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राष्ट्रपति (दृष्टि)

बयान नोट

नई दिल्ली, 4 नवम्बर, 2015

वर्ग: विषय: 808(र)—केंद्रीय सरकार, रेल बाधितवय, 1998 (1999 का 24) की धारा 80 की उप-धारा (2) के

शब्द (म) के साथ प्रतिष्ठा उप-धारा (1) द्वारा दल्ल साधनों को प्रयोग करते हुए और रेल यात्री (टिकट रक्षकता और किराए

का प्रतिबाद) नियम, 1998 को, उन बारों के रिश्ते के बावजूद कालान्तर करते हुए, विभिन्न ऐसे अधिकार से पहले किया गया है या

करने का लोप किया गया है, नियुक्ति का नियम व्यवस्थापन है, अतः—

(1) बिंदियाँ नाम बारे प्राप्त—(1) इन नियमों का पक्षनाम में रेल यात्री (टिकट रक्षकता और किराए का प्रतिबाद) नियम,

2015 है।

(2) ने 12 नवम्बर, 2015 को प्रकृत होने।

2. परिप्रेक्ष्यार्थ—इस नियमों में, जब तक कि संदर्भ से अपनी अपेक्षा सफल न हो।

(क) "एवरसेप" से ऐसी अवधियों अवधि अभिषिक्त है जिस तथा कोई आर्थिक टिकट खिली अपनी यात्रा शारीरिक के

लिए छोटी लागत से है;

(ख) "आर्थिक अवधियों" से कोई ऐसा ब्यक्ति अभिषिक्त है जिसे आर्थिक या अन्य विकल्प के लिए रेल प्रवास करने की अनुमति किया गया है;

(ग) "स्वयं नियुक्ति प्रारंभ" से ऐसा प्रारंभ अवधियों है, जो रेल प्रवास करने के प्रतिबाद में उसके द्वारा किया गया था;

47003/2015 (1)
पारदर्शनीय प्रमाण का उपयोग — इस निर्देशांक के अन्तर्गत विभिन्न उपकरण के अनुसार रखने का निर्देश दिया गया है।

बाहरी खुली खुली जानकारी का उपयोग — यह जानकारी देने के लिए स्टेशन गैरमार्गित होता है।

यदि एक बाहरी जानकारी का उपयोग किया जाता है, तो उसका प्रतिनिधि दर्शाने वाले स्टेशन पर स्थापना की जाती है।

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पढ़िए किसी का पूर्ण प्रतिदिन यह तर्क के अवधारणा अतुल्य होगा कि वे टिकट धान लाये या रेलवार्थी के प्रस्ताव के नियम समेत के तीनिय लिख पाएं तव सब तर्की अनन्याय तो तो आया प्राप्त करेंगे।

(1) एक से अधिक एक इमारी की साथ के लिए अप्रैल की पहली दिन टिकट या तुरंत टिकट की चर्चा में, जब कुछ भारी का टिकट पुरुषुक है और बनाए जा रही है प्रावधान सुमित में है, तो जो शरीर या प्रतिदिन के वालों के यात्रियों का सत्र में, टिकट लाने वाले कर्मचारियों को संबंधित करते हुए दी वार्ता के अनुसार नियमांकन तथा टिकट जाने वाले कर्मचारियों के द्वारा अनुमोदन करा गया प्रावधान का समाप्त किया गया है, जिसका अर्थ है कि बुध दिन टिकट बनाने वाले कर्मचारियों द्वारा आई प्रावधान का चर्चा होगा। उनमें जो भारतीय रेल ध्वनि आयुक्त रेल ध्वनि और भारतीय रेल ध्वनि (अतिर अगर दी तो) का चर्चा आया आयुक्त और किसी का विवाद भारतीय रेल संबंधित और ध्वनि नियम (अगर आय ढी तो) के चर्चा सम्पन्न करने के प्रयास प्राप्त के व्यक्ति का नियम आया।

(2) यदि रेलवार्थी के अनुसुचित प्रस्ताव से बारे में एक टिकट रख नहीं किया गया है तो आई अयोग्य धान आयुक्त नहीं की जाती है, तो ऐसे टिकट पर, जिसका आयुक्त की पुष्टि की है जिसका शरीर प्रतिदिन उत्तरीय अयोग्य नहीं है गया है, जो आयुक्त अयोग्य धान आयुक्त नहीं होगा।

