
RAILWAY PASSENGERS (CANCELLATION OF TICKETS AND REFUND OF FARES) RULES, 1990

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RAILWAY PASSENGERS (CANCELLATION OF TICKETS AND REFUND OF FARES) RULES, 1990

In exercise of the powers conferred by sub-section (1) read with Cl. (b) of sub-section (2) of Sec. 60 of the Railway Act, 1989 (24 of 1989) and in supersession of the Railway Passengers (Cancellation of Tickets and Refund of Fares) Rules, 1986, except as respects things done or omitted to be done before such supersession, the

Central Government hereby makes the following rules, namely:

1. Short title and commencement :-

(1) These rules may be called the Railway Passengers (Cancellation of Tickets and Refund of Fares) Rules, 1990.

(2) They shall come into force with effect from 1st September, 1990.

2. Definitions :-

In these rules, unless the context otherwise requires-

(1) "Clerkage" means a charge levied for the clerical work rendered in the refund of fare;

(2) "destination station" means the station for which the ticket has been issued;

¹[(3) "fare" includes basic fare, ²(supplementary charge on superfast trains] and reservation fee.]

(4) "reserved ticket" means a journey ticket on which a berth or seat has been reserved;

(5) "reservation fee" means the charge, in addition to the fare, levied by the railway administration for the reservation of a berth or seat;

(6) "RAC ticket" means a ticket on which a seat has been reserved against requisition for a berth and a berth may be subsequently provided against cancellation, if any;

³ [(7) "Station" means a railway station and Includes other reservation offices or booking offices in the same city];

(8) "station master" means a railway employee by whatever name called, in overall charge of a railway station and includes any other railway employee authorised to grant refund of fare at a station ;

(9) "ticket" means a single journey ticket or any half of a return ticket and excludes season ticket, Indrail Pass ticket and special ticket for a reserved carriage or a tourist car/saloon, or a special train.

1. Published in the Gazette of India. Extraordinary. Pt. II, Sec. 3 (i). dated 18th July, 1990.

2. Subs. by G.S.R. 551 (E), dated 29th August, 1991 (w.e.f. 1st September, 1991).

3. Subs. by G.S.R. 864 (E), dated 15th December, 1994 (w.e.f. 15th December. 1994).

3. Station Master to refund fares :-

(1) Save as otherwise provided in these rules, every refund of fare on unused unreserved ticket shall, when such ticket is presented for refund of fare to the station master of ticket issuing station, be granted by such station master after verification of genuineness of ticket from the record of the station.

(2) Save as otherwise provided in these rules, every refund of fare on reserved tickets. RAC tickets and wait-listed tickets shall, when such tickets are presented for refund of fare to the station master of ticket issuing

(i) the ticket is surrendered for refund of fare during working hours of the reservation office and before the preparation of reservation chart, of the train concerned, for the station from where the ticket is valid;

(ii) the genuineness of ticket and its particulars are verifiable at the refund granting station through computer or from record of the station;

(iii) if the conditions (i) and (ii) above are not fulfilled, a ticket deposit receipt will be issued to the passenger in lieu of the surrendered ticket, who will send an application for refund to the Chief Commercial Manager (Refunds) of ticket issuing railway enclosing the original ticket deposit receipt.]

4. Levy of clerkage charge :-

Save as otherwise provided in these rules, clerkage charges will be levied for cancellation of unreserved, wait-listed and RAC tickets only.]

5. Unused tickets on which no reservation has been made :-

If a ticket on which no reservation of a seat or berth has been made, is presented for cancellation within three hours after the actual departure of the train for which the ticket is issued or for any ticket valid for the whole day, within three hours after the actual departure of the last train of the day for the destination station, refund of fare shall be made on every such ticket after deducting ¹ [Rs. 10] per ticket as clerkage.

1. Subs. by G.S.R. 551 (E), dated 29th August, 1991 (w.e.f. 1st

September, 1991).

