

Refund Rules and TDR Filing w.e.f. 12-NOVEMBER-2015

Authority:- Railway Board letter No. TCII/2003/2015/Refund Policy/1 dated 06-Nov-2015. The Gazette Of India Notification Dated 04-Nov-2015.

Ticket Booking/cancellation Hours: 00.20 HRS to 23.45 HRS

Refund Rules:- (i-ticket & e-tickets)

Reservation Failed Transaction:- (i-ticket & e-tickets)

If amount debited from customer account and ticket not issued, IRCTC will refund the entire Fare and IRCTC convenience fee electronically (as credit to the relevant credit /debit card account used for the transaction), but the bank/card transaction charges are likely to be forfeited.

IRCTC's payment reconciliation team works on a 24 x 7 basis, IRCTC offers no guarantees whatsoever for the accuracy or timeliness of the refunds reaching the Customers card/bank accounts. This is on account of the multiplicity of organizations involved in processing of online transactions, the problems with Internet infrastructure currently available and working days/holidays of financial institutions.

Refund on cancellation: - (i and e-ticket)

The e-tickets shall be cancelled through internet and the refund of fare shall be credited to the account from which booking transaction took place, after deducting the applicable charges and in case of i-tickets, the ticket shall be cancelled at the reservation counter and thereafter on online application, due shall be credited to the account from which booking transaction took place.

In case of e-tickets shall be cancelled online or online TDR shall be filed within the time limits prescribed under these rules for obtaining refund.

All refund will be processed as per Extant Railway Refund Rules:

1. Cancellation Charges for Confirmed Tickets: -

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

- (a) If the ticket is presented for cancellation more than forty eight hours in advance of the scheduled departure of the train, a minimum per passenger cancellation charges shall be deducted at the flat rate:

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Class of your ticket	Flat Cancellation charges per passenger
AC First/Executive Class	Rs.240 plus GST

First Class/AC 2 Tier	Rs.200 plus GST
AC Chair Car/AC 3Tier/AC 3 Economy	Rs.180 plus GST
Sleeper Class	Rs.120
Second Class	Rs.60

(b)

If the ticket is presented for cancellation between forty eight hours and upto twelve hours before the scheduled departure of the train	25% (twenty five) percent of fare subject the minimum of the cancellation charge referred to in clause 1(a) plus GST applicable for all AC Classes
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(c)

If the ticket is presented for cancellation within twelve hours before the scheduled departure of the train and upto four hours before the scheduled departure of the train irrespective of distance	50% (Fifty) percent of fare subject to a minimum of the cancellation charge referred clause 1(a)) plus GST applicable for all AC Classes
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- (d) No refund of fare shall be admissible on the ticket having confirmed reservation in case ticket is not cancelled or TDR not filed online upto four hours before the scheduled departure of the train.
- (e) No refund of fare shall be admissible on RAC e-tickets in case the ticket is not cancelled or TDR not filed online upto thirty minutes before the scheduled departure of the train.

2. Cancellation Charges for RAC or Waitlisted Tickets:-

- (a) In case of e-tickets shall be cancelled online or online TDR shall be filed within the time limits prescribed under these rules for obtaining refund.
- (b) Where a RAC ticket or wait-listed ticket is presented for cancellation, the refund of fare shall be made after deducting the clerkage if the ticket is present for cancellation upto thirty minutes before the scheduled departure of the train irrespective of the distance.

Clerkage Charge:-

Upto 30 minutes before the scheduled departure of the train irrespective of the distance	Clerkage charge Rs.60 per passenger plus GST applicable for all AC Classes
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- (c) No refund shall be granted on RAC ticket or wait-listed ticket after thirty minutes before the scheduled departure of the train.
- (d) Where confirmed reservation has been provided to RAC or wait-listed ticket holder at any time upto final preparation of reservation chart, such ticket shall be treated as a reserved ticket and

cancellation charges shall be payable in accordance with clause 1 (Cancellation Charges for Confirmed Tickets):-

3. Cancellation Charges for Partially Confirmed Tickets:-

- (a) In case of e-tickets shall be cancelled online or online TDR shall be filed within the time limits prescribed under these rules for obtaining refund.
- (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 RAC or waiting list, full refund of fare, less clerkage, 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 upto 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 RAC or waiting list, then in case of passengers or RAC or waiting list not travelling, a certificate shall be obtained 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 upto seventy two 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 & Tourism Corporation Limited, 2nd Floors, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi- 110029.

