

Cancellation and Refund Rules for IRCTC Trains

E-Ticket booked for IRCTC Trains can be cancelled online and refund will be granted by the system as per IRCTC Refund Rules, as follows:

1. Cancellation Charges for Confirmed Tickets

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

- a) If a confirmed ticket is cancelled online **more than forty-eight (48) hours in advance** of the scheduled departure of the train, a minimum per passenger cancellation charges shall be deducted at the flat rate as below:

Class of Your Ticket	Flat Cancellation Charges per Passenger
Executive Class (EC)	₹240/- +GST
AC Chair Car (CC)	₹180/- +GST

- b) If a confirmed ticket is cancelled online **between forty-eight hours (48) and up to twelve (12) hours before the scheduled departure of the train**, cancellation charges will be deducted as follows:

25%(Twenty Five percent) of the fare subject to the minimum cancellation charge referred to in clause 1(a) plus GST applicable for all AC Classes

- c) If a confirmed ticket is cancelled online **within twelve (12) hours and up to four hours before the scheduled departure of the train**, cancellation charges will be deducted as follows:

50%(Fifty percent) of the fare subject to the minimum cancellation charge referred to in clause 1(a)) plus GST applicable for all AC Classes

- d) **No refund of fare** shall be admissible on the tickets having confirmed reservation in case ticket is not cancelled online or TDR not filed online **up to four hours before** the scheduled departure of the train

2. Cancellation Charges for Waitlisted Tickets

- a) In case a wait-listed ticket is cancelled online, the refund of fare shall be made after deducting the cancellation charge of **₹ 20/- +GST** per passenger, if the ticket is cancelled online up to four hours before the Scheduled Departure of the Train.
- b) If all passengers on a ticket remain on waiting list after first charting, user need not cancel such tickets. Such tickets will be cancelled automatically through the system, and the full refund will be credited back, without deducting any cancellation.

3. Cancellation Charges for Partially Confirmed Tickets

- a) In case, on a party e-ticket or a family e-ticket issued for travel of more than one passenger, some passengers have confirmed reservation and others are on waiting list, full refund of fare, less cancellation charge of ₹ 20/- +GST per passenger, shall be admissible for confirmed passengers also subject to the condition that the ticket shall be cancelled online or online TDR shall be filed for all the passengers up to four hours before the Scheduled Departure of the Train.
- b) In case, on a party e-ticket or a family e-ticket issued for travel of more than one passenger, some passengers have confirmed reservation and others are on waiting list, full refund of fare without deducting cancellation, shall be admissible for confirmed passengers also subject to the condition that the ticket shall be cancelled online or online TDR shall be filed for all the passengers after first charting and up to thirty minutes before the scheduled departure of the train.
- c) In case of party e-ticket or family e-ticket issued for travel of more than one passenger, some passengers have confirmed reservation and others are on the list of waiting list, then in case of passengers in waiting list not travelling, a certificate shall be obtained by travelling passengers 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 and the online TDR shall be filed up to seventy-two (72) hours of actual arrival of the train at passengers' destination and the original certificate issued by ticket checking staff shall be sent through post to Group General Manager/IT, Indian Railway Catering and Tourism Corporation Ltd., Internet Ticketing Centre, IRCA Building, State Entry Road, New Delhi – 110055

4. Cancellation Charges for Wait List Tickets Dropped from Charting

In case of wait-listed e-tickets on which all the passengers are on waiting list even after preparation of reservation chart, names of all such passengers booked on that Passenger Name Record (PNR) will be dropped from the reservation chart and refund of full fare will be credited back to the account from which booking transaction took place, without deducting any cancellation charges.

5. Cancellation Charges for Full Cancellation of Train (from originating station to destination station)

In case of full cancellation of trains from source to destination, automatic full refund of fare on confirmed e-tickets will be directly credited back to the account from which booking transaction took place, and online cancellation or filing of TDR is not required in such cases for use ₹

6. Cancellation Charges for Partial Cancellation of Train

In case of partial train cancellation, train diverted, train short terminated etc., TDR is required to be filed online up to Seventy Two Hours of the Scheduled Departure of the Train at Passenger's Boarding Station.

7. Cancellation Charges for Train Running More than 3 Hours Late and Passenger not travelled

No cancellation charge will be levied and full fare will be refunded back to all passengers holding fully or partially confirmed 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 journey subject to the condition that:

- i. Train is running late by more than three hours at the passenger boarding station.
- ii. TDR is filed online before the actual departure of the train, for availing full refund.
- iii. All passengers booked on a PNR have not travelled.

In case the ticket is cancelled, or if the request for refund of fare is filed online after the actual departure of train, No refund of fare will be admissible.

8. TDR filing for IRCTC Trains (Rules & Validations)

S. No.	TDR Filing Reasons	Time Limit/Rules
1	Train late more than three hours and passenger Not travelled	Up to the actual departure time of the train at Boarding Station.
2	Difference Of Fare In Case proper Coach Not Attached. (passenger has to travel in lower class)	Up to 2 days (Excluding the day of issue of the certificate)
3	AC Failure	Within 20 hours of actual arrival time of the train at Passenger's Destination Station.
4	All Confirmed Passenger Not Travelled	Up to 4 hours before the Schedule Departure time of the train at Passenger's Boarding Station.
5	Train Diverted and Passenger Not Travelled	Up to 72 hours from Schedule Departure of the Train from Passenger's Boarding Station
6	Train Diverted and Train not touching Boarding Station	Up to 72 hours from Schedule Departure time of the train at Passenger's Boarding Station.
7	Train Diverted and train not touching Destination Station	Up to 72 hours from Schedule Departure time of the train at Passenger's Boarding Station.
9	Party Partially Confirm/Waitlist & Waitlisted Passengers Did Not Travel	Up to 72 hours of actual Arrival Time of the Train at Passenger's Destination Station.
10	Party Partially Confirmed/Waitlisted And All Passengers Did Not Travel.	Up to 30 Minutes before the Schedule Departure Time of the Train at Passenger's Boarding Station.
11	Difference of Fare as Passenger Travelled in Lower Class	Up to 2 days (Excluding the day of issue of the certificate)
12	Party Partially Travelled (Refund on Partially Used Ticket)	Up to 72 hours from Schedule Departure Time of the Train at Passenger's Boarding Station.

13	Passenger Not Travelled as Reservation provided in Lower class	Within 3 Hours from the Actual Departure Time of the train at Passenger's Boarding Station
14	Passenger Not travelled Due To Coach Damage	Within 3 Hours from the Actual Departure Time of the train at Passenger's Boarding Station
15	Train Terminated Short of Destination	TDR shall be filed up to 72 hours of the Scheduled Arrival of the Train at Passenger's Destination.

Connecting Train ticket booking not allowed on IRCTC trains. As such no refund is applicable on connecting journey tickets.

Existing TDR filing rules may be found here: <http://contents.irctc.co.in/en/Refundrule2015.pdf>