(3) रेलवार्थी के रहने की दर्द में उपलब्ध कराए गए वार तो ता दृष्टिकोण पर निर्देश को विस्तार के कस्तों से वर्तमान निर्देश मष्ट है, जो बाहरी वातावरण का अवधारणा अटार नहीं है, तो ऐसे टिकट पर निर्देश का निर्देश अनुमोदन नहीं होगा।

(4) रेलवार्थी के निर्देश से न चलने के भारत यात्रा चर्चा न कर पाए या जाने की वात में प्रतिदिन का धान नियम 13 (क) सम्बन्धित किया जाए।

(5) जाने रेल प्रावधान स्थाय उपलब्ध कराए गये है, वह टिकट जाने करना नियम 14 (ह) सम्बन्धित किया जाए।

(6) रेलवार्थी के विवाद के व्यवस्था में रक्षक के चर्चा वार चर्चा दृष्टि का प्रस्ताव नियम 16 (क) सम्बन्धित किया जाए।
(7) जबहर ध्वनि की कपी के कारण यात्रियों की निजतार वैनी थी या जाना अनभियान पड़ता है तबहर तक्कल टिकट के किसावार का प्रतिवाद निम्न 18 द्वारा निर्धारित किया जाएगा और तक्कल प्राप्तों के बीच का मंदर, यदि कोई ही, प्रतिवाद भी प्रकट किया जाएगा।

(8) कोई हुल्लकिट तक्कल टिकट खारी नहीं किया जाएगा:

पद्धति आयुक्तकार विरोधीतियों में पूरे खिताबे के संदर्भ पर, जिसके अंतर्गत तक्कल प्राप्त भी है, हुल्लकिट तक्कल टिकट खारी किया जाएगा।

10. रत्नाकर बबुआवार यात्रा जाना के रुकथर पर प्रतिवाद,—वह कोई अनुकूल टिकट, जिस पर एक ले अवधि यात्रार्थी की जानी है, यात्रा के लिए यथार्थता की हो, तब तपूर्ण टिकट की एक एक यात्रा टिकट के रूप में माना जाएगा और यात्रा के बिना चरणों पर आराम की स्थिति पर राख है देखें हुल्लकिट टिकट का प्रतिवाद यात्रा के प्रयोग पर आराम की स्थिति अनुसार भिन्न प्रकार से किया जाएगा।

(1) यदि यात्रा के प्रयोग पर आराम की स्थिति है, तो प्रतिवाद निम्न 6 के अनुसार किया जाएगा; और

(2) यदि यात्रा के प्रयोग पर आराम की स्थिति है, तो प्रतिवाद निम्न 7 के अनुसार किया जाएगा।

स्पष्टता,— यात्रा प्राप्त या चिन्तित प्राप्त टिकट की बंटूं रूप में एक बार उल्लिखित किया जाएगा, जग्गा यात्रा के प्रयोग पर के लिए एक बार रूप हो सकता है।

11. पुजीकृत, वार.ए.सी. या प्रविध सूचीबद्ध टिकट पर यात्रा का स्थान का पूर्व निबंध——

(1) पुजीकृत या वार.ए.सी. या प्रविध सूचीबद्ध टिकट पर यात्रा का स्थान किमा जाय उसी वैनी में और उसी संख्य के लिए या उसी रेलवार्डर द्वारा किये उच्चतर वैनी के लिए या चिन्ते परमाण्य विद्युतें के लिए किमा उत्तर रेलवार्डर द्वारा निर्धारित होने पर अनुमति अनुसार किया जाएगा।

(1) टिकट को आराम की अवस्था में नहीं किया गया, जिसमें सूची टिकट दुर्व हो किया गया था, रेल संरक्षण द्वारा स्थान-समय पर बिहारियों इस सूची का समय भरे निर्धारित के अनुसार द्वारा निर्धारित संयोजन के लिए समय के कम से कम बढ़िया होने पूर्व यात्रा कर दिया जाता है;

(1) यदि रेलवार्डर में, जिसमें नए आराम की स्थान की गई है, पुजीकृत या वार.ए.सी. या प्रविध सूचीबद्ध स्थान उपलब्ध होना चाहिए;

