Step 1:

For totally unused tickets, obtain a Ticket Deposit Receipt from the Station Manager of the nearest major station. This should be done within 10 days from the date of scheduled travel.

For partially-used tickets, collect the Ticket Deposit Receipt from the Station Manager of the station where you have terminated your journey. This should be done within 24 hrs. of the arrival of the train at that station.

Step 2:

Check the station index on Page No. and ascertain the Division to which the Ticket Deposit Receipt-issuing station belongs.

Step 3:

Apply to the Senior Divisional Commercial Manager of the respective Division, within 10 days from the scheduled date of journey. No claim will be entertained beyond this time limit.

Along with your application, enclose your Ticket Deposit Receipt. Please retain a photostat copy of the ticket/TDR and any other documents enclosed. In your interest, you are advised to send your refund application by courier or registered post. There may be occasions, where you may have to seek a refund for a journey outside the one Railway territory. In case you obtain a Ticket Deposit Receipt (TDR) at a station outside concerned Railway, ascertain the Zone in which such a station lies from the Station Manager.

Please apply for the refund to the Chief Commercial Manager (Refunds) of the relevant zone.

Mode of Refund:

You are eligible for refund in any one of the following modes, under certain conditions.

❖ Spot Refund

This is an across-the-counter refund done at any Booking Office/Reservation Office of a station.

❖ Through a Station Pay Order to be exchanged at a station

You shall receive the refund through a Station Pay Order only if you reside within the jurisdiction of concerned Railway. Refund issued on Pay Orders can be encashed in person with a proof of identity, like driving license/passport/ration card etc. You can also encash them through a representative, provided he is given appropriate authorisation. The representative is also required to carry proof of identity at the time of encashment.

❖ By Money Order or a crossed Cheque

If you reside outside the jurisdiction of concerned Railway, your refund will be sent through Money Order/Crossed Cheque.

ADDRESSES OF CHIEF COMMERCIAL MANAGERS (REFUND) OF ZONAL RAILWAYS

Chief Commercial Manager Central Railway New Administrative Building Second Floor Mumbai CST - 400 001	Chief Commercial Manager Eastern Railway 3 Koilaghat Street Kolkata - 700 001	Chief Commercial Manager Northern Railway ,Second Floor New Delhi Station Building New Delhi - 110 001
Chief Commercial Manager North Eastern Railway Gorakhpur-273 001.	Chief Commercial Manager North East Frontier Rly. Maligaon, Guwahati	Chief Commercial Manager South Eastern Railway 14- Strand Road Kolkata700001
Chief Commercial Manager South Central Railway Rail Nilayam Secunderabad - 500 071	Chief Commercial Manager Southern Railway Chennai - 600 003	Chief Commercial Manager Western Railway Second Floor, Station Building, Church Gate, Mumbai - 400 020
Chief Commercial Manager North Western Railway Jaipur	Chief Commercial Manager East Central Railway Hajipur	Chief Commercial Manager East Coast Railway Bhubaneswar
Chief Commercial Manager South Western Railway Hubli	Chief Commercial Manager West Central Railway Jabalpur	Chief Commercial Manager North Central Railway Allahabad
Chief Commercial Manager South East Central Railway Bilaspur		