
RAILWAYS PASSANGERS CANCELLATION OF TICKETS AND REFUNDED OF RAIRS) RULES, 1986

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Ministry of Transport (Department of Railways) (Railway Board), Noti.No. S.O. 900(E), dated December 13, 1985, published in the Gazette of India, Extra., Part II, Section 3(ii), dated 18th December, 1985, p. 4-6[Case No. TC II/RITES] [W] In exerice of the power conferred by clause(bb) of sub-section (1) of Section 47 of the Indian Railway Act, 1890(9 of 1890) and in supersession of the Railway Pssengers (Cancellation of Tickets and Refund of

Fares) Rules, 1976 except as respects things done or omitted to before such supersession, the Central Government hereby makes the following rules regulating the Cancellation of tickets and fares payable therefor, namely:-

1. Short title and commencement :-

(1) These rules may be called, the Railway Passengers (Cancellation of Tickets and Refund of Fares) Rules, 1986.

(2) They shall come into force on the 1st January, 1986.

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;

(3) "fare" includes sleeper charges and surcharge but does not include reservation fee;

(4) "reserved ticket" means a journey ticket 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) "station" means a railway station and includes any reservation office or booking office;

(7) "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 at a station;

(8) "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 special train, or a tourist car.

3. Station master to refund fares :-

Every refund of fare under these rules shall be granted by the station master when a ticket is presented to him for such refund.

4. Reservation fee not to be refunded :-

Save as otherwise provided in these rules, while granting refund of

fare, reservation fee shall not be refunded.

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

If a ticket on which no reservation of 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 rupee one per ticket as clerkage: Provided that no refund under this rule shall be made in case of a ticket for destination upto 500 kms. after the departure of the train.

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

(1) If a ticket on which reservation of seat or berth has been made is presented for cancellation more than two days in advance of the scheduled departure of the train, refund of fare shall be made on every such ticket after deducting cancellation charges at the flat rate of Rs. 15 for A.C. Class, Rs. 10 for First Class/2-tier A.C./A.C. Chair Car and Rs. 5 for Second Class.

(2) If a ticket on which reservation of a seat or berth has been made is presented for cancellation two days in advance and

(i) within twenty [four] hours when the ticket is for a destination station beyond 500 kms; and

(ii) within three hours when such ticket is for a destination station within 500 kms; of the actual departure of the train, refund of fare shall be made on every such ticket after deducting cancellation charges 50 per cent subject to a minimum of Rs. 60 for A.C. Class, Rs. 30 for First Class/2-tier A.C./A.C. Chair Car ticket and Rs.15 for Second Class ticket. This rule shall also apply to RAC/waitlisted tickets provided that no cancellation charges shall be levied on RAC/Wait-listed tickets but clerkage charge of rupee one per ticket will be deducted unless confirmed reservation has been provided up to final display/preparation of charts.

7. No cancellation charges payable when onward reservation is not confirmed :-

If a ticket on which reservation has been made is presented for cancellation up to 12 hours of the scheduled departure of the train in which the reservation has been made, for want of onward reservation from a station enroute which was requested seven

days in advance to give sufficient time for arranging onward reservation but the same has not been confirmed up to 48 hours before the scheduled departure of the train in which reservation has been made; no cancellation fee shall be charged.

8. No cancellation charges payable on change of train or date of journey on a reserved ticket. :-

(1) No cancellation charges are payable if a reserved ticket is presented for change of reservation in the same class in any other train on the same day or any subsequent day, before and up to 24 hours before the scheduled departure of the train in which the reservation was made provided room is available in the train in which change is asked for.

(2) No cancellation charges are payable if change of reservation is asked for on a reserved ticket of a lower class for a higher class on the same train and day, or when reserved for a seat in a certain class for reservation for a berth in the same class on the same train and day provided room is available; Provided further that the change asked for under sub-rules (1) and (2) shall be allowed once only.

(3) If the altered journey ticket is presented for cancellation, cancellation charges shall be payable as under:-

(a) cancellation charges that would have been due if the original reservation had been cancelled at the time when the postponement of the reservation was allowed; and

(b) cancellation charges as due in respect of altered reservation treating this altered reservation as a fresh reservation.

9. No cancellation charges payable for non-commencement of journey due to late running of a train. :-

No cancellation charges shall be payable on reserved tickets if the journey cannot be 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.

10. Inability of railway administration to provide accommodation to passengers holding reserved tickets. :-

(1) No cancellation charges shall be payable in case railway administration for any reason, is unable to provide the accommodation for which the reserved ticket has been issued:

Provided that such tickets are surrendered for refund within three hours for tickets for distance up to five hundred kilometres and within twenty [four] hours for tickets for distance more than five hundred kilometres of the actual departure of the train.

