

# Refund Rules and TDR Filing\

**Authority:-** Railway Board letter No.TCII/2003/12/Refund Policy dated 14 Jun 2013 – The Gazette Of India Notification Dated 07.06.2013. [click to view detail circular](#)

**Ticket Booking/cancellation Hours: 00.30 HRS to 11.30 HRS**

**IRCTC Service Charges for I-Ticket (Service charge levied is not Refundable):-**

Class	Service Charge
Sleeper Class/Second Class (SL/2S)	Rs.40/- per ticket plus service Tax
Higher Class (1AC,2AC,3AC,CC,3E,FC)	Rs.60/- per ticket plus service Tax

**IRCTC Service Charges for E-Ticket (Service charge levied is not Refundable):-**

Class	Service Charge
Sleeper Class/Second Class (SL/2S)	Rs.10/- per ticket plus service Tax
Higher Class (1AC,2AC,3AC,CC,3E,FC)	Rs.20/- per ticket plus service Tax

## **Refund Rules:-**

### **Reservation Failed Transaction:-**

If amount getting debited from customer account and ticket not issued, IRCTC will refund the entire Fare and IRCTC service charges 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.

### **Cancellation before Chart Preparation:-**

All refund will be processed as per Extant Railway Rules:

#### **A. 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:-

- If the ticket is presented for cancellation more than forty eight hours in advance of the scheduled departure of the train:-

<b>Class of your ticket</b>	<b>Flat Cancellation charges per passenger in Rupees</b>
AC First/Executive Class	Rs.120
First Class/AC 2 Tier	Rs.100
AC Chair Car/AC 3Tier/AC 3 Economy	Rs.90
Sleeper Class	Rs.60
Second Class	Rs.30

If the ticket is presented for cancellation between forty eight hours and upto six hours before the scheduled departure of the train	If the ticket is presented for cancellation within six hours before the scheduled departure of the train and upto two hours after the actual departure of the train irrespective of distance
25% (twenty five) percent of fare subject the minimum of the cancellation charge referred to in clause A(a)	50% (Fifty) percent of fare subject to a minimum of the cancellation charge referred clause A(a)

**Note: No refund shall be granted on reserved ticket if its surrendered for cancellation after two hours of the actual departure of the train**

**B. Cancellation Charges for Partially Confirmed:-**

**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:-**

<b>Class of your ticket</b>	<b>Flat Cancellation charges per passenger in Rupees for confirmed passenger</b>	<b>RAC/Waitlist Ticket clerkage charge per passenger</b>
AC First/Executive Class	Rs.120	Rs.30
First Class/AC 2 Tier	Rs.100	Rs.30
AC Chair Car/AC 3Tier/AC 3 Economy	Rs.90	Rs.30
Sleeper Class	Rs.60	Rs.30
Second Class	Rs.30	Rs.30

<b>If the ticket is presented for cancellation between forty eight hours and upto six hours before the scheduled departure of the train</b>	<b>If the ticket is presented for cancellation within six hours before the scheduled departure of the train and upto two hours after the actual departure of the train irrespective of distance</b>	
25%(twenty five) percent of fare subject the minimum of the cancellation charge referred to in clause B(a) for confirmed passenger	Some passenger cancelled	All passengers cancelled
	50%(Fifty) percent of fare subject to a minimum of the cancellation charge referred clause B(a) for confirmed passenger	clerkage charge Rs.30 per passenger for all passenger including confirmed passengers
Clerkage charge Rs.30 per passenger for RAC/WAIT LIST Passenger	Clerkage charge Rs.30 per passenger for RAC/WAIT LIST Passenger	

**Note:** No refund shall be granted on Partially confirmed ticket against which none of the passengers has travelled, if it is surrendered /TDR filed two(2) Hours after actual departure of the train.

**C. Cancellation Charges for RAC/Waitlisted Tickets:-**

<b>Upto three (3) Hours actual departure of train</b>	Clerkage charge Rs.30 per passenger
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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.

(2) No refund shall be granted on RAC/WAITLISTED TICKET against which none of the passengers has travelled, if it is surrendered /TDR filed three(3) Hours after actual departure of the train.

**(D) Train Running More than Three hours Late:-**

Full refund is permissible if refund is obtained/online TDR filed before actual departure of the train. No refund is admissible if ticket is cancelled/online TDR is filed after actual departure of the train.

**(E) Cancellation in case of trains cancelled:-**

I- Ticket - The Ticket can be cancelled upto 72 hrs after the scheduled departure of train at any computerized reservation counter

E-Ticket – The Ticket can be cancelled online or TDR can be filed upto 72 hrs after the scheduled departure of train

**(F) TATKAL Tickets**

(i) Confirmed Ticket : No Refund

(ii) RAC/WAITLISTED TICKET :

Upto three (3) Hours actual departure of train	Clerkage charge Rs.30 per passenger
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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.

(2) No refund shall be granted on RAC/WAITLISTED TICKET against which none of the passengers has travelled, if it is surrendered /TDR filed three(3) Hours after actual departure of the train.

(iii) Partially Confirmed Ticket:-

More Than 6(six) hours before schedule departure of Train	<b>Confirmed Ticket – No Refund</b> <b>RAC/Waitlist Ticket - Clerkage charge</b> Rs.30 per passenger
6(six) hours before the scheduled departure of the train or upto two hours of the actual departure of the train	<b>ALL PASSENGER CANCELLED</b> Clerkage charge Rs.30 per passenger for all passengers including confirmed passenger

Note:- No refund shall be granted on Partially confirmed ticket against which none of the passengers has travelled, if it is surrendered /TDR filed two(2) Hours after actual departure of the train.