(8) पुजीकृत टिकट की दशा में उस वैनी के लिए, किसी किसी आराम की स्थान की गई है, नई आराम की संताल कर दी गई है; और

(1) वार.ए.सी. या प्रविध सूचीबद्ध टिकट की दशा में संचित प्राप्त तंत्र कर दिया जाना है।

(2) पुजीकृत या वार.ए.सी. या प्रविध सूचीबद्ध टिकट पर यात्रा का पूर्व निबंध उसी वैनी में और उसी संख्य के लिए या उसी रेलवार्डर द्वारा किमा उच्चतर वैनी के लिए या चिन्ते परमाण्य विद्युतें के लिए किमा उत्तर रेलवार्डर द्वारा निर्धारित होने पर अनुमति अनुसार किया जाएगा——

(1) टिकट को आराम की अवस्था में नहीं किया गया, जिसमें सूची टिकट दुर्व हो किया गया था, रेल संरक्षण द्वारा स्थान-समय पर बिहारियों इस सूची का समय भरे निर्धारित के अनुसार द्वारा निर्धारित संयोजन के लिए समय के कम से कम बढ़िया होने पूर्व यात्रा कर दिया जाता है;

(1) यदि रेलवार्डर में, जिसमें नए आराम की स्थान की गई है, पुजीकृत या वार.ए.सी. या प्रविध सूचीबद्ध स्थान उपलब्ध होना चाहिए;
(iii) पुनर्विनिर्मित तिनक की दशा में उस तेली के लिए, जिसके लिए बालकरण की मांग की गई है, नई बालकरण पीढ़ियाँ संतत कर दी गई है; और

(iv) व्यायाम, या प्रसीद्ध सूचीबद्ध तिनक की दशा में संरक्षित प्रबंध संस्थान कर दिया गया है।

(v) सूचीबद्ध तिनक की दशा या संरक्षित तिनक का विभाग या संबंधित, किंतु व्यक्ति के बंदर के प्रविधिया या कदमों, उपनिवेश (1) और उपनिवेश (2) के उपयोगों के अधीन रखे जा रहे हैं।

(vi) उपनिवेश (1) या उपनिवेश (2) के अधीन यात्रा का स्थान या अधिकांश नेविगेशन एक बार अनुसंधान किया जाएगा।

(vii) तकालीन तिनक विचार सर्वाधिक में रेस्टोरां के विषय का स्थान किए जाने या वैभव निविड़ राजनीतिक प्रकाश के संबंध पर भी तत्काल कोड के विकास लागू नहीं होना।

(viii) यदि यह हो तो, किस पर उपनिवेश (1) और उपनिवेश (2) के अधीन यात्रा में परिवर्तन किया गया है, तो रुकवान प्राधिकरण का संबंध निविड़ता या आत्मा का संबंध कोड के अधीन लागू होना।

(ix) यात्रा प्रबंध या पूर्व निविडंत संभावित सूचीबद्ध दशा के लिए रुकवान रूप से कारोबार संभाल लेना होगा, और

(x) परिवर्तन आदेश रुकवान की तरह आदेश गाइन हेतु या रुकवान प्राधिकरण देव है,

(xi) उस बात में, जहां यात्रा के उपरोक्त करने से संबंध 25% अवधि 50% रुकवान प्राधिकरण गृहुत किया गया था, (x) में अधिकृत होने के लिए अधिकृत तिनक कोड के लिए यह रुकवान प्रमाण पूर्वृत किया जाएगा।

12. यात्रा का निम्नलिखित वेधा (1) निम्नलिखित वेधा की तरह आदेश किया गया तिनक पर यह रेस्टोरां में और उस विशेष के लिए रुकवान प्राधिकरण, कोई रुकवान प्राधिकरण, उपरोक्त किया निविड़ता या आत्मा का संबंध कोड के अधीन किया जाएगा।

(i) व्यायाम उपलब्ध है, और

(ii) परिवर्तन के लिए अनुसूची—

(1) आदेश आदेश के बाणहरी धारों के दौरान एवं रेस्टोरां का समय-समय पर प्रस्तुतित प्रदर्शन निविडंत संभावित सूचीबद्ध दशा के समय दिया गया रुकवान के अधीन लागू संबंध के नितंत्र के निथर संबंध से शुरू बनाई गया है।