4. Full Wait list Ticket

- (a) In case of wait-listed e-tickets on which of all the passengers is on waiting list even after preparation of reservation chart, names of all such passengers booked on that Passenger Name Record (PNR) shall be dropped from the reservation chart and refund of fare shall be credited to the account from which booking transaction took place after deducting clerkage.
- (b) In case of wait-list i-ticket, such tickets can be cancelled at the computerized Passenger Reservation System (PRS) counter upto thirty minutes before the scheduled departure of the train irrespective of the distance.

No refund of fare shall be granted on RAC or wait-listed ticket after thirty minutes before the scheduled departure of the train.

5. Cancellation of Train:-

(a) e-tickets:-

In case of cancellation of trains, automatic full refund of fare on confirmed or RAC e-tickets shall be directly credited to the account from which booking transaction took place and online cancellation

or filing of TDR shall not be required in such case.

(b) i-tickets:-

In case of i-ticket, the ticket can be cancelled upto 72 hrs after the scheduled departure of train at any computerized reservation counter.

Note: Train Diverted - Please refer clause 14(9), 14(10), 14(11)

TDR shall be filed upto seventy two hours of schedule departure of the train at passengers boarding station

6. Train Running More than Three hours Late and passenger not travelled: -

No cancellation charge or clerkage shall be levied and full fare shall be refunded to all passengers holding reserved, RAC and wait-listed 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

- (a) In case of e-ticket, the TDR is filed online before the actual departure of the train for availing full refund.
- (b) In case of i-ticket, the ticket surrendered upto the actual departure of the train.
- (c) In case the ticket is cancelled or surrendered or if the request for refund of fare is filed online after the actual departure of train. No refund of fare shall be admissible.

7. Cancellation of tickets where railway administration is unable to provide accommodation

Where a railway administration is unable to provide accommodation for any reason whatsoever to passengers holding reserved tickets, no cancellation charge shall be levied and full refund of fare shall be granted to them if such tickets are surrendered for refund within three hours from the actual departure of the train.

Provided that when the train is cancelled due to unforeseen circumstances such as accident, breach or flood, the ticket is surrendered within three days excluding the scheduled day of departure of the train.

8. Refund on partially used tickets:-

- a) Where a passenger terminates the journey enroute, a ticket deposit receipt (TDR) shall be issued to the ticket holder by the station master of the station in lieu of surrender of the ticket. The original certificate issued by ticket checking staff shall be sent through post to:

Group General Manager/IT, Indian Railway Catering & Tourism Corporation Limited, 2nd Floors, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi- 110029.

- b) In case of i-ticket, The TDR shall be issued only upto three days after the scheduled departure of the

train.

- c) In case of e-ticket, TDR is filed online upto 72 hours after the scheduled departure of the train.
- d) The TDR shall be issued to the passenger and the passenger may apply for refund of fare within ten days from the date of commencement of journey.

9. Refund of certain fare on failure to provide air-conditioning facility in air-conditioned coaches:-

Where the air-conditioning facility could not be provided for a portion of journey, refund on tickets issued for air-conditioned coaches shall be granted for such portion on the following basis namely

- a) If the ticket is for air-conditioned first class, the difference between the air-conditioned first class fare and first class fare;
- b) If the ticket is for air-conditioned II-tier or air-conditioned III-tier class, the difference between air-conditioned II-tier or air-conditioned III tier class fare and sleeper class fare (Mail and Express);
- c) If the ticket is for air-conditioned chair car, the difference between air-conditioned chair car fare and second class fare (Mail and Express);
- d) If the ticket is for executive class, the difference between the notified executive class fare for the concerned section and first class fare (Mail and Express) for the concerned distance of that section.