**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) In case of WAITLISTED E-Tickets on which status of ALL PASSENGERS are on waiting list even after preparation of charts, names of all passengers booked on that PNR shall be dropped from the reservation charts and refund amount shall be credited in the same account through which booking was made through opted payment gateway.
- (4) In case of partial RAC/ WAITLISTED E-Tickets, the user can obtain online refund upto chart preparation. There after the user has to file online TDR if some of the passenger/s remain on RAC.
- (5) No refund shall be granted on confirmed E-Ticket if online **TDR is filed two(2) Hours** after actual departure of the train.
- (6) No refund shall be granted on Partially confirmed E-Ticket against which none of the passengers has travelled, **if TDR is filed two(2) Hours after** actual departure of the train.
- (7) No refund shall be granted on Partial RAC/WAITLISTED TICKET against which none of the passengers has travelled, if TDR is filed three(3) Hours after actual departure of the train.
- (8) No refund will be granted in case of train running more than three hours if TDR is filed with this reason after actual departure of the train.
- (9) In case of E-Ticket issued for travel of more than one passenger, some passengers have confirmed reservation and others are on RAC or Waiting list, then in case of passengers on RAC/ Waiting list, A CERTIFICATE HAS TO BE OBTAINED FROM THE TTE to that effect and online TDR shall have to be filed within seventy two(72) hours after actual arrival of the train at passenger's destination indicating the details of the certificate issued. The certificate shall be sent to **Group General Manager/IT, Indian Railway Catering and Tourism Corporation Ltd., Internet Ticketing Centre, IRCA Building, State Entry Road, New Delhi - 110055**

## **CANCELLATION OF I-TICKETS**

- (1) The tickets cannot be cancelled online.
- (2) The tickets can be cancelled at any PRS counter. For the night trains leaving between 21.00 hours and 06.00 hours(actual departure) cancellation shall be admissible at the station within first two hours after the opening of reservation office, in case no current counters are available at the station originating the journey.
- (3) 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.
- (4) In case TDR has to be obtained for claiming refund, it will be obtained from the Railway Station.

(4) 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 and Tourism Corporation Ltd., Internet Ticketing Centre, IRCA Building, State Entry Road, New Delhi - 110055**

(5) IRCTC will process the refund claim with the Railway Administration and refund granted by the Railway shall be credited to the same account through which booking was made through opted payment gateway.

#### TDR FILING TIME

Reason code	TDR filing Reason	Restrictions
1	Train Cancelled.	72 Hrs from scheduled/Actual departure time dep time
2	Train Late More Than Three Hours and Passenger Not Travelled.	Before actual departure time from boarding station
3	Difference Of Fare In Case proper Coach Not Attached.	72 hrs from actual arrival of the train at passengers destination
4	AC Failure.	72 hrs from actual arrival of the train at passengers destination
5	Travelled Without Proper ID Proof.	72 hrs from actual arrival of the train at passengers destination
6	Wrongly Charged BY TTE.	72 hrs from actual arrival of the train at passengers destination
7	Party Partially Travelled.	72 hrs from actual arrival of the train at passengers destination
8	Passenger Not Travelled.	if all passengers cnf 2 hrs else 3 hrs from actual departure of the train at passenger boarding point.
9	Train Diverted And Passenger Not Travelled.	if all passengers cnf 2 hrs else 3 hrs from actual departure of the train at passenger boarding point.
10	Other Reason Entered	
11	Train Diverted And Train Not Touching Boarding Station.	if all passengers cnf 2 hrs else 3 hrs from actual departure of the train at passenger boarding point.
12	Train Diverted And Train Not Touching Destination Station.	72 hrs from actual arrival of the train at passengers destination
13	Passenger Not Travelled As Reservation Provided In Lower Class.	if all passengers cnf 2 hrs else 3 hrs from actual departure of the train at passenger boarding point.
14	Passenger Not Travelled Due To Ticket In RAC After Chart Preparation.	if all passengers cnf 2 hrs else 3 hrs from actual departure of the train at passenger boarding point.
15	Train Terminated Short Of Destination.	72 hrs from actual arrival of the train at passengers destination

16	Party Partially Confirmed/Waitlisted And Waitlisted Passengers Did Not Travel.	72 hrs from actual arrival of the train at passengers destination
17	Party Partially Confirmed/Waitlisted And All Passengers Did Not Travel.	if all passengers cnf 2 hrs else 3 hrs from actual departure of the train at passenger boarding point.
18	Party Could Not Cancel Because Chart Prepared At Originating Or Previous Remote Location.	if all passengers cnf 2 hrs else 3 hrs from actual departure of the train at passenger boarding point.
19	Train Missed As Connecting Train Was Late.	No check
20	Change In Reservation Status From Confirmed To Waitlisted/Part Waitlisted/RAC After Chart Preparation.	if all passengers cnf 2 hrs else 3 hrs from actual departure of the train at passenger boarding point.
21	After Charting No Room Provided.	if all passengers cnf 2 hrs else 3 hrs from actual departure of the train at passenger boarding point.
22	Difference Of Fare As Passenger Travelled In Lower Class.	72 hrs from actual arrival of the train at passengers destination
23	Fully WL E-Tickets Not Cancelled Due To Chart Not Prepared.	No check
24	Passenger Unable to Travel Due to Wrong Departure Time Updated in PRS System.	if all passengers cnf 2 hrs else 3 hrs from actual departure of the train at passenger boarding point.
25	Passenger Not Travelled Due To Coach Damage.	if all passengers cnf 2 hrs else 3 hrs from actual departure of the train at passenger boarding point.
26	Unable To Cancel Due To Error Message Received From PRS System.	if all passengers cnf 2 hrs else 3 hrs from actual departure of the train at passenger boarding point.