What are the prescribed limits for refund?

1. In case of confirmed reserved tickets, upto 2 hours of the actual departure of the train irrespective of distance. No refund will be granted after two hours of the actual departure of the train.

2. In case of RAC/waitlisted tickets upto three hours after the actual departure of the train irrespective of the distance. No refund will be granted after 3 hours of the actual departure of the train.

3. For trains departing between 21.00 hours and 06.00 hours (actual departure), you can get a refund within two hours of opening of the Reservation Office, in case no current counters are available at the originating station.

What about refunds after the prescribed time limits?

If you have not cancelled the tickets within the prescribed time limits, you can approach the Deputy Station Superintendent (Commercial)/Station Manager or Chief Reservation Supervisor of nominated stations. They are authorised to grant refunds upto 30 days from the date of journey on tickets issued from their stations by condoning the delay in surrendering the tickets for cancellation. You must also satisfy the Station Manager that your ticket is not used.

Suppose I am unable to approach the concerned authorities, what do I do?

In such cases, you must obtain a Ticket Deposit Receipt (TDR) from the nearest major station within 30 days from the date of scheduled travel. You must then submit an application in the prescribed form (Printed on the back of TDR) to the Chief Commercial Manager (Refunds) of the Zonal Railway to which the Ticket Deposit Receipt-issuing station belongs.

This application must be submitted within 90 days from the date of your journey. The refund officer will examine the case on merit and, if decided, refund will be sent to you by a Station Pay Order (to be encashed at station) or Money Order or Crossed Cheque.

Will the entire amount be refunded or will I lose some money?

The fare you paid for your ticket will be refunded after deducting cancellation charges.

How much will be deducted as cancellation charges?

The amount deducted is based on the time of cancellation and the status of your ticket. Detailed are given below:

(i) For cancellation of confirmed tickets more than 48 hours advance of the scheduled departure of the train.

<table>
<thead>
<tr>
<th>Flat cancellation charges per passenger</th>
<th>Class of your ticket</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rs. 120</td>
<td>AC First/Executive class</td>
</tr>
<tr>
<td>Rs. 100</td>
<td>AC-2tier/Ist class</td>
</tr>
<tr>
<td>Rs. 90</td>
<td>AC-3tier/AC chair car, AC-3 Economy</td>
</tr>
<tr>
<td>Rs. 60</td>
<td>Sleeper</td>
</tr>
<tr>
<td>Rs. 30</td>
<td>Second class</td>
</tr>
</tbody>
</table>
(ii) For cancellation of confirmed tickets less than 48 hrs and
up to 6 hrs before the scheduled departure of the train, the
cancellation charges will be 25% of the total fare paid by you.

(iii) For cancellation of confirmed tickets less than 6 hrs be-
fore the scheduled departure of the train and up to 2 hrs of
the actual departure of the train, the cancellation charges will
be 50% of the fare paid by you, subject to flat cancellation
charges for each class.

(iv) For cancellation of RAC/Waitlisted tickets if ticket is pre-
sented for cancellation up to 3 hours of the actual departure
of the train irrespective of distance, full refund of fare will be
given, after deducting the clerkage charge per passenger.

If you are having a ticket with several legs of journey, if the first
leg of the journey is confirmed the whole ticket will be treated
as a confirmed ticket for purpose of applying cancellation/re-
fund rules. On the other hand if the first leg of the journey is in
the waiting list, even if all the other legs of onward journey
are confirmed, the whole ticket will still be treated only as wait-
listed ticket for purpose of granting refund.

More questions answered on refund of tickets...

Can refund be claimed if the AC fails during the journey?
Yes, passengers travelling by air conditioned class can claim
refund if the AC fails enroute. You can get a refund of difference
of fare for the distance the AC was not functioning.

This refund should be claimed immediately at the end of the
journey or within 20 hours of the arrival of the train at the
destination, on production of the ticket and certificate issued by
the Travelling Ticket Examiner.

Can I claim refund if I had to travel in a lower class, even
though I had a higher class ticket?
If you were forced to travel in a lower class for want of
accommodation, you can get a refund of difference of fare
between fare paid and fare for the class actually travelled.
This refund should be claimed within 2 days of the date of
issue of the certificate (excluding the date of issue) of the
arrival of the train at your destination. To claim this refund, you
will need to submit your ticket along with the certificate issued
by the Travelling Ticket Examiner.

I had a reserved ticket but I was not provided
accommodation. Can I ask for full refund?
If you were not provided accommodation due to unforeseen
circumstances, you are entitled to full refund of the fare paid
by you without any deductions. To claim this refund, you should
surrender your ticket at the journey originating station within
three hours after the actual departure of the train.