In case of e-ticket, the online TDR shall be filed upto twenty hours of actual arrival of the train at passenger's destination and the original certificate (GC/EFT) issued by the ticket checking staff (TTE) at the time of journey is to be send to following address through post:

Group General Manager/IT, Indian Railway Catering & Tourism Corporation Limited, 2nd Floors, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi- 110029.

In case of i-ticket, the original certificate (GC/EFT) issued by the ticket checking staff (TTE) at the time of journey is to be send to following address through post:

Group General Manager/IT, Indian Railway Catering & Tourism Corporation Limited, 2nd Floors, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi- 110029.

Refund will be processed through TDR only after receiving the original certificate (GC/EFT). IRCTC will forward the claim to Concerned Zonal Railways under whose jurisdiction the train destination falls. After receipt of the refund amount from the said Railway, refund amount will be credited back to same account of user through which payment was made through opted payment Gateway.

10. Refund of fare when passenger are made to travel in lower class for want of accommodation:-

If the ticket holder of a higher class is made to travel in a lower class for want accommodation in the class for which the ticket was issued, refund is applicable for the difference between the fare paid and the fare payable for the class in which it is actually used.

Automatic refund of the difference of fare is granted to e-ticket passengers at the time of first charting wherever a lower class of accommodation is allotted to passengers. Accordingly, filing of online TDR shall not be required in such cases.

However, for e-ticket passengers, if lower accommodation is provided after the first chart is already prepared, in that case, TDR shall be filed within two days of the date of issue of the certificate (excluding the day of issue of the certificate) and the original certificate (GC/EFT) issued by the ticket checking staff is to be sent through post to

Group General Manager/IT, Indian Railway Catering & Tourism Corporation Limited, 2nd Floors, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi- 110029.

Refund will be processed through TDR only after receiving the original certificate (GC/EFT). IRCTC will forward the claim to Concerned Zonal Railways under whose jurisdiction the train destination falls. After receipt of the refund amount from the said Railway, refund amount will be credited back to same account of user through which payment was made through opted payment gateway.

For counter tickets/i-tickets, issue of certificates by checking staff shall continue as per the existing provisions.

The difference of fare shall not be refunded to passengers who have been provided accommodation out of the Emergency quota.

11. TATKAL Tickets:-

- (a) No refund of fare shall be admissible on confirmed Tatkal Tickets.
- (b) Grant of refund for unused Cancellation Charges for RAC or Waitlisted Tickets as per clause 2" Cancellation Charges for RAC or Waitlisted Tickets"
- (c) In case of party tatkal ticket or family tatkal ticket issued for travel for more than one passenger, some passengers have confirmed reservation and others are on waiting list, full refund of fare, less clerkage shall be admissible for confirmed passengers also subject to the condition that entire tatkal ticket is surrendered for cancellation upto thirty minutes before the scheduled departure of the train
- (d) Grant of refund in case of non-commencement or missing of journey due to late running of train shall be governed by clause 6 " Train Running More than Three hours Late and passenger not travelled".
- (e) Cancellation of ticket where Railway administration is unable to provide accommodation shall be governed by clause 7" Cancellation of tickets where railway administration is unable to provide

accommodation".

- (f) Refund of fare on tatkal tickets when passengers are made to travel in lower class for want of accommodation shall be governed by clause 10" Refund of fare when passenger are made to travel in lower class for want of accommodation" and the refund of difference between tatkal charges, if any, shall also be granted.

Note: (1) Where confirmed reservation has been provided to RAC or Waitlisted ticket holder at any time upto final preparation of charts, such ticket shall be treated as confirmed/partially confirmed and cancellation charges shall be payable as applicable to confirmed/partially confirmed tickets.