(2) रेस्टोरां में यात्रा किया गया है।

(3) यदि ऐसा तिनक, जिस पर उपनिवेश (1) के अधीन आत्मा भाग का परिवर्तन किया गया है, तो रूपरेखा या पारंपरिक राजनीति में परिवर्तन किया गया है, और

(4) यह रुकवान प्रमाण, जो उस समय लागू होता रहा या आदेश तक नहीं लागू की जाते की प्रबंध निविडंत संभावित आदेश कोड नहीं निर्देश किया गया है।

(5) यह रुकवान प्रमाण, जो आदेश आदेश की वांछित दशा या आदेश कोड नहीं निर्देश किया गया है।

13. आदेश निर्देशन के विवेक के तहत के आदेश का अभाव म न किया जाना या आदेश का रुकवान या आदेश का बाण हुआ।—(1) यदि यात्रा दप्तर या वर्ग का अक्षयकार तिनक से लौटा रहा के आदेश या आदेश के उस सामय से लौटा नहीं कितेप्रमाण संबंध के निविडंत संभावित आदेश का आदेश नहीं किया जाएगा और उससे पूर्व वाणिज्य प्रमाण कार्यकालिक अनुसूची नहीं नियमित किया जाएगा।

(i) तिनक को रेस्टोरां के प्रबंध या प्रशासन का समय तक चालान कर दिया जाता है;
(8) Pursuant to the provisions of Section 30(4), the Central Government hereby notifies the following amendments to the said notifications:

(9) Pursuant to the provisions of Section 30(4), the Central Government hereby notifies the following amendments to the said notifications:

(10) Pursuant to the provisions of Section 30(4), the Central Government hereby notifies the following amendments to the said notifications:

(11) Pursuant to the provisions of Section 30(4), the Central Government hereby notifies the following amendments to the said notifications:

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(89) Pursuant to the provisions of Section 30(4), the Central Government hereby notifies the following amendments to the said notifications:

(90) Pursuant to the provisions of Section 30(4), the Central Government hereby notifies the following amendments to the said notifications:
17. वातावरणीय विकास में वातावरणीय सुधार करने में वातावरणीय कारक का प्रभाव।
(1) नक्षत्र या नीचे वातावरणीय सुधार नहीं करते जो से है। वहाँ वातावरणीय सुधार करने में वातावरणीय सुधार करने में वातावरणीय सुधार करने में वातावरणीय सुधार करने में वातावरणीय सुधार करने में वातावरणीय सुधार करने में वातावरणीय सुधार करने में वातावरणीय सुधार करने में वातावरणीय सुधार करने में वातावरणीय सुधार करने में वातावरणीय सुधार करने में ।
(2) वातावरणीय सुधार का कारण क्यों है।
(3) वातावरणीय सुधार का कारण क्यों है।
(4) वातावरणीय सुधार का कारण क्यों है।
(5) वातावरणीय सुधार का कारण क्यों है।
NOTIFICATION

New Delhi, the 4th November, 2015

G.S.R.36(E).—In exercise of the powers conferred by sub-section (1), read with clause (b) of sub-section (2) of Section 60 of the Railways Act, 1989 (24 of 1989) and in supersession of Railway Passengers (Cancellation of tickets and refund of fare) Rules, 1998, except as respect 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 Ticket and Refund of Fare) Rules, 2015.

(2) They shall come into force on the 12th day of November, 2015.

2. Definitions.—In these rules, unless the context otherwise requires,

(a) "ARF" means advance reservation period onto which a reserved ticket can be booked for a future journey date;

(b) "authorised agent" means a person authorised by a railway administration to issue reserved or unreserved tickets and to cancel reserved tickets;

(c) "clerkage" means a charge levied by a railway administration for the clerical work rendered by it in the refund of fares;

(d) "confirmed ticket" means a ticket on which a berth or seat has been confirmed;

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

(f) "fare" includes basic fare, supplementary charge on superfast trains, reservation fee and other applicable miscellaneous charges;

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

(h) "railway ticketing centre" means a place where reserved or unreserved tickets are issued by railway employee or through an authorised agent;

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

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

(k) "station" means a railway station and includes other reservation office or railway ticketing centre in the same city;

