

AN ANALYSIS OF THE MODIFIED REFUND RULES AND ITS IMPACT ON INDIAN RAILWAYS

A dissertation submitted to the Punjab University, Chandigarh for the award of Master of Philosophy in Social Sciences, in partial fulfilment of the requirement for the Advanced Professional Programme in Public Administration (APPPA)

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Certificate

I have the pleasure to certify that **Ms Manisha Chatterjee** has pursued her research work and prepared the present dissertation titled “**AN ANALYSIS OF THE MODIFIED REFUND RULES AND ITS IMPACT ON INDIAN RAILWAYS**” under my guidance and supervision. The dissertation is the result of her own research and to the best of my knowledge, no part of it has earlier comprised any other monograph dissertation or book.

This is being submitted to the Panjab University, Chandigarh, for the purpose of Master of Philosophy for Social Sciences in partial fulfilment of the requirement for the Advanced Public Programme in Public Administration (APPPA) of the Indian Institute of Public Administration (IIPA), New Delhi.

I recommend that the dissertation of **Ms. Manisha Chatterjee** is worthy of consideration for the award of M. Phil degree of Punjab University, Chandigarh.



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LIST OF ABBREVIATIONS

CR	Central Railway
WCR	West Central Railway
NCR	North Central Railway
ER	Eastern Railway
ECR	East Central Railway
NR	Northern Railway
NCR	North Central Railway
NWR	North Western Railway
NER	North Eastern Railway
NFR	North Frontier Railway
SR	Southern Railway
SWR	South Western Railway
SCR	South Central Railway
SER	South Eastern Railway
WR	Western Railway
WCR	West Central Railway
HQ	Headquarters
CRIS	Centre for Railway Information Systems
WL	Wait Listed
RAC	Reservation Against Cancellation
UTS	Unreserved Ticketing System
PRS	Passenger Reservation System
MEMU	Mainline Electric Multiple Unit
DEMU	Diesel Electric Multiple Unit

TTE	Travelling Ticket Examiner
PNR	Passenger Name Record
TDR	Ticket Deposit Receipt
GST	Goods and Services Tax
IRCTC	Indian Railway Catering and Tourism Corporation

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Chapter 1

INTRODUCTION

1.1 Overview

Indian railways have come a long way since Sahib, Sindh and Sultan, the three steam locomotives pulled the first passenger train from Mumbai to Thane in 1853. The first railway on Indian sub-continent ran over a stretch of 21 miles. The idea of a railway to connect Bombay with Thane, Kalyan and with the Thal and Bhore Ghats inclines first occurred to George Clark, the Chief Engineer of the Bombay Government, during a visit to Bhandup in 1843.

1.1.1 The formal inauguration ceremony was performed on April 16th, 1853, when fourteen railway carriages carrying about four hundred guests left Bori Bunder at 3.30 pm amidst the loud applause of a vast multitude and to the salute of 21 guns. The first passenger train steamed out of Howrah station destined for Hooghly, a distance of 24 miles, on August 15th, 1854. Thus, the first section of the East Indian Railway was opened to public traffic, inaugurating the beginning of railway transport on the Eastern side of the sub-continent.

1.1.2 In south the first line was opened on July 1st, 1856 by the Madras Railway Company. It ran between Vyasarpadi Jeeva Nilayam (Veyasarpany) and Walajah Road (Arcot), a distance of 63 miles. In the North a length of 119 miles of line was laid from Allahabad to Kanpur on 3rd March, 1859. The first section

from Hathras Road to Mathura Cantonment was opened to traffic on 19th October, 1875.

1.1.3 These were the small beginnings which is due course developed into a network of railway lines all over the country. By 1880, the Indian Railway system had a route mileage of about 9000 miles. Nearly 100 years after that eventful train journey, after India gained independence, amalgamating forty-two railways owned by the former Indian princely states formed the Indian Railways. Today Indian Railways, the premier transport organization of the country is the largest rail network in Asia and the world's second largest under one management.

1.1.4 Indian Railways is a multi-gauge, multi-traction system covering more than 100000 kilometres with more of broad gauge than meter or narrow gauge (Table 1-1).

Table 1-1 track and route kilometre of Indian Railways

	Broad Gauge (1676 mm)	Meter Gauge (1000 mm)	Narrow Gauge (762/610 mm)	Total
Track Kilometres	86,526	18,529	3,651	108,706
Route Kilometres	Electrified 16,001	Total 63,028		

More than 11,000 trains run every day, of which 7000 are passenger trains. With 6853 railway stations, 7566 locomotives and a workforce of 1.54 million, it is truly called the lifeline of the country. It is said that Indian railways ferries

a population of Australia every day in its trains crisscrossing the length and breadth of the entire country.