6. Unused tickets on which reservation has been made :-

(1) Subject to the provisions of these rules, if a ticket on which reservation of a seat or berth has been made, is presented for cancellation, refund of fare shall be made after deducting cancellation charges from the fare as follows:-

(a) if a ticket is presented for cancellation more than one day in advance of the scheduled departure of the train (excluding the day of journey), cancellation charge shall be deducted at a flat rate of ¹[Rs. 50 for ²[air-conditioned first class/executive class], Rs. 30 for air-conditioned sleeper class/air-conditioned 3-tier sleeper class/first class/air-conditioned chair car, Rs. 20 for sleeper class and Rs. 10 for second class;]

³[(b) if the ticket is presented for cancellation within one day in advance (excluding the day of journey) and up to four hours before the scheduled departure of the train, cancellation charge shall be 25 per cent of the fare subject to the minimum flat rate mentioned in Cl. (a) :

(c) If the ticket is presented for cancellation within four hours before the scheduled departure of the train and up to-

(i) three hours, when the ticket is for a destination station up to 200 kms.,

(ii) six hours, when the ticket is for a destination station of more than 200 kms. but up to 500 kms., and

(iii) twelve hours, when the ticket is for a destination station of more than 500 kms., after the actual departure of the train, cancellation charge shall be 50 per cent. of the fare subject to the minimum flat rate mentioned in Cl. (a): Provided that for night trains leaving between 21.00 hours and 06.00 hours (actual departure), refund shall be admissible at the station within the time-limit specified above or within two hours after the opening of reservation office, whichever is later.]

(2) No refund shall be granted at the station if the ticket is surrendered for cancellation after the expiry of the period mentioned under Cl. (c) of sub-rule (1).

⁴[Note.-(1) In the case of tickets issued for travel from some other

station, refund shall be admissible at the ticket issuing station provided that the ticket is surrendered before the scheduled departure of the train from the station from where the ticket is valid. (2) On a party/family ticket issued for more than one person, where some persons have confirmed reservation and others are on waiting list, full refund less clerkage charges is admissible for confirmed passengers also provided that the entire ticket is surrendered for cancellation at the journey commencing station within 4 hours before the scheduled departure of the train and up to 3 hours after actual departure of the train.]

5 [Explanation.- [* * *]

1. Subs. by G.S.R. 295 (E). dated 29th March, 1995 (w.e.f. 1st April. 1995).
2. Subs. by G.S.R. 801 (E), dated 19th December, 1995, (w.e.f. 19th December. 1995).
3. Subs. by G.S.R. 914 (E), dated 7th December, 1992 (w.e.f. 1st February, 1993).
4. Subs. by G.S.R. 116 (E), dated 8th March, 1996 (w.c.f. 15th April, 1996).
5. Omitted by G.S.R. 551 (E), 29th August, 1991 (w.e.f. 1st September. 1991).

7. Unused wait-listed RAC ticket :-

¹(1) Subject to provisions of sub-rule (2), no cancellation charge shall be payable if a wait-listed or RAC ticket is presented for cancellation-

(i) up to three hours, when the ticket is for a destination station up to 200 kms.,

(ii) up to six hours, when the ticket is for a destination station of more than 200 kms. but up to 500 kms., and

(iii.) up to twelve hours, when the ticket is for a destination station of more than 500 kms. after the actual departure of the train except for a deduction of a clerkage charge of **²**[Rs. 10] per passenger : Provided that for night trains leaving between 21.00 hours and 06.00 hours (actual departure) refund shall be admissible at the station within the time-limit specified above or within first two hours after the opening of reservation office, whichever is later.]

(2) Where confirmed reservation has been provided to RAC or wait-listed ticket-holder at any time up to the final preparation of reservation charts, such ticket shall be treated as a reserved ticket

and cancellation charge shall be payable in accordance with rule 6.

3 [Note.-In the case of tickets issued for travel from some other station, refund shall be admissible at the ticket issuing station, provided that the ticket is surrendered before the scheduled departure of the train from the station from where the ticket is valid.]