12. Ticket booked in Premium Special Trains

1. Cancellation of CNF/RAC ticket booked in Premium Special Trains is not allowed. However, ticket can be cancelled only if the train is cancelled. Refund will be granted by PRS system as per extant Railway Refund Rules.

13. CANCELLATION OF E-TICKETS

- (1) E-Ticket can be cancelled online till preparation of charts and refund will be granted by PRS system as per extant Railway Refund Rules.
- (2) After preparation of charts, the user shall have to file online TDR for claiming refund. The refund case will be decided by Railways. The TDR can be filed by the same user who books the ticket. After receipt of the refund amount from Railway, it shall be credited in the same account through which booking was made through opted payment gateway.
- (3) No refund shall be granted on partially confirmed E-Ticket against which none of the passengers has travelled, if TDR is filed after 30 minutes before the scheduled departure of the train.
- (4) No refund shall be granted on Partial RAC/WAITLISTED TICKET against which none of the passengers has travelled, if TDR is filed after 30 minutes before the scheduled departure of the train.
- (5) No refund will be granted in case of train running more than three hours late if TDR is filled with this reason after actual departure of the train.
- (6) 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 RAC or waiting list, then in case of passengers or RAC or waiting list not travelling, a certificate shall be obtained 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 upto seventy two 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 & Tourism Corporation Limited, 2nd Floors, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi- 110029.

(7) The cases in which TDR are filed are decided by the Zonal Railway under whose jurisdiction the train destination falls. After receipt of the refund amount from the said Railway, refund amount will be credited back to same account through which payment was made through opted payment Gateway.

(8) If customer is not able to cancel through web interface before Chart Preparation, customers are requested to send an email from the email ID to etickets@irctc.co.in from their registered e-mail id with IRCTC.

14. E-Ticket TDR Refund eligibility as per Railway Refund Rules:-

Please note that the decision about the acceptance / rejection or amount of refund will be taken by the concerned Zonal Railways as per extant Refund rules of Indian Railways and not by IRCTC.

S.NO	TDR filing Reason	Refund Eligibility as per Railway Refund Rules
1	Train Cancelled	Refund will be processed automatically w.e.f. 01/07/2015
2	Train Late More Than Three Hours and Passenger Not Travelled.	TDR shall be filed Before the Actual Departure of the train for availing full refund
3	Train Diverted And Passenger Not Travelled	TDR shall be filed upto Seventy Two hours of schedule departure of the train at passenger's Boarding station
4	Train Diverted And Train Not Touching Boarding Station.	TDR shall be filed upto Seventy Two hours of schedule departure of the train at passenger's Boarding station
5	Train Diverted And Train Not Touching Destination Station.	TDR shall be filed upto Seventy Two hours of schedule departure of the train at passenger's Boarding station.
6	Train Terminated Short Of Destination	TDR shall be filed upto Seventy Two hours of schedule arrival of the train at passenger's Destination.
7	Party Partially Travelled (Journey terminated short of destination)	TDR shall be filed upto Seventy Two hours of actual arrival of the train at passenger's destination and the Original certificate (GC/EFT) issued checking staff is to be sent through post to IRCTC.
8	Passenger Not Travelled	No refund of fare shall be admissible on the ticket having confirmed reservation in case ticket is not cancelled or TDR not filed online upto four hours before the scheduled departure of the train. No refund of fare shall be admissible on RAC e-tickets in case the ticket is not cancelled or TDR not filed online upto thirty minutes before the scheduled departure of the train.