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

(m) "ticket" means a single journey ticket or any half or return ticket but does not include a season ticket, an Indrail Pass ticket or a special ticket for a reserved carriage or a tourist car or saloon, or a special train;
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PART II—SEC. 30

(a) "TDR" means ticket deposit receipt issued to the passenger in lieu of the surrendered ticket, at the station where the ticket has been surrendered by the passenger or in case of ticket booked through internet, the ticket deposit receipt filed online;

(c) "wait-listed ticket" means a ticket with shorter advance reservation period, issued to meet the requirements of those passengers who have to travel at short notice;

(g) "unreserved ticket" means a ticket in which no reservation has been made;

(i) "wait-listed ticket" means a ticket on which no berth or seat has been allotted.

3. Station master to refund fares.—(1) Subject to the other provisions of 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 verifying the genuineness of the ticket from the record of the station;

(2) Subject to the other provisions of these rules, every refund of fare on confirmed tickets, RAC tickets and wait-listed tickets shall, when such tickets are presented for refund of fare to the station master of ticket issuing station, be granted within the time limits prescribed in these rules, by such station master after verifying the genuineness of the tickets through computer or from the record of the station.

Provided that-

(a) in case of tickets which were issued for travel from a station other than the ticket issuing station, refund of fare shall be admissible at—

(i) the ticket issuing station, if the ticket is surrendered before the scheduled departure of the train from the station from where the ticket is valid for travel; and

(ii) the journey commencing station, if the ticket is surrendered within the time limits prescribed in these rules; and

(b) refund of fare may also be granted by the station master of a station other than the ticket issuing station and journey commencing station subject to the conditions that—

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

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

4. Levy of clerkage.—Subject to the other provisions of these rules, the station master shall levy a clerkage charge per passenger for cancellation of unreserved, wait-listed and RAC tickets at the rate of rupees thirty for second class unreserved ticket and rupees sixty for second class reserved ticket and other classes.

5. Refund on cancellation of unused unreserved tickets.—If an unreserved ticket is presented to the station master for cancellation, the refund of fare shall be made on every such ticket after deducting the clerkage—

(i) if the ticket is presented for cancellation within three hours of the issue of tickets;

(ii) in case of tickets issued in advance, if the ticket is presented upto 2400 hours of the day preceding the day of journey.

6. Refund on cancellation of unused reserved tickets.—(1) Subject to the provisions of these rules, if a confirmed ticket is presented by the passenger or his representative to a station master for cancellation, the refund of fare shall be made after deducting cancellation charges from the fare as follows—

(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 charge shall be deducted at the flat rate of rupees two hundred and forty for air conditioned first class or executive class, rupees two hundred for air conditioned II tier or first class, rupees one hundred and eighty for air conditioned III tier or III economy or air conditioned chair car, rupees one hundred and twenty for sleeper class and rupees sixty for second class;

(b) if the ticket is presented for cancellation between forty-eight hours and upto twelve hours before the scheduled departure of the train, the cancellation charge shall be twenty-five per cent. of the fare subject to the minimum of the cancellation charge referred to in clause (a);

(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, the cancellation charge shall be fifty per cent. of the fare subject to the minimum of the cancellation charge referred to in clause (a);

(d) the passenger may get the ticket cancelled from any Passenger Reservation System (PRS) counters or designated current counters.
(2) No refund shall be granted on the confirmed ticket after four hours before the scheduled departure of the train.

(3) In case, on a party ticket or a family 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 entire ticket is surrendered for cancellation up to thirty minutes before the scheduled departure of the train.

7. Refund on cancellation of unused RAC or wait-listed tickets.—(1) 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 presented for cancellation up to thirty minutes before the scheduled departure of the train irrespective of the distance.

(2) The passenger may get the RAC ticket or wait-listed ticket cancelled from any Passenger Reservation System (PRS) counter or designated current counter.

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

(4) In case no facility of cancellation of RAC ticket or wait-listed ticket issued through PRS 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.

(5) In remote and hilly areas 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.

(6) 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 charge shall be payable in accordance with rule 6.

8. Refund on cancellation of tickets booked through Internet (I and e-tickets).—(1) 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, refund due shall be credited to the account from which booking transaction took place.

(2) In case of a confirmed ticket booked through internet, refund of fare shall be granted in accordance with rule 6.

