

VERY IMPORTANT INFORMATION FOR REFUND OF CANCELLED TRAINS

Dear Users,

We, at IRCTC, are committed to serve you in the best possible manner despite restrictions in the movement of staff to work centers due to COVID-19 restrictions imposed in the country in National Interest.

Indian Railways have cancelled all trains from 22.03.2020 to 30.06.2020. Since this is a large-scale cancellation, with no precedence in the past, a huge number of refund transactions are involved. Because of which, refund processing may take some time but full refund will be made into user accounts in 4 to 7 working days following journey dates of the trains cancelled.

We are working with reduced staff strength and still trying to process the refunds in the fastest possible manner for all those cancelled trains with Journey dates from 22.03.2020 to 30.06.2020. Full refund will be made automatically to all Users who have booked their tickets for above Journey dates. **Users are requested not to cancel their tickets for above-mentioned Journey dates, so as to ensure refund of full fare amount in their respective payment instruments from which booking amount was paid.**

We also request Users to bear with us on making calls to 139 and IRCTC Call Centre for refund of these Cancelled trains as the refund process is automatic and use digital channels by logging into website or mobile app to check the status of refund.

Users are also requested not to solicit any calls claiming faster refunds and asking for your bank credentials or OTP, as IRCTC never asks for such information for making refunds to its users.

STAY HOME!

STAY SAFE!

FIGHT COVID – 19!

Warm Regards,
IRCTC