1. Subs. by G.S.R. 914 (E), dated 7th December, 1992 (w.e.f. 1st February, 1993).

2. Subs. by G.S.R. 295 (E), dated 29th March, 1995 (w.e.f. 1st April, 1995).

3. Ins. by G.S.R. 914 (E), dated 7th December, 1992 (w.e.f. 1st February, 1993).

8. Cancellation charge when preservation for starting journey is confirmed and onward journey is not confirmed or vice versa] :-

(1) No cancellation charge shall be payable and ¹[fare shall be refundable after deducting only the clerkage charge of ²[Rs. 10] per passenger-]

(a) when the reservation of the starting journey is confirmed but onward journey reservation is not confirmed, if the ticket is cancelled at the starting station ²[up to] one day in advance (excluding the day of the starting journey);

(b) when the reservation of the starting journey is not confirmed but reservation has been confirmed for onward journey, if the ticket is cancelled at the starting station ⁴ [up to] one day in advance (excluding the day of the starting journey) ;

(2) If the ticket is not cancelled within the time-limits (prescribed in sub-rule (1), cancellation charge shall be payable in accordance with Rule 6, but only on that part of the journey ticket on which confirmed reservation has been made.

1. Ins. by G.S.R. 914 (E), dated 7th December, 1992 (w.e.f. 1st February, 1993).

2. Ins. by G.S.R. 551 (E), dated 29th August, 1991 (w.e.f. 1st September, 1991).

4. Subs. by G.S.R. 295 (E). dated 29th March, 1995 (w.e.f. 1st April, 1995).

9. 5["Preponement or postponement of journey on a reserved, RAC or wait-listed ticket"] :-

¹(1) A passenger holding a reserved, RAC or wait-listed ticket shall

be permitted to avail of postponement of the journey on the ticket, without payment of any cancellation charges or clerkage, if-

(i) the ticket is presented for such change of reservation in the same class in any others train on the same day or at any subsequent day up to twenty-four hours before the scheduled departure of the train in respect of which the ticket was originally issued; and

(ii) there is availability of accommodation in the train in which the change has been requested for,

²[(2) Preponement of journey ³["on a reserved RAC or wait-listed ticket"]]shall be allowed in the same class by any earlier train on the same day or any earlier day, without levying any cancellation charges, provided that-

(i) the ticket is surrendered during the working hours of reservation office and up to six hours before the scheduled departure of the train in which reservation is required, and

(ii) accommodation is available in the train in which reservation Is required.]

Explanation.-In case of difference in fare between the class of a train on which the ticket was originally reserved and the same class of a train on which preponement of postponement is provided, the change of reservation shall be made subject to refund or recovery of the difference, as the case may be.

(3) Preponement or postponement of journey under sub-rule (1) or sub-rule (2) shall be allowed only once.

(4) If the ticket on which the journey has ² [been] altered under sub-rule (1) or sub-rule (2) is cancelled, cancellation charge shall be payable as follows, namely :-

(a) cancellation charge as would have been due if the original reservation had been cancelled at the time when the preponement or postponement or reservation was allowed, and

(b) cancellation charge due in respect of the altered reservation as if this altered reservation is a fresh reservation.

1. Substituted for " (1) No cancellation charge shall be payable if a reserved ticket is presented at any time for change of reservation in the same class in any other train on the same day or any

subsequent day up to 24 hours before the scheduled departure of the train in which reservation has been made, subject to the availability of accommodation in the train in which change is requested for. ", vide " THE RAILWAY PASSENGERS (CANCELLATION OF TICKETS AND REFUND OF FARES) RULES, 1990" Dt.9th June, 1998 Published in Ministry of Railways (Railway Board), Noti. No. G.S.R. 340(E), dated June 9, 1998, published in the Gazette of India, Extra., Part II, Section 3(i), dated 9th June, 1998, p.2, No.217[No. TC II/2003/89/Rules] [L]