(3) In case of an e-ticket booked through internet, refund of fare shall be granted in accordance with rule 7.

(4) In case of e-tickets booked through internet (confirmed or RAC), such tickets shall be cancelled online or offline TDR shall be filed within the time limits prescribed under these rules for obtaining refund.

(5) In case of wait-listed e-tickets on which status 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 and in case of wait-listed I-tickets, such tickets shall be cancelled at the computerised Passenger Reservation System (PRS) counter within the time limits prescribed under these rules and thereafter refund can be claimed online and the refund shall be credited to the account from which booking transaction took place, in accordance with rule 7.

(6) (i) 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 up to thirty minutes before the scheduled departure of the train.

(ii) 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, on 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 up to seventy-two hours of actual arrival of the train at passengers destination and the original certificate issued by the ticket checking staff shall be sent through post to Indian Railway Catering and Tourism Corporation (IRCTC), and the fare shall be refunded by Indian Railway Catering and Tourism Corporation (IRCTC) to the customer's account after due verification.

(7) No refund of fare shall be admissible on the tickets having confirmed reservation in case the ticket is not cancelled or TDR not filed offline up to four hours before the scheduled departure of the train.

(8) No refund of fare shall be admissible on RAC e-tickets in case the ticket is not cancelled or TDR not filed online up to thirty minutes before the scheduled departure of the train.
(9) 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.

(10) In other circumstances, the refund shall be admissible as per the time limit mentioned in rule 9, sub-rules (1) and (2) of rule 13 and rules 14, 16, 17 and 18 subject to filing of online TDR and wherever a certificate from ticket checking staff is required, the passenger shall obtain the same to that effect whereupon refund of fare shall be processed online through TDR, indicating the details of the said certificate and the original certificate shall be sent through post to the Indian Railway Catering and Tourism Corporation (IRCTC), and thereafter the fare due shall be refunded by Indian Railway Catering and Tourism Corporation (IRCTC) to the customer's account after due verification.

9. Refund on cancellation of unused tatkal tickets.—(1) No refund of fare shall be admissible on confirmed tatkal tickets except under certain circumstances mentioned in sub-rules (2), (3), (4), (5), (6), (7) and sub-rule (8).

(2) Grant of refund for unused wait-listed tatkal tickets shall be governed by rule 7.

(3) 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 up to thirty minutes before the scheduled departure of the train.

(4) Grant of refund in case of non-commencement or missing of journey due to late running of train shall be governed by rule 13.

(5) Cancellation of ticket when railway administration is unable to provide accommodation shall be governed by rule 14.

(6) Refund of tatkal ticket on account of discontinuation of journey due to dislocation of train services shall be governed by rule 16.

(7) Refund of fare on tatkal tickets when passengers are made to travel in lower class for want of accommodation shall be governed by rule 18 and the refund of difference between tatkal charges, if any, shall also be granted.

(8) No duplicate tatkal tickets shall be issued:
Provided that duplicate tatkal ticket may be issued in exceptional circumstances on payment of full fare including tatkal charges.

10. Refund on cancellation of unused multiple journey tickets.—When an unused ticket involving more than one journey is surrendered for cancellation, the entire ticket shall be treated as one single journey ticket and refund of fare of the entire ticket, irrespective of reservation status of different laps of journeys, shall be granted as per reservation status of first lap of journey, as under—

(i) if reservation status of first lap of journey is confirmed, refund shall be granted in accordance with rule 6; and

(ii) if reservation status of first lap of journey is RAC or waiting list, refund shall be granted, in accordance with rule 7.

Explanation.—The cancellation charges or clerkage shall be levied only once on the entire amount of ticket and not separately for each lap of journey.

11. Postponement or preponement of journey on a confirmed, RAC or waitlisted ticket.—

(1) The postponement of journey on confirmed or RAC or waitlisted ticket shall be allowed in the same class and for the same destination or any higher class by the same train or by any other train for any subsequent days, subject to condition that—

(i) the ticket is surrendered during the working hours of reservation office at least forty-eight hours before the scheduled departure of the train in which the ticket was originally booked, subject to restriction on timings of this facility imposed by railway administration from time to time;

(ii) the confirmed or RAC or wait-listed accommodation is available in the train in which fresh reservation is required;

(iii) in case of confirmed ticket, fresh reservation fee for the class for which reservation is required, is paid; and

(iv) in case of RAC or wait-listed ticket, clerkage charge is paid.