1.1.5 In order to manage its vast size, the behemoth of Indian railways has meticulously categorized everything on it, its stations, the coaches, the locomotives which pull the coaches, the train, the type of tickets which can be issued, and the train numbers. Their size and lines, amongst other parameters, categorize stations. Coaches are categorized as per passenger train, air conditioned, non-airconditioned, seating- sleeper or chair car etc. The locomotives are diesel or electric. Trains have classification as per speed, seating arrangement and many more. It's interesting to note that the trains are also given unique names and numbers. The names of trains are based sometimes on people to honor them- e.g. *Kaifiyat* Express, running from Delhi to - Azamgarh is named after Kaifi Azmi, the famous Urdu poet who was born in Azamgarh, Uttar Pradesh; sometimes on rivers- e.g.-Ganga Kaveri express, running between Chennai and Chappra (district Saran, Bihar), sometimes on places- like Chennai Express, *Amarkantak* Express (the place where the river Narmada originates from, located in district Anuppur, Madhya Pradesh), Lucknow Express, and sometimes on historical figures- like *Chetak* Express(named after the legendary horse of Maharana Pratap) etc.

1.1.6 A train number will also denote several things. Each express train is identified by a five-digit number. The numbering system is explained as below:

The first digit

In the 5-digit train numbering scheme, the first digit indicates the type of the passenger train, as follows:

- **0** is for special trains (e.g., summer specials, holiday specials, etc.)
- **1** is for all long-distance trains, including the Rajdhani, Shatabdi, Jan Sadharan, Sampark Kranti, Garib Rath, Duronto, and other classes.
- **2** is also for long-distance trains; it is to be used when train numbers starting with 1 are exhausted in any series.
- **3** is for Kolkata suburban trains.
- **4** is for suburban trains in Chennai, New Delhi, Secunderabad, and other metropolitan areas.
- **5** is for passenger trains with conventional coaches
- **6** is for MEMU trains
- **7** is for DMU (DEMU) and railcar services.
- **8** is currently reserved
- **9** is for Mumbai area suburban trains

Second and later digits

The significance of the second and later digits depends on what the first digit is.

Below, the different number series are explained, based on the first digit.

0, 1, 2: In the case of special trains, and long-distance express trains, i.e., trains starting with digits '0', '1', or '2', the remaining 4 digits signify the railway zone and division exactly as in the pre-2011 4-digit scheme. In fact, most 5-digit numbers for long-distance trains as of this writing [4/11] are created simply by prefixing '1' to the former 4-digit codes. For an explanation of the 4-digit system. The zonal codes (second digit) are shown below:

- **0** is for Konkan Railway
- **1** is for CR, WCR and NCR
- **2** is for superfast, Shatabdi, Jan Shatabdi, and some other classes of trains regardless of zones. For these, the next digit is usually the zone code.
- **3** is shared by ER and ECR
- **4** is for NR, NCR and NWR
- **5** is shared by NER and NFR
- **6** is for SR and SWR
- **7** is shared by SCR and SWR
- **8** is for SER and ECoR
- **9** is for WR, NWR and WCR

For other classes of trains, the remaining digits are used in a few different ways.

3: For Kolkata suburban trains starting with digit '3', there are two sets of numbers, depending on the zone that operates the services.

- **30xxx** through **37xxx**: trains run by ER
- **38xxx** through **39xxx**: trains run by SER
- 4:** For suburban trains other than in Mumbai and Kolkata, the following conventions apply.
 - **40xxx** through **44xxx**: Chennai area suburban trains
 - **45xxx** through **46xxx**: Delhi area suburban trains
 - **47xxx**: Secunderabad suburban trains
 - **48xxx** through **49xxx**: reserved
- **5, 6, 7:** For trains starting with '5', '6', and '7', i.e., passenger trains, the second digit determines the zone as for long-distance trains and the third digit determines the division.

- **9:** Mumbai suburban trains use the following system. Up and down directions are generally reflected in the use of odd and even numbers, respectively.
- **90xxx:** WR locals originating from Virar
- **91xxx:** WR locals originating from Vasai Road / Bhayander
- **92xxx:** WR locals originating from Borivali
- **93xxx:** WR locals originating from Malad / Goregaon
- **94xxx:** WR locals originating from Andheri / Bandra / Mumbai Central
- **95xxx:** CR fast locals
- **96xxx:** CR locals going north of Kalyan
- **97xxx:** CR locals on the Harbour line
- **98xxx:** CR locals on the trans-Harbour line
- **99xxx:** CR locals going south of Kalyan

1.1.7 The train numbering system was changed from four digits, in December 2010, to five digits, to accommodate the increasing number of trains being run.

1.1.8 Trains are also referred to as going "up" or "down". So, what does this mean to a layman? Down refers to a train travelling away from its headquarters (i.e., the homing railway) or from its Divisional headquarters, whichever is closer. Up refers to a train travelling towards its headquarters or divisional HQ, whichever is closer. E.g., 2903 DN Frontier mail is down travelling away from its HQ (Bombay) and from the division that homes it (Bombay division) and similarly 2904 UP refers to it travelling back towards Bombay, its HQ and division. Usually the numbers for the "up" and "down" trains differ by just 1. However, there are numerous exceptions to this scheme. Many inconsistencies and oddities arise near zonal or divisional boundaries.