2. Subs. by G.S.R. 914 (E), dated 7th October, 1992 (w.e.f. 1st February, 1993).

3. Substituted for "on a reserved ticket ", vide " THE RAILWAY PASSENGERS (CANCELLATION OF TICKETS AND REFUND OF FARES) RULES, 1990" Dt.9th June, 1998 Published in Ministry of Railways (Railway Board), Noti. No. G.S.R. 340(E), dated June 9, 1998, published in the Gazette of India, Extra., Part II, Section 3(i), dated 9th June, 1998, p.2, No.217[No. TC II/2003/89/Rules] [L]

10. Change of journey from lower class to higher class :-

¹ [(1) Change of reservation shall be allowed, without levying any cancellation charge, on a reserved ticket of lower class for higher class on the same train and day or when reserved for a seat in a class for reservation of a berth in the same class on the same train and day, provided that-

(i) accommodation is available, and

(ii) the request for change is made-

(a) either during the working hours of reservation office and up to six hours before the scheduled departure of the train, or

(b) during the course of journey in the train.]

(2) The change referred to under sub-rule (1) shall be allowed only once.

(3) If the ticket on which the change of reservation has been allowed under sub-rule (1) is cancelled, cancellation charge shall be payable as follows, namely:-

(a) cancellation charge as would have been due if the original reservation had been cancelled at the time when the change of reservation was allowed, and

(b) cancellation charge due in respect of the altered reservation as if this altered reservation is a fresh reservation.

1. Subs. by G.S.R. 914 (E), dated 7th December, 1992 (w.e.f. 1st February. 1993).

11. Non-commencement of journey due to late running of trains :-

(1) No cancellation charge shall be payable on a reserved ticket and ¹[full fare shall be refundable] if the journey is not undertaken due to late running of trains by more than three hours provided that such tickets are surrendered before the actual departure of the train, ² [In the case of RAC and wait-listed tickets, full refund will be admissible and the clerkage charge will be retained.]

(2) Where a passenger holding a ticket, with or without reservation, misses connection at any junction station owing to late running of the train by which he had travelled, the fare for the untravelled portion shall be refunded after retaining the fare for travelled portion] without charging any cancellation charge at such junction station. If he surrenders the ticket for such refund within three hours of the actual arrival of the train by which he has travelled.

1. Subs. by G.S.R. 551 (E), dated 29th August 1991 (w.e.f. 1st September, 1991).

2. Ins. by G.S.R. 551 (E), dated 29th August 1991 (w.e.f. 1st September, 1991)., (w.e.f. 1st September. 1991).

12. Cancellation of tickets where railway administration is unable to provide accommodation :-

Where a railway administration is not able to provide accommodation for any reason whatsoever to passengers holding reserved tickets, no cancellation charge is payable and ¹ [full refund of fare] shall be granted : Provided that such tickets are surrendered for refund within 3 hours from the actual departure of the train : provided further that when the train is cancelled due to unforeseen circumstances such as accidents, breaches or floods, the ticket is surrendered within 3 days excluding the scheduled day of the departure of the train.

1. Ins. by G.S.R. 551 (E), dated 29th August 1991 (w.e.f. 1st September, 1991)., (w.e.f. 1st September. 1991).

13. Partially used tickets :-

(1) Except as provided in these rules, no refund shall be granted at a station on a ticket on which part of the journey has been

undertaken.

(2) Where a passenger terminates the journey enroute, a ticket deposit receipt shall be issued to the ticket-holder by the station master of the station in lieu of surrender of the ticket and the ticket-holder may apply to the Chief Commercial¹[Manager] (Refunds) of the ticket Issuing railway enclosing the ticket deposit receipt in original for the refund of fare. ¹ [The fare for untravelled portion shall be refundable after retaining the fare for travelled portion.)