(2) The preponement of journey on confirmed or RAC or wait-listed ticket shall be allowed in the same class and for the same destination or any higher class by the same train or by any other train for any earlier days, subject to condition that—
(i) the ticket is surrendered during the working hours of reservation office at least forty-eight hours before the scheduled departure of the train in which the ticket was originally booked, subject to restriction on timings of this facility imposed by railway administration from time to time;

(ii) the confirmed or RAC or wait-listed accommodation is available in the train in which fresh reservation is required;

(iii) in case of confirmed tickets, fresh reservation fee for the class for which reservation is required, is paid; and

(iv) in case of RAC or wait-listed ticket, clerkage charge is paid.

(3) In case of difference in fares for originally booked journey and revised journey, the difference of fare shall be refunded or recovered, as the case may be, subject to the provisions of sub-rules (1) and (2).

(4) The postponement or preponement of journey under the sub-rule (1) or sub-rule (2) shall be allowed only once.

(5) The postponement or preponement of journey on normal train ticket other than tatkal ticket shall not be applicable against tatkal quota even on payment of tatkal charges.

(6) If the ticket, on which journey has been altered under the sub-rule (1) or sub-rule (3) is cancelled, cancellation charges shall be payable as follows:

(a) cancellation charges as would have been due if the ticket for original reservation had been cancelled at the time of postponement or preponement of journey;

(b) cancellation charges due in respect of ticket for altered reservation as if this altered reservation is a fresh reservation.

(c) in cases where twenty-five per cent, or fifty per cent, cancellation charges were realised at the time of modification of journey, the cancellation charges mentioned in clause (a) shall not be levied again and the cancellation charges mentioned in clause (b) only shall be levied.

12. Change of Journey from lower class to higher class.—(1) Change of reservation shall be allowed on a reserved ticket of lower class for higher class on the same train and day without levying any cancellation charges but on payment of fresh reservation fee and difference of fare, if any, for higher class subject to the condition that—

(i) the reservation is available; and

(ii) the request for change is made—

(a) either during the working hours of reservation office and upto six hours before the scheduled departure of the train subject to restriction on timings of this facility imposed by railway administration from time to time or

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

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

(3) If the ticket on which change of reservation has been allowed under sub-rule (1) is cancelled, cancellation charges 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 the altered reservation is a fresh reservation.

13. Non-commencement or missing of journey due to late running of trains.—(1) 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 conditions that—

(i) the ticket is surrendered upto the actual departure of the train;

(ii) in case of e-ticket, the TDR is filed online before the actual departure of the train for availing full refund.

(2) 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.

(3) Where a passenger holding a ticket, with or without reservation, misses connection for continued journey by another train at any junction station owing to late running of the train by which he had been travelling, the fare for travelled portion shall be retained and the balance amount of ticket shall be refunded as the fare for untravelled portion, without levying any cancellation charge or clerkage, if he surrenders the ticket for such refund within three hours of the actual arrival of the train by which he had travelled and the refund shall be granted at the junction station.
14. 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.

15. Refund on partially used tickets.—(1) Except as otherwise 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 refund shall be admissible in terms of rule 23, and in such cases, fare for the travelled portion shall be retained and the balance amount of the ticket shall be refundable as the fare for the untravelled portion of journey.

16. Discontinuation of journey due to dislocation of train services.—(1) When a train journey is dislocated enroute due to unforeseen circumstances, such as accident, breach or flood, 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, namely:

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

(b) when the passenger is involved in a railway accident 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 transhipment or otherwise, and the passenger is not willing to avail of such alternative arrangement, fare for travelled portion shall be retained and the balance amount of ticket shall be refunded as the fare for untravelled portion, without levying any cancellation charges, at the station at which the journey has been terminated.

(3) Where the train journey is dislocated enroute due to bandh, agitation or rail roko, fare for travelled portion shall be retained and the balance amount of ticket shall be refunded as the fare for untravelled portion, without levying any cancellation charges.

(4) If the trains, which have separate all-inclusive fare structure on point 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 the railway administration to carry the passenger to his destination station, fare for the distance travelled shall be retained based on the per kilometer fare of ticket and balance amount shall be refunded as the fare for untravelled portion of journey.

