

Revised Refund Rules w.e.f. 12.11.2015

1. Certain provisions of refund rule have been amended and comprehensive refund rules have been notified after 1998. The new refund rules shall be effective w.e.f. 12.11.2015.

2. The Objective of the new changes in the refund rule are as Under:

- (i). To Plug the scope of misuse.
- (ii). Facilitate passengers with mobile ticketing/proposed paperless ticketing etc.
- (iii) Discourage touts/agents on black marketing of tickets.
- (iv) Automatic refund of fare on e-tickets in case of cancellation of trains (Already implemented w.e.f. 01.07.2015). No TDR filing is required in this case.

3. The major changes in the existing rules are as under:-

Rule	Pre revised (before 12.11.2015)	Revised (w.e.f. 12.11.2015)
1.	Levy of clerkage per passenger for cancellation of unreserved, RAC and waitlisted tickets:- (i). Unreserved (second class): Rs. 15. (ii) Second class (reserved) and other classes: Rs. 30	Levy of clerkage per passenger for cancellation of unreserved, RAC and waitlisted tickets:- (i). Unreserved (second class): Rs. 30. (ii) Second class (reserved) and other classes: Rs. 60
2.	Cancellation charge per passenger confirmed (reserved) tickets:- (i). 48 hours before the scheduled departure of the train minimum cancellation charge 1st AC/executive class: Rs.120 2AC/1st Class Rs. 100 3AC/ACC/3A economy: Rs. 90 Second sleeper class: Rs. 60 Second class Rs. 30 (ii). Between 48 hours and 6 hours before the scheduled departure of the train @ 25% subject to minimum charge as per (i) above. (iii) From 6 hours before the scheduled departure of the train and upto 2 hours after the actual departure of the train @ 50% subject to minimum charge as per (i) above. (iv) No refund after the above prescribed time limit.	Cancellation charge per passenger on confirmed (reserved) tickets:- (i). 48 hours before the scheduled departure of the train minimum cancellation charge 1st AC/executive class: Rs. 240 2 AC/1st Class : Rs. 200 3AC/ACC/3A economy: Rs. 180 Second sleeper class : Rs. 120 Second class : Rs. 60 (ii). Between 48 hours and 12 hours before the scheduled departure of the train @ 25% subject to minimum charge as per (i) above. (iii) between 12 hours and 4 hours before the scheduled departure of the train @ 50% subject to minimum charge as per (i) above. (iv) No refund after the above prescribed time limit.
3.	Partially confirmed: Upto two hours after the actual departure of the train.	Partially confirmed: Upto half an hour before the scheduled departure of the train,
4.	Refund on unused RAC/WL tickets: Upto 3 hours of the actual departure of the train subject to deduction in clerkage charge. No refund after the above prescribed time limit.	Refund on unused RAC/WL tickets: Upto half an hour before the scheduled departure of the train subject to deduction of clerkage charge. No refund after the above prescribed time limit.
5.	In case of cancellation of trains for e-tickets: Before 01.07.2015, for refund, TDR had to be filed. No change for counter PRS ticket.	In case of cancellation of trains for e tickets: w. e.f. 01.07.2015, automatic refund is granted. Filing of TDR is not required. No change for counter PRS ticket.