(2) Refund can be granted by the Station Master of the Station from which the journey is to commence on tickets although issued from another station if they are presented for cancellation-

(a) if the train is cancelled or is running late by more than three hours;

(b) where the ticket is for air-conditioned accommodation the air-conditioning equipment fails and the passenger is unwilling to travel in another class;

(c) the reservation has not been provided although confirmation was given by the office which issued the ticket -against its quota or by the station from which train originated.

11. Partially used tickets :-

(1) Save as otherwise provided in these rules, no refund shall be granted on any partially used ticket unless the following conditions are fulfilled, namely:-

(a) the ticket is for a journey more than 300 kms;

(b) ticket has been duly endorsed by a railway employee so authorised at the station where the journey is broken showing the train number by which the passenger has arrived and the time and day of the arrival of the train; and

(c) the partially used ticket is surrendered at the station where the journey is broken, within twenty four hours after the arrival of the train by which he had travelled.

(2) If the conditions set out in sub-clause (1) are fulfilled, the fare for the untravelled portion of the ticket shall be refunded after retaining fare for the travelled portion subject to a minimum fare for 100 kms and further cancellation charges of 10 per cent on the balance amount refundable. Note.-Refund in case of untravelled portion of tickets is to be made by the railway over which the party last travelled, i.e. irrespective of the station from which the ticket was purchased.

12. Discontinuance of journey due to late running of trains

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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 without charging any cancellation fee at such junction station provided that he returns the ticket for such refund within three hours of the actual arrival of the train by which he has travelled.

13. Discontinuance of journey due to dislocation of train service. :-

When a train journey is dislocated due to unforeseen circumstances, such as accidents, breakes, floods, etc. fare shall be refunded as follows:-

(i) if the Railway Administration is unable to carry the passenger to his destination station within a reasonable time by arranging transshipment or diversion or otherwise and the journey has to be terminated enroute on that account; or if passengers involved in a railway accident and injured, is not in a position to continue his journey; or in case of deceased passengers, the next of kith and kin, fare for the entire booked journey without any deduction for the travelled portion and without charging any cancellation charges shall be refunded at the station at which the journey is terminated; or

(ii) if 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, without charging any cancellation charges at the station at which the journey has been terminated.

(iii) when a train service is cancelled due to unforeseen circumstances, such as accidents breaches, floods etc., full refund of fare including reservation charges, if any, in respect of tickets booked by the concerned train shall be refunded at the starting station provided, however, the ticket is surrendered within three days after the scheduled date of departure of the train.

14. Failure of air :-

conditioning equipment.-Refund shall be regulated as shown below on tickets issued for air-conditioned coaches for the portion of the journey during which the air-conditioning had not worked:-

- (a) if the ticket is for air-conditioned class, the difference between the air-conditioned class fare and first class fare;
- (b) if the ticket is for 2-tier air-conditioned coach, the difference between 2-tier air-conditioned class fare including surcharge and second class sleeper 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): Provided that refund of difference of fare under this rule 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, namely, ticket number, number of the coach and stations between which the airconditioning had not worked, and is presented within twenty hours of the arrival of the train.

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

If the ticket holder of a higher class is made to travel in a lower class for want of room 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 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 room in the class for which it was issued and provided that the ticket is presented within twenty hours of the arrival of the train at the destination station.

16. Lost tickets :-

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

(2) Railway administration or a person authorised by them may at its or his discretion, issue duplicate paper ticket (free of charge) indicating number of original ticket and reservation ticket on payment of a penalty equivalent to 25 per cent of the fare in lieu of the lost reserved ticket or torn/mutilated reserved ticket: Provided in respect of party coach ticket or a special train ticket such penalty shall be 10 per cent of the total fare calculated including surcharges

and all other charges.

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

17. 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 in any other date, without losing the benefit of concessional fare.

18. Unused portion of return tickets :-

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

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(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.

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

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

(a) Luggage is with- Luggage ticket shall be cancelled and freight drawn at starting already collected refunded after recovery of station, wharfage charges, if any and deduction of clerical charges of Rupee one per article for baggage. Journey ticket should be endorsed to the effect.

(b) Luggage already Freight charges on weight admissible as free despatched from allowance should be collected and remarks the starting sta- to this effect endorsed on the journey ticket. lion. On production of journey tickets on which luggage has been booked the same will be refunded only if bearing these remarks, station masters should grant refund of fare on the unused ticket after

deducting the prescribed cancellation/clerkage charges.

20. Refund in respect of other circumstances :-

Refund in respect of other circumstances or when the same is not admissible at the station on account of time limits prescribed under these rules or otherwise, passengers are required to apply to Chief Commercial Supdt. (Refund) of the railway from which the ticket was purchased. They are advised to obtain Ticket Deposit Receipt from wherever the cause arises. However, any refund then made will be subject to a deduction of 10 per cent of the amount refundable in the case of unreserved tickets, wait-listed and RAC tickets not provided with reserved accommodation and 50 per cent of the amount refundable in the case of reserved tickets.