9	Party Partially Confirmed/Waitlisted And All Passengers Did Not Travel.	No refund shall be granted on reserved/RAC/waitlisted ticket if it is TDR filed after thirty minutes before scheduled departure of the train.
10	Party Partially Confirmed/Waitlisted And Waitlisted Passengers Did Not Travel	TDR shall be filed upto seventy two hours of actual arrival of the train at passenger's destination and the original certificate (GC/EFT) issued by the ticket checking staff is to be sent through post to IRCTC.
11	Passenger Not Travelled Due To Ticket In RAC After Chart Preparation.	No refund of fare shall be admissible on RAC e-tickets in case the ticket is not cancelled or TDR not filed online upto Thirty minutes before the scheduled departure of the train.
12	AC Failure	TDR shall be filed within twenty hours of actual arrival of the train at passenger's destination and the Original certificate (GC/EFT) issued by the ticket checking staff is to be sent through post to IRCTC.
13	Difference Of Fare As Passenger Travelled In Lower Class.	Automatic refund of the difference of fare is granted to e-ticket passengers at the time of first charting wherever a lower class of accommodation is allotted to passengers.
14	Difference Of Fare In Case proper Coach Not Attached and passenger has to travel in lower class	However, if lower accommodation is provided after the first chart is already prepared, in that case, TDR need to be filed within two days of the date of issue of the certificate (excluding the day of issue of the certificate) and the original certificate (GC/EFT) issued by the ticket checking staff is to be sent through post to IRCTC.
15	Passenger Not Travelled As Reservation provided in Lower class.	Upto 3 hours from the Actual departure time of the train at passenger's boarding station
16	Passenger Not Travelled Due To Coach Damage.	Upto 3 hours from the Actual departure time of the train at passenger's boarding station
17	Missing the connecting train due to late running of first Train.	PNRs should be linked PNRs and TDR shall be filed within Three Hours of actual arrival of train by which passenger has traveled.

15. CANCELLATION OF I-TICKETS

- (1) The tickets cannot be cancelled online.
- (2) In case no facility of cancellation of RAC ticket or wait-listed ticket is available at the station originating the journey for night trains leaving between 2100 hours and 0600 hours (actual departure),

the refund of fare shall be admissible at the station within first two hours after the opening of reservation office.

- (3) In remote and hilly area as identified by the Zonal Railways, with the prior approval of the General Manager and printed in the time table, for night trains leaving between 1900 hours and 0600 hours (actual departure), the refund shall be admissible at the station within first two hours after the opening of reservation or booking office, in case there is no reservation counters or booking office or current counters available in that area.
- (4) There will be no refund in cash at the PRS counter. IRCTC will credit the refund amount in the same account through which booking was made through opted payment gateway.
- (5) In case TDR has to be obtained for claiming refund, it will be obtained from the Railway Station.
- (6) Prefer the claim for refund to the following address attaching the original copy of the Ticket Deposit Receipt and other documents/certificate etc.

Group General Manager/IT, Indian Railway Catering & Tourism Corporation Limited, 2nd Floors, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi- 110029.

The cases in which TDR are filed are decided by the Zonal Railway under whose jurisdiction the TDR is issued. After receipt of the refund amount from the said Railway, refund amount will be credited back to same account through which payment was made through opted payment Gateway.

16. TDR Filing for Agent:-

The Authorized Agents of IRCTC can file TDR through online or can send a mail to IRCTC for filing TDR. The customers who have to claim refund against the tickets purchased through the Agents should approach to the concerned Agent for filing TDR. It should be kept in mind the Railways decide refund cases as per extent Railway Refund Rules. As such it should be ensure that the TDRs are filed within the prescribed time limits.

Whenever Agents receive such requests from their customers, they are required to file TDR through online or send a mail to IRCTC at nominated e-mail id, provided by IRCTC through their registered e-mail id containing following details within prescribed time. If any TDR request is received at other than nominated email id or from other than registered e mail id, IRCTC shall not be entertain the same.

PNR:				Quota	Tatkal/General
Train No.				Journey Date	
Partly/Fully Confirmed					
Sl No.	Passenger Name	Age	Sex	Reason for TDR	
1.					

2.				
3.				
4.				
5.				
6.				

The agent will obtain written request from the customer for refund for record purpose as proof that the customer has preferred claim for refund.

The cases in which TDR are filed are decided by the Zonal Railway under whose jurisdiction the train destination falls. After receipt of the refund amount from the said Railway, refund amount will be credited back to same account of the Agent through which payment was made.