

CANCELLATION OF ALL TRAIN SERVICES BY INDIAN RAILWAYS IN THE WAKE OF COVID-19

For trains cancelled by Indian Railways, full refund will be provided automatically by IRCTC. Users need not cancel their e-tickets. Full fare will be credited back into users accounts from which payment was made.

Frequently Asked Questions (FAQ)

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Do I need to cancel ticket if train is cancelled?

No, You don't need to cancel the ticket. In case of cancellation of trains in its complete journey by Indian Railways, there is no need for cancellation of tickets by users. Refund process is fully automatic in such cases. No action required on the part of users. Users are also requested not to give response to any false call received in this regard of claiming fast refund and asking for your credentials in any form. IRCTC never asks for user credentials for making refund.

How much refund will I get if I cancel my train ticket?

If a user cancels his ticket he will get refund as per Railway Refund rules as per the time limits for refund of cancelled tickets.

In case of train cancellation by Indian Railways, users are advised not to cancel their tickets as full refund will be processed automatically by IRCTC on the following day of the train journey.

Where will I get refund of my train ticket?

In case of cancellation of trains, automatic full refund of fare on confirmed or RAC e-tickets shall be directly credited to the same account from which

booking transaction took place and online cancellation or filing of TDR shall not be required in such case.

When will I get refund of my train ticket?

If train is cancelled, e-ticket refund will be automatically credited to customer's account from which ticket was booked. The refund process will take 3 to 7 working days from the scheduled departure of the train.

How can I track cancellation status of my cancelled ticket?

If train is cancelled, e-ticket will be automatically cancelled and user will receive SMS informing him/her about the cancellation of e-ticket.

To check the cancellation status of such tickets, Please login to IRCTC e-ticketing website and visit:

My Account→My Transactions→Ticket Cancellation History.

How can I track Refund status of my cancelled ticket?

To check the refund status of cancelled tickets, Please login to IRCTC e-ticketing website and visit:

My Account→My Transactions→Ticket Refund History

I got the news that no trains will be running till 30th June 2020, but when I cancelled the ticket for this, full refund was not provided.

In the current COVID-19 situation, IRCTC advises users not to cancel their e-tickets as it will be automatically cancelled. If user has cancelled any such ticket and have got partial refund, IRCTC will process rest refund amount into user's account through an automated process. IRCTC is continuously working on refunds to e-ticket customers for cancellation of trains. Users are advised not to get worried in case of less refunds as rest amount will get credited in few days.

Trains till 30th June 2020 have been cancelled, but my ticket has not been cancelled so far.

In case Train has been cancelled, users are advised to relax as tickets cancellations are in process and automatic refunds will be credited to your account from which it was booked. User need not cancel or complain. Please cooperate with us.

Refund status is displayed Refunded on IRCTC website but my Bank says that no refund has been credited.

In case Refund status has been marked Refunded on IRCTC website and bank has no update about it, please quote Bank Reference No (Displayed against Refund Details section of Refund History) to your bank for necessary action their end.