1. Subs. by G.S.R. 864 (E), dated 15th December, 1994 (w.e.f. 15th December. 1994).

14. 14 :-

Discontinuation of journey due to dislocation of train services

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(1) When a train journey is dislocated en route due to unforeseen circumstances, such as accidents, breaches and floods, ¹[full fare] for the entire booked journey without any deduction for the travelled portion and without levy of cancellation charge shall be refunded at the station at which the journey is terminated under the following circumstances-

(a) when the railway is unable to carry the passenger to the destination station within a reasonable time by arranging transshipment or diversion or otherwise ; or

(b) when the passenger Is involved in a railway accident and/or injured in the accident and does not continue his journey ; or

(c) in the case of death or injury to a passenger in a railway accident, the kith and kin of the passenger have to terminate the journey.

(2) Where the railway administration offers to carry the passenger to his destination station by any diverted route or by arranging transshipment or otherwise, and the passenger is not willing to avail of such an alternative arrangement, fare for the untravelled portion of the journey shall be refunded ²[after retaining the fare for travelled portion], without charging any cancellation charges, at the station at which the journey has been terminated.

(3) Where the train journey is dislocated enroute due to bandhs,

agitations or rail roko, fare for the untravelled portion only shall be refunded after retaining the fare for travelled portion] without the levy of cancellation charges.

³ [(4) If the trains, which have separate all inclusive fare structure on points to point basis, are terminated at a non-scheduled stoppage of the train and the passenger is not willing to avail of the alternative arrangement made by railway administration to carry the passenger to his destination station, fare for the untravelled portion of journey shall be refundable. In such cases, fare for the distance travelled will be retained based on the per kilometre fare of ticket and balance amount shall be refunded as the fare for untravelled portion of journey.]

1. Subs. by G.S.R. 864 (E), dated 15th December, 1994 (w.e.f. 15th December, 1994).

2. Ins. by G.S.R. 551 (E), dated 29th August, 1991 (w.e.f. 1st September, 1991).

3. Subs. by G.S.R. 551 (E), dated 29th August, 1991 (w.e.f. 1st September, 1991).

15. Failure of air-conditioning equipment :-

(1) Where the air-conditioning has not worked 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 sleeper, air-conditioned 3-tier sleeper class, the difference between air-conditioned sleeper/air-conditioned 3-tier sleeper 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).

¹[(d) if the ticket is for executive class, the difference between the notified executive class fare for the section concerned and the first class fare ²(Mail and Express) for the distance concerned of that section.]

(2) The refund of difference of fare under sub-rule (1) shall be granted at the destination station on production of the ticket along with a certificate from the conductor or the guard or the travelling

ticket examiner of the train giving particulars of the ticket³ number of the coach and stations between which the air-conditioning had not worked, and is presented within twenty hours of the arrival of the train.

1. Subs. by G.S.R. 864 (E), dated 15th December, 1994 (w.e.f. 15th December. 1994).
2. Ins. by G.S.R. 801 (E), dated 19th December, 1995 (w.e.f. 19th December, 1995).
3. Ins. by G.S.R. 551 (E), dated 29th August, 1991 (w.e.f. 1st September. 1991).

16. When passengers are made to travel in a lower class for want of accommodation :-

If the ticket-holder of a higher class is made to travel in a lower class for want of accommodation in the class for which the ticket was Issued, refund of the difference between the fare paid and the fare payable for the class in which it is actually used shall be granted at the destination station or at the originating station, as the case may be : Provided that refund shall be granted at destination station only on production of a certificate, from the conductor or the guard or the travelling ticket examiner of the train certifying that the holder of the ticket had to travel in a lower class for want of accommodation in the class for which it was issued and the ticket is presented within twenty hours of the arrival of the train at the destination station.

17. Lost/misplaced/torn/mutilated tickets :-

(1) No refund shall be granted either in respect of a lost or misplaced or torn or mutilated ticket or the excess fare paid as a consequence thereof.