1.1.9 Ticket Booking Process - Indian Railways now provides multiple channels for passengers to book tickets between any two stations in the country. Reserved tickets can be booked, up to 120 days in advance, on Indian Railway Catering and Tourism Corporation website, smartphone apps, SMS, rail reservation counters at train stations or through private ticket booking counters.

1.1.10 Train Fares - India has some of the lowest train fares in the world, and passenger traffic is subsidized by higher-class fares. Discounted tickets are available for senior citizens (over age 60), the differently-abled, students, athletes and those taking competitive examinations. One compartment of the lowest class of accommodation is earmarked for women on every passenger train. Some berths or seats are also reserved for women or senior citizens.

1.1.11 Tatkal Ticketing - A *tatkal* train ticket can be booked by passengers who want to travel at short notice with a reserved seat or berth, but such tickets are sold at higher fares than regular advance reservation tickets.

1.1.12 Confirmed/ Wait Listed Tickets - Confirmed reservation tickets will show the passenger and fare details along with berth or seat number(s) allocated to them on the ticket. If the reservation is not available on a particular train, the ticket has a wait-list number. A person with a wait-listed ticket must wait for enough cancellations to obtain a confirmed ticket. If their ticket is not confirmed on the day of departure, they cannot board the train. Reservation against Cancellation (RAC) tickets, between the waiting and confirmed lists, allow a ticket holder to board the train and obtain a seat chosen by a ticket collector after the collector has found a vacant seat.

1.1.13 Reserved and Unreserved Ticketing - The Railways has classified its ticketing also, as reserved and unreserved. Further, the unreserved tickets, for short distance or unplanned travels, may be purchased at stations at any time before departure, and such ticket holders may only board the general compartments. Suburban networks issue unreserved tickets valid for a limited time or season passes with unlimited travel between two stops for a period of time. Commuters can purchase tickets and season passes at stations or through UTS mobile apps. A valid proof for the purchase of ticket along with photo identification is required to board the train.

Until the late 1980s, Indian Railways ticket reservations were done manually. In late 1987, Indian Railways began using a computerized ticketing system. The system went online in the year 1995 to provide current information on status and availability. The ticketing network at stations is computerized with the exception of remote areas. As of March 2017, close to 6000 stations are networked with reserved or unreserved ticketing systems across India. It is this core area of Indian Railways- ticketing, cancellation and refunds that form the core focus of this study.

1.2 Statement of the problem

With the population growing at a steady pace and availability of rail tickets at cheaper rates, the demand for railway ticket has grown by leaps and bounds, far exceeding the supply as compared to other modes of travel. Obviously, in such a situation, the element of black marketing, hoarding, and touting creeps in. Tickets tend to be booked *en mass* by travel agents during peak festival or holiday period with the intention of being sold at a premium. While checks and

balances do exist to control this problem, but many times, the unscrupulous elements manage to find a way to break into the system. Indian Railways has always tried to curb the black marketers and hoarders. The organization has analyzed the weaknesses in its online policies as well as the passenger reservation system (PRS) system to control this problem. As part of control measures the online ticketing system is analyzed periodically and new controls are introduced frequently to stop software fraud. Automation is being carried out in a big way to check on train berth misuse, through provision of hand held terminals for ticket checking staff.

1.2.1 Amongst other things, one vital change which was brought about to curb this menace was the changes brought about in the refund policy in November 2015. Prior to November 2015, the refund policy of Indian Railways allowed passengers to cancel their confirmed tickets up to 2 hours after the departure of train, at relatively small cancellation and clerkage¹ charge. Besides, the time of chart preparation time that had been stipulated to be four hours before the departure of the train, was not automatic, therefore, causing lot of inconvenience to passengers.

1.2.2 As the policy carried little deterrent charges in the event of confirmed tickets getting cancelled; it was being misused by some unscrupulous elements. In the year 2015, a case was detected and investigated, of which the researcher was part of, wherein confirmed tickets booked in Rajdhani trains in higher class of travel, were being duplicated and while the passengers would travel on the genuine ticket, fake tickets made with the same details, were cancelled after departure of the train (the rule allowed cancellation and refund till 2 hours after

train departure), thereby getting refund up to 50% of the original fare of the ticket. To claim hefty amounts, the fake refund was always opted for tickets with higher class of travel, for minimum four to six passengers, for premium long-distance trains such as Rajdhani. These parameters enabled the touts to claim huge refund sums, each time such tickets were duplicated and cancelled after the departure of the train.