Will I be able to get a refund if I do not wish to travel due
to late running of trains?
If your train is running late by more than three hours, you can
get a refund of full fare paid by you without any deductions.
You can claim this refund at the journey commencing station
upto the actual departure of the train.

I could not continue my onward Journey due to late
running of the connecting train. Can I claim a refund?
After deducting fare for the travelled portion, you will be
refunded the balance fare.
To claim this refund, you are required to surrender your ticket at
the station, within three hours of the actual arrival of the train
which has been delayed.

Can I claim full refund if my train is cancelled?
If your train is cancelled due to accidents, breaches or floods,
you will be refunded the full fare paid by you. To claim this
refund, you should surrender your ticket within three days
of the scheduled departure of the train.

What about refund for a ticket where some passengers
are Confirmed and others are Waitlisted?
In combined tickets, where few passengers are Waitlisted and
others are Confirmed, you will be given full refund less clerk-
age charge in respect of all passengers, if such tickets are
cancelled within 6 hours before the scheduled departure of
the train and up to 2 hours after the actual departure of the
train.

Can I get a refund on a ticket that I have lost?
No, you cannot get any refund on a lost ticket. However, you
will be allowed to travel on the reservation already made, after
paying the prescribed charges for the issue of a duplicate ticket.
In your own interest, you are requested to inform the Reservation
Office immediately about the loss of your ticket. This will also
help prevent fraudulent refund claims.

How much will it cost me to get a duplicate ticket?
If the loss of your Confirmed/RAC ticket is reported before the
preparation of the Reservation Chart, a duplicate ticket will
be issued on collection of Rs. 50 per passenger for second
& sleeper class and Rs. 100 per passenger for other classes.

In case of the loss of your confirmed ticket is reported after
preparation of the Reservation Chart, a duplicate ticket will be
issued on collection of 50% of the fare. No duplicate ticket will
be prepared after preparation of Reservation chart in case of
RAC tickets.
What is clerkage charge and when is it levied?

Same as otherwise mentioned, clerkage is a charge levied for the clerical work rendered in refund of fares on cancellation of unreserved, wait-listed & RAC tickets. The amount of clerkage charge is Rs. 30 per passenger, except for second class unreserved tickets where it is Rs. 15.

How much refund is given on surrendering unused unreserved ticket?

If an unused unreserved ticket is presented for cancellation, full fare is refunded after deducting the per passenger clerkage charge provided that the ticket is surrendered for cancellation to the station master.

(i) within 3 hours of issue of tickets.
(ii) In case tickets issued in advance, the ticket is presented upto 24 hours of the day preceding the day of journey.

Rail Travel Concessions

Railways provide travel concessions to various categories of travellers, like students, sports persons, scouts and guides, farmers, industrial workers, teachers, senior citizens, handicapped persons, etc. For easy reference, we have drawn up a Rail Travel Concession Table, showing details of travellers eligible for concession, amount of concession and the conditions, if any, for availing the concession. The Table is divided into two parts. “Part A” contains those concessions which are available directly at stations & booking/reservation offices by producing the necessary documents. “Part-B” contains those concessions where the persons should approach the designated Commercial Officers of the Railway in the Area, Division or Zonal Railway Headquarters. After verifying the eligibility, the Officers issue necessary authorization letter on the basis of which, the Station Managers & Booking/Reservation offices issue concessional tickets.

If you are eligible for any of the concessions, please remember...

1. Concession is admissible on basic Mail/Express/Rajdhani/Shatabdi/etc fares only and not on ‘Ordinary’ fares applicable to Passenger trains, superfast surcharge, reservation fee and safety surcharge and service tax etc.

2. All types of concessions can be availed only when tickets are purchased across the counter at Stations & Reservation/Booking offices. No one is granted concession on the train.

3. Availing two different types of concessions by the same person for the same journey is not permissible.

4. The concessional ticket cannot be changed to a higher class even if you are willing to pay the difference in fare.

5. In certain cases where concession is admissible in First Class but not in AC 2-tier, concession tickets for AC 2-tier can be purchased on payment of concessional fare for First Class plus the difference of actual fare of First class and AC 2-tier.

6. Concession is not admissible for a journey where the cost of travel is borne by Central/State Governments/Local Bodies/Corporations or Govt. Undertakings, Universities, etc.

7. Some of the concessions are admissible subject to the minimum distance of journey which have been specified in the relevant categories.

8. It may be noted that the general and broad information about availability of concessions has been provided in the following pages, and is only indicative. This is not a substitute for the concerned Tariff books on Railway Concessions which contain detailed information, procedure, conditions, prescribed formats and certificates needed for availing such concessions.