¹ [(2) If a reserved ticket is lost or misplaced or torn or mutilated, an authorised person of the railway administration may, at his discretion, allow the passenger to travel against the same reserved accommodation by issuing a duplicate paper ticket on collection of an amount equivalent to-

(a) 25 per cent. of the total fare, in the case of ticket for journey up to 500 kms.,

(b) 10 per cent. of the total fare in the case of ticket for journey more than 500 kms., subject to the minimum recovery of 25 per cent. of the total charges for the reserved ticket of 500 kms., and

(c) 25 per cent. of the total fare, irrespective of distance, for tickets of trains which have separate all-inclusive fare structure on point to point basis. and the particulars of the original journey ticket and reservation ticket shall be indicated in the duplicate paper ticket.]

(3) In case the lost or misplaced ticket is traced later and is presented along with the duplicate paper ticket, before the departure of the train, the amount collected against the duplicate paper ticket may be refunded after deducting 5 per cent. of the amount indicated in the duplicate paper ticket subject to a minimum of rupees five. In case the journey is also not undertaken the cancellation charges on the original ticket would be determined as provided under the rules.]

1. Subs. by G.S.R. 914 (E), dated 7th December, 1992 (w.e.f. 1st February, 1993).

18. Wait-listed passengers on concession and privilege ticket order tickets :-

When any person has purchased a ticket on any concessional order or privilege ticket order, and is wait-listed for reservation in any train, he shall be entitled to avail of the same ticket for reservation in any other train on the same date or any other date, without losing the benefit of concessional fare.

19. Unused portion of return tickets :-

(1) No refund shall be granted on the unused portion of the concessional return tickets.

(2) When a return ticket is issued without any concession, it shall be treated like two single journey tickets and the refund shall be granted accordingly.

20. Refund of fare on unused tickets and freight realised on luggage tickets In respect of luggage booked on the same ticket in case 1[the] journey is not undertaken :-

(1) Refund of freight on luggage shall be granted by the station master as under :-

(a) Luggage is withdrawn at starting station.-Luggage ticket shall be cancelled and freight already collected refunded after recovery of wharfage charges, if any and deduction of cancellation charge of rupees five per luggage ticket. Journey ticket shall be endorsed to the effect.

(b) Luggage already despatched from the starting station.- Freight charges on weight admissible as free allowance shall be collected and remarks to this effect endorsed on the journey ticket.

(2) On production of journey ticket on which luggage has been booked the fare shall be refunded only if bearing the endorsement referred to in sub-rule (1) on the unused ticket after deducting the prescribed cancellation/clerkage charges.

21. Refunds by Station Master of a station other than the station which issued the ticket :-

(1) Refund under these rules may be granted by the Station Master of the station from where the journey is to commence on an unused ticket ¹(reserved or RAC or wait-listed), issued from another station if the genuineness of the ticket is verified at the refund granting station through the computer or by reference to reservation charts or messages from the ticket issuing station.

(2) Where the genuineness of a ticket cannot be verified under sub-rule (1) a ticket deposit receipt shall be issued to the ticket-holder who may apply to the Chief Commercial ² [Manager) (Refunds) of the ticket Issuing railway for refund.

1. Subs. by G.S.R. 864 (E). dated 15th December. 1994 (w.e.f. 15th December, 1994).

2. Subs. by G.S.R. 551 (E), dated 28th August, 1991 (w.e.f. 1st September. 1991).

22. Applications for refund in respect of other circumstances :-

For refund in respect of circumstances other than those prescribed in these rules or where refund is not admissible at the station on account of expiry of time-limits prescribed under these rules or otherwise, a Ticket Deposit Receipt will be issued to the passenger in lieu of the surrendered ticket, at the station where ticket has been surrendered and the passenger will ¹ [apply for refund, within 90 days from the date of commencement of journey, to the Chief Commercial Manager (Refunds)] of the railway administration from which the ticket was issued enclosing the original Ticket Deposit Receipt.]

1. Subs. by G.S.R. 548 (E), dated 29th June, 1994 (w.e.f. 1st July. 1994).