17. Refund of certain fare on failure to provide air-conditioning facility in air-conditioned coaches.—(1) 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 the first class fare (Mail and Express) for the concerned distance 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 ticket checking staff of the train giving particulars of the ticket, number of the coach and stations between which the air-conditioning facility was not provided, and is presented within twenty hours of arrival of the train.

18. Refund of fare when passengers 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 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 the destination station on production of a certificate from the ticket checking staff 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 along with the said certificate is presented within two days of the date of issue of the certificate (excluding the day of issue of the certificate).

19. Lost, misplaced, torn or mutilated tickets.—(1) No refund of fare in respect of a lost or misplaced ticket shall be granted.

(2) Refund of fare shall be granted in respect of a torn or mutilated ticket if its genuineness and authenticity are verifiable on the basis of the particulars visible on the face of the ticket.

(3) If the reservation status of a lost, misplaced, torn or mutilated ticket, at the time of receipt of the application for issuance of a duplicate ticket for the purpose of undertaking journey, is confirmed or RAC and the duplicate ticket is sought before preparation of reservation chart of the concerned train, the station master shall issue a duplicate ticket in lieu of the original ticket on payment of rupees fifty per passenger in case of second and sleeper class and rupees one hundred per passenger in other classes.

(4) If a duplicate ticket in lieu of a lost or misplaced confirmed ticket is sought after preparation of reservation chart of the concerned train, it shall be issued on payment of charge equivalent to fifty per cent. of the total fare subject to the minimum payment mentioned in sub-rule (3).

(5) No duplicate ticket shall be issued in respect of RAC tickets after preparation of reservation chart of the concerned train.

(6) If duplicate ticket in lieu of a torn or mutilated confirmed or RAC ticket is sought after preparation of reservation chart of the concerned train, it shall be issued on payment of a charge equivalent to twenty five per cent. of the total fare subject to the minimum payment mentioned in sub-rule (3).

(7) A duplicate ticket in respect of a party coach ticket or a special train ticket, shall be issued up to the time of departure of the train, on payment of a charge equivalent to ten per cent. of the total fare.

(8) No refund of fare shall be granted in respect of charges paid under sub-rules (3), (4), (5) and (6) except in cases where the lost or misplaced ticket is traced after the issuance of a duplicate ticket and presented along with the duplicate ticket before departure of the train and in that case charges collected towards the issuance of duplicate ticket shall be refunded after deducting five per cent. thereof subject to a minimum deduction of rupees twenty but in case the journey is not undertaken, the cancellation charges on the original ticket shall be determined as provided in these rules.

(9) If the passenger, who has paid excess charges in the train on account of his confirmed or RAC ticket being lost, misplaced, torn or mutilated, makes an application to a railway administration for grant of refund of the charges paid in the train, the Chief Commercial Manager (Refunds) of that railway administration may, after making such enquiry as he deems necessary, grant refund of total charges realised in the train, after retaining the cancellation charges at fifty per cent. of a single journey ticket fare per passenger subject to the condition that no one has taken refund earlier on the original ticket.

20. Wait-listed passengers on concessional and privilege ticket order tickets.—When any person has purchased a ticket on any concessional 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.

21. 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.

22. Refund of fare on unused tickets and freight realised on luggage tickets in respect of luggage booked on same ticket in case journey is not undertaken.—(1) Refund of freight on luggage shall be granted by the station master in accordance with the following Table, namely:

[Table]

[Details of Table]

(2) Refund of fare shall be granted on the unused portion of the concessionary return tickets.
(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 cancellation charges or clerkage as provided in these rules.

23. Application for refund of Passenger Reservation System (PRS) counter tickets in other circumstances.—(1) For refund of fare under circumstances other than those specified in these rules or under circumstances like bandh, agitation, flood, etc., the passengers could not reach the reservation counter or station or travel counter for cancellation of tickets, in such cases, a 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 to the Chief Commercial Manager (Bills & Refunds) of the railway administration under whose jurisdiction the TDR issuing station comes, enclosing the original TDR.

(2) In the circumstances specified in sub-rule (1), the TDR shall be issued only up to three days after the scheduled departure of the train.

[Ref. No. TC-III/2005/2015/Refund Policy]

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