1.2.3 After full investigation into the case of the case, it was concluded that the refund rules needed to be amended to prevent such frauds from occurring again. If the refund rules in their present state were allowed to be continued then there was no guarantee that a similar fraud would not occur again. Therefore a system improvement was suggested to the policy making directorate (commercial directorate) of Railway Board, proposing amendment in the refund rules and suggesting that no refund be granted on confirmed ticket after departure of the train, which would help to curb unscrupulous elements from misusing the refund facility and bring about tougher checks in the reservation system itself.

1.2.4 With the approval of the Law Ministry, a gazette notification G.S.R 836(E) (Annexure – 1) was issued and on November, 12th, 2015, an amended refund policy was brought about by Indian Railways under the Railway Passengers (Cancellation of Ticket and Refund of Fare) Rules, 2015 (henceforth referred to as amended refund policy). This amended refund policy, (effective from 12th November 2015), amongst other things prohibits refund on confirmed railway ticket if it has not been presented for cancellation at least 4 hours before the scheduled departure of train. The minimum cancellation charges were also

enhanced to double of the existing charges and the time period for presenting a ticket for cancellation was made stringent. Clerkage charges were also doubled to the existing ones. Thus, the old refund policy has been modified to make way for the new refund circular so as to rein in fraudulent refunds, cornering of berths by touts and also to make more berths accessible to the general public.

1.2.5 The new refund rules have been incorporated in the reservation system, both for the counter tickets as well as e tickets. Automation of finalization of charts has been brought about to complement the refund rules leading to a plethora of changes (Table 1– 2).

Table 1-2: Comparative changes in the refund policy¹

Rule	Pre revised (before 12.11.2015)	Revised (w.e.f. 12.11.2015)
1.	<p>Levy of clerkage per passenger for cancellation of unreserved, RAC and waitlisted tickets: -</p> <p>(i). Unreserved (second class): Rs. 15.</p> <p>(ii) Second class (reserved) and other classes: Rs. 30</p>	<p>Levy of clerkage per passenger for cancellation of unreserved, RAC and waitlisted tickets: -</p> <p>(i). Unreserved (second class): Rs. 30.</p> <p>(ii) Second class (reserved) and other classes: Rs. 60</p>
2.	<p>Cancellation charge per passenger confirmed (reserved) tickets: -</p> <p>(i). 48 hours before the scheduled departure of the train minimum</p>	<p>Cancellation charge per passenger on confirmed (reserved) tickets: -</p> <p>(i). 48 hours before the scheduled departure of the train minimum</p>

	<p>cancellation charge</p> <p>1st AC/executive class: Rs.120</p> <p>2AC/1st Class Rs. 100</p> <p>3AC/ACC/3A economy: Rs. 90</p> <p>Second sleeper class: Rs. 60</p> <p>Second class Rs. 30</p> <p>(ii). Between 48 hours and 6 hours before the scheduled departure of the train @ 25% subject to minimum charge as per (i) above.</p> <p>(iii) From 6 hours before the scheduled departure of the train and up to 2 hours after the actual departure of the train @ 50% subject to minimum charge as per (i) above.</p> <p>(iv) No refund after the above prescribed time limit.</p>	<p>cancellation charge</p> <p>1st AC/executive class: Rs. 240</p> <p>2 AC/1st Class: Rs. 200</p> <p>3AC/ACC/3A economy: Rs. 180</p> <p>Second sleeper class: Rs. 120</p> <p>Second class: Rs. 60</p> <p>(ii). Between 48 hours and 12 hours before the scheduled departure of the train @ 25% subject to minimum charge as per (i) above.</p> <p>(iii) Between 12 hours and 4 hours before the scheduled departure of the train @ 50% subject to minimum charge as per (i) above.</p> <p>(iv) No refund after the above prescribed time limit.</p>
3.	Partially confirmed: Up to two hours after the actual departure of the train.	Partially confirmed: Up to half an hour before the scheduled departure of the train,
4.	Refund on unused RAC/WL tickets: Up to 3 hours of the actual	Refund on unused RAC/WL tickets: Up to half an hour before the

	departure of the train subject to deduction in clerkage charge. No refund after the above prescribed time limit.	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.

1.2.6 As specified in the amended refund policy of 2015, the reservation charts would be automatically prepared four hours in advance of train departure. Any cancelled berths are now being made available to the passengers for rebooking till 30 minutes before the departure of the train. These rules were meant to help the Railways optimally use the cancelled seats/ berths in various classes, since it was expected that the deterrent charges of cancellation and clerkage may force the passengers or black marketeers to cancel their confirmed tickets well in advance or at least 4 hours prior to the train departure so as to avail any kind of refund, and such cancelled seats/berths could then be prudently be offered to other passengers for their travel.

1.2.7 The higher cancellation charges were anticipated to discourage agents/touts who were reserving the tickets using fictitious names and were later selling these tickets at higher prices to the needy or gullible passengers. The modified rules

were also expected to help the railways increase the revenue earned through cancellation charges.

1.2.8 Along with the new cancellation & refund rules, a new set of booking rules also came into effect from the November 12th, 2015. These rules followed the changes made in refund rules that allow cancellation (for refund) of confirmed tickets only up to 4 hours prior to the departure of the train. Some of the important features of the new booking system are elaborated herewith.

1.2.9 From now on, reservation charts will be made at least four hours before the scheduled departure of the train. In case, the charting section of railways does not make the same, the system will automatically finalize the seat allocation 4 hours before the scheduled departure of the train. This will facilitate passengers to know the status of the ticket to plan their journey well in time.

Immediately after preparation of first reservation charts, the reservation again opens at the PRS counters as well as on the internet (for online e-ticketing) and the passengers can

- Book the available accommodation in the train in case there is no RAC/waitlist for that leg.
- In case of passengers holding RAC/waiting list ticket, the passengers will be given facility to cancel the ticket up to 30 minutes before the scheduled departure of train. This will facilitate the passengers, particularly partially confirmed passengers, to decide either to undertake the journey or to cancel their ticket.

A second (and final) chart of reservations will be made available before departure of train and handed over to onboard ticket checking staff.

This exercise was expected to ensure optimum utilization of train accommodation as well as enhance earnings.

1.3 Aim of the study

1.3.1 It has been four years since the new refund policy (2015) has been brought about. While there is a general consensus that this policy has helped the Railways in many ways, however, no systematic study has been done with comparative figures to evaluate the impact of the change. This study attempts to analyze the impact of the new refund policy (2015) and study the strengths and weakness of the policy, how it has benefitted the railway- in terms of financial savings in railway revenue, on the volume of refund disbursed to the passengers who cancel their tickets and the availability of cancelled berths to the new passengers.

1.4 Rationale for choosing this topic

1.4.1 Vigilance directorate conducts several checks, as part of its work profile. While many checks are preventive checks, i.e., their aim is to keep corruption in check by carrying frequent and multiple checks, there is another type of check, which is aimed to strengthen the system and eliminate systemic weaknesses. These checks are basically to check fraudulent activities. Most, but not all, such checks result in suggesting improvements in the system. These system improvements are thought to bring about positive changes. However, no study

or analysis is ever done to find out the efficacy of these system improvements and what kind of change has it brought about.

1.4.2 Background of the System to be studied

Genesis of the refund policy - The modified refund policy of 2015, was the outcome of one such vigilance case. Large-scale irregularities were detected in the refund disbursement at one of the stations of east central railway. The case involved, railway officials as well as some outside elements. For outsiders involved in the fraud, the case was handed over to another national government investigative agency entrusted to take up fraud cases. Necessary action was taken against the railway staff found to be involved in the case. Internal vigilance investigation done by the vigilance directorate of the railway ministry led to the realization that the present refund rules needed to be amended if this type of revenue leakage and fraud is to be prevented. A system improvement was, therefore, suggested, to bring about necessary changes in the refund policy, to the executive department for consideration and implementation.

1.4.3 The New Rulings

The system improvement was accepted and through Gazette Notification G.S.R. 836(E). Dated 04.11.2015, it was implemented. The new refund rules were effective from 12.11.15 and the ministry gave a press release for the same:

“Certain provisions of Railway Passengers (Cancellation of tickets and refund of fare) Rules have been amended to check bogus claims, to facilitate provision of Mobile ticketing as well as paperless ticketing, discourage last minute cancellation resulting in seats/berths going vacant etc. The amendment in refund rules became necessary to adapt to changes/developments in the ticketing

systems”.

1.4.4 While the new refund rules were successfully implemented w.e.f November 12th, 2015, however the success or failure of the new refund rules were never really studied comprehensively.

This research, therefore, aims to study the effects of the modified refund policy and how has it benefitted the passengers as well as the railways, gaps in its implementation and any improvement required in it.

1.5 Research gap

1.5.1 To the best of knowledge, no systemic study has yet been undertaken on efficacy of the amended railway refund rules, 2015. This study would therefore be the first in understanding the impact of the refund circular. The researcher has been part of the investigation and was instrumental in suggesting the system improvement, which led to change in the railway refund rules. With adequate field experience, and ten years of vigilance experience, the researcher possesses domain knowledge, and can analyze the impact of the policy critically. The study is therefore to aimed at bridging the crucial knowledge gap between suggestions, implementation and the actual outcome.

1.6 Objectives

The aim of the study is to analyze the implementation of the amended refund policy, 2015 over Indian Railways. The purpose is to analyze the amount of refund disbursed to passengers after the new refund policy was brought about, to study the strengths and weaknesses of the implementation of the policy and

to see if passengers have benefitted from the same. The study has following objectives:

1. To analyze the resultant increase in railway revenue due to increase in cancellation and clerkage charges.
2. To analyze the resultant decrease in refund disbursement, if any.
3. To analyze the utilization of cancelled berths through rebooking.
4. To understand the strengths and weaknesses of the implementation of the revised refund policy (2015).

The result of the study will benefit Indian Railways in assessing facts and bringing about policy modification.

1.7 Research Design

1.7.1 The research design is quantitative and descriptive. It is confined to studying the impact of the new refund commercial circular on certain aspects. The data will be collected from the primary source, maintained at CRIS (Center for railway information systems) and from the database of passenger marketing, commercial directorate, ministry of railways. While an attempt was made to study the impact through the questionnaire method, however, it was abandoned as the policy was implemented too far back and at this later date the data collected would be meaningless and infructuous.

1.7.2 The total volume of refund disbursed, the clerkage charge, the cancellation charge, and the berths rebooked after cancellation will be taken for 2015 and

2016. Further, the policy will be analyzed to check its strengths and weaknesses.

1.8 Chapter scheme

1.8.1 The dissertation is organized in six chapters. This being the first, introduces the concept and the need for the study. The next, **Chapter 2**, delves into the review of refund rules of Indian railways Vis a Vis Air India and Japanese Railways. **Chapter 3** discusses the research methodology followed in this study. **Chapter 4** discusses the refund rules on Indian railways in detail. The last chapter, **Chapter 5** discusses the findings, analysis, conclusion and recommendation.

Chapter 2

LITERATURE REVIEW

2.1 CHAPTER STRUCTURE

2.1.1 As stated above, this is an absolutely new research topic; hence there is no literature available for the same. However, the refund rules of Indian Railways, Air India, and the Japanese Railways have been reviewed. The refund rules of Air India have been reviewed, as it is the only other government transport department in India to carry passengers on long distance haul, short haul, somewhat similar to Indian Railways. Buses normally are state run and thus, have not been considered. Japanese Railways-central and east- have been studied as it is a similar mode of transportation and Japan has been a pioneer in producing and running one of the finest railways and is famous all over the world for them.

2.2 CANCELLATION AND REFUND STRUCTURE OF INDIAN RAILWAYS

2.2.1 The amended refund policy, 2015, issued by ministry of railways through Gazette Notification G.S.R. 836(E). Dated 04.11.2015, laid down the changes brought about in terms of cancellation charges and the clerkage to be collected, in the event of a passenger deciding to seek refund on his booked ticket

2.2.2 The railway ministry vides their letter no TCII/2003/2015/REFUND POLICY/1, dated 05.11.201 brought about amendments in certain provisions of refund rules. The amendments were notified through gazette notification

number 684. It specified the cancellation and clerkage charges based on the time of seeking refund. The time period slabs were:

- More than 48 hours before scheduled departure of the train
- Between 48 hours to 12 hours of scheduled departure of train.
- Between 12 hours to 4 hours before scheduled departure of the train
- Within 4 hours of train departure

2.2.3 The amended refund policy talked about a flat cancellation charge in case a confirmed ticket is cancelled more than 48 hours in advance. The cancellation charge ranges from Rs 240 plus GST for first AC ticket to Rs 60 for second-class ticket. For tickets cancelled in the second slab, which is, between 48 hours to 12 hours, a 25% cancellation charge is levied. Cancellation charge for the third slab of 12 hours to 4 hours is 50%. No refund is admissible on tickets being presented within 4 hours of train departure.

2.2.4 The modified refund policy has also laid down that no refund of fare shall be admissible on partially confirmed or RAC tickets in case the ticket is not cancelled or TDR not filed online up to thirty minutes before the scheduled departure of the train.

2.2.5 The policy also laid down the change in charges for clerkage in case a ticket is cancelled. Earlier the clerkage charges were Rs 15 for unreserved tickets and Rs 30 for reserved tickets. The charges were doubled in the new policy, i.e., Rs 30 for unreserved ticket and Rs 60 for reserved tickets

2.2.6 Broadly the major changes are tabulated as per table 2-1:

TABLE 2-1 comparative changes in the clerkage and cancellation charge

Rule	Pre revised (before 12.11.2015)	Revised (w.e.f. 12.11.2015)
1.	<p>Levy of clerkage per passenger for cancellation of unreserved, RAC and waitlisted tickets: -</p> <p>(i). Unreserved (second class): Rs. 15.</p> <p>(ii) Second class (reserved) and other classes: Rs. 30</p>	<p>Levy of clerkage per passenger for cancellation of unreserved, RAC and waitlisted tickets: -</p> <p>(i). Unreserved (second class): Rs. 30.</p> <p>(ii) Second class (reserved) and other classes: Rs. 60</p>
2.	<p>Cancellation charge per passenger confirmed (reserved) tickets: -</p> <p>(i). 48 hours before the scheduled departure of the train minimum cancellation charge</p> <p>1st AC/executive class: Rs.120</p> <p>2AC/1st Class Rs. 100</p> <p>3AC/ACC/3A economy: Rs. 90</p> <p>Second sleeper class: Rs. 60</p> <p>Second class Rs. 30</p> <p>(ii). Between 48 hours and 6 hours before the scheduled departure of</p>	<p>Cancellation charge per passenger on confirmed (reserved) tickets: -</p> <p>(i). 48 hours before the scheduled departure of the train minimum cancellation charge</p> <p>1st AC/executive class: Rs. 240</p> <p>2 AC/1st Class: Rs. 200</p> <p>3AC/ACC/3A economy: Rs. 180</p> <p>Second sleeper class: Rs. 120</p> <p>Second class: Rs. 60</p> <p>(ii). Between 48 hours and 12 hours before the scheduled</p>

	<p>the train @ 25% subject to minimum charge as per (i) above.</p> <p>(iii) From 6 hours before the scheduled departure of the train and up to 2 hours after the actual departure of the train @ 50% subject to minimum charge as per (i) above.</p> <p>(iv) No refund after the above prescribed time limit.</p>	<p>departure of the train @ 25% subject to minimum charge as per (i) above.</p> <p>(iii) Between 12 hours and 4 hours before the scheduled departure of the train @ 50% subject to minimum charge as per (i) above.</p> <p>(iv) No refund after the above prescribed time limit.</p>
3.	Partially confirmed: Up to two hours after the actual departure of the train.	Partially confirmed: Up to half an hour before the scheduled departure of the train,
4.	Refund on unused RAC/WL tickets: Up to 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: Up to 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.	In case of cancellation of trains for e-tickets: w.e.f. 01.07.2015, automatic refund is granted.

2.2.7 These are the changes that Indian Railways brought about in their new refund rules of 2015. The commercial circular is quite comprehensive and has envisaged the various scenarios wherein a passenger may seek refund. The various scenarios have been addressed and procedure for the same was laid out.

2.3 CANCELLATION AND REFUND STRUCTURE OF AIR INDIA

2.3.1 **Air India** is the flag carrier airline of India, headquartered at New Delhi. It is owned by Air India Limited, a government-owned enterprise, and operates a fleet of Airbus and Boeing aircraft serving 94 domestic and international destinations. The airline has its hub at Indira Gandhi International Airport, New Delhi, alongside several focus cities across India. Air India is the largest international carrier out of India with an 18.6% market share. Over 60 international destinations are served by Air India across four continents.

2.3.2 The national carrier, Air India, has its own refund and cancellation rules. The refund and cancellation rules are not so exhaustive as that of Indian Railways, nor are they notified as a gazette. The following are the important points of refund on Air India:

- i. A ticket for refund, which is either partially utilized or totally unutilized, can be submitted, within one year after expiry of the validity of the ticket. With effect from 01st October 2018, the ticket/s issued will be valid for Refund up to 15 months from the date of issue / 3 (Three) Months from the expiry of ticket validity. The refund would however be processed subject to the fare restrictions of the ticket. If the payment has been done in cash, a cheque with

the refund amount is sent to the address as specified by the passenger. If the payment has been made by credit/debit card, then the amount is credited back to the same credit card account. The refund cannot be processed to an alternate card account. The transfer to any other card account if required would have to be requested by you to your card issuing bank only. If the payment is made by direct debit-bank transfer, the amount would be credited back to the same bank account that it was debited from.

- b. In case of involuntary downgrading, due to a change in aircraft, after completion of travel, a passenger needs to send the ticket jacket with the boarding cards to the Refunds section and as per the applicable fare rule a refund will be processed.
- c. In case of a downgrade or a transfer to any other airline the case is treated as a 'transportation credit' where a message has to be sent to the respective airline, the Central accounts and the IATA billing section, and only then is the refund processed. The ticket copy and the boarding card also need to be sent for this refund.
- d. As per Air India guidelines, a refund can be applied, within one year after expiry of the ticket validity. With effect from 01st October 2018, the ticket/s issued will be valid for Refund up to 15 months from the date of issue / 3 (Three) Months from the expiry of ticket validity.
- e. In case of partial refundsⁱⁱ, the applicable one-way fare and taxes for the utilized sector of travel and the cancellation/ refund charges are deducted and the balance amount is refunded.

However, in case of certain highly discounted fares, partially utilized tickets are nonrefundable.

2.4 CANCELLATION AND REFUND STRUCTURE OF CENTRAL JAPANESE RAILWAY COMPANYⁱⁱⁱ

2.4.1 The Central Japan Railway Company is the main railway company operating in the Chūbu (Nagoya) region of central Japan. JR Central is Japan's most profitable and highest throughput high-speed-rail operator, carrying 138 million high-speed-rail passengers in 2009, considerably more than the world's largest airline. The refund is given based on the following conditions:

- Before ticket is used
- After ticket is used

2.4.2 Table 2-2 below explains the refund procedure for before ticket is used:

Table 2-2 refund procedures for Central Japanese Railway

Types of tickets	Refund conditions	Fees
Basic fare tickets Multi-ride ticket Express ticket Limited express non-reserved seat ticket Limited express reserved seat ticket Green Car non-reserved seat ticket	Within period of validity before use (includes the day before the validity period begins for advanced ticket sales)	220 yen

Reserved seat ticket	Limited express reserved seat ticket Green Car reserved seat ticket	Until 2 days before train is scheduled to depart	340 yen
	Sleeping car ticket Reserved seat ticket	From 1 day before departure Until scheduled time of departure	30%, but no lower than 340 yen

- The central Japanese refund policy says that a 30% charge will be incurred when receiving a refund for reserved seat tickets changed the day of or before the date of departure.

Restrictions are in place of transaction, contents, and methods for refunds of tickets purchased with credit cards.

2.4.3 After ticket is used:

- When receiving refunds for basic fare tickets that is valid and the section no longer to be ridden goes over 100 kilometers one-way, the amount received will be what is left over after subtracting the fare for the areas ridden and a 220-yen fee from the original ticket price.

- Refunds can be received for unused ticket pieces of multi-ride tickets that are no longer needed, provided that they are still valid. The amount received for refunds is what is left over after subtracting the normal fares for the amount of times used. However, there are situations where the refund amount is zero.

As can be seen from the above refund policy is very simple and the aspects of ticket use, the time of presentation for cancellation, the type of ticket, are the broad criteria for disbursement of refunds.

2.5 CANCELLATION AND REFUND STRUCTURE OF EAST JAPAN RAILWAY COMPANY^{iv}

2.5.1 JR East was incorporated on 1 April 1987 after being spun off from the government-run **Japanese National Railways** (JNR). The spin-off was nominally "privatization", as the company was actually a wholly owned subsidiary of the government-owned JNR Settlement Corporation for several years, and was not completely sold to the public until 2002.

Following the breakup, JR East ran the operations on former JNR lines in the Greater Tokyo Area, the Tōhoku region, and surrounding areas.

The East Japan railway company follows the refund procedure, as elaborated below:

Ticket Refund

- Refunds for Unused Tickets
- Any unused, valid ticket can be refunded after a deduction of the specified cancellation charge.

- It is not possible to refund tickets purchased using a credit card in stations other than those of JR EAST and travel agencies.
- Except when special conditions apply, pass refunds are available only at sales locations through the day before the validity period begins. A handling fee applies. Refunds are not made for issued seat tickets after the train departure time.

- In the Event of Missing a Train

No refunds are normally made. However, for limited express reserved seat tickets, even when the train is missed, a passenger is entitled to be seated in a non-reserved seat in an Ordinary car on a later train on the same day.

- Lost and stolen tickets

If the ticket is lost or stolen, it can be repurchased. Repurchased tickets are marked as such. A reserved seat ticket can be repurchased only for a reserved seat on the same train.

If the lost ticket is found within one year, bring it with the repurchased ticket marked as receipt of repayment to a station. The fare/charge of the ticket indicated on the repurchased ticket will be refunded after deducting a handling charge.

- Train cancelations and delays

When operation of a train is canceled or delayed due to an accident or other extenuating circumstances, the JR Transportation Contract will be followed without exception. The main provisions of the JR Transportation Contract are as below.

a) Train service cancelations

A full refund is made of fares and charges when a trip is canceled. When there is a service cancellation during a trip, the fare for the interval not traveled is refunded. In addition, any charges for limited express and express trains and other such canceled travel are refunded.

If limited express train service is canceled before the destination station is reached, service on a subsequent limited express or express train is provided, and if express train service is canceled before the destination station is reached, service on a subsequent express train is provided. In such cases, all limited express and express train charges are refunded for the canceled service except as noted below.

b) Train delays:

A full refund of limited express/express train charges is made if a limited express/express train arrives late by two hours or more. Cases of a train delay resulting in a missed connection, which then results in an arrival two hours or more beyond the scheduled time, necessitating canceling travel mid-trip or returning to the departing station are handled in the same way as service cancellations. No extension of the validity period or refund is made for the JR EAST PASS or other passes after the start of use due to cancellation of train service, delays or any other reason.

Chapter 3

Research methodology

3.1 INTRODUCTION

3.1.1 So as to curtail hoarding of tickets, black marketing and revenue frauds, the amended refund policy of 2015 was brought about by Ministry of Railways. Literature review of Japanese railways as well as Air India reveal that while refund policy on ticketing exists for all these transport companies, but none is as exhaustive and vast, as that of Indian railways. This may stem from the fact that Indian railways carries a multitude of 8.26 billion passengers over 7349 stations across the length and breadth of the country, a number large enough to be a population of a small country. Further, as specified in the first chapter, the Indian railways has multitude of categories- that of class, that of trains, that of type of ticket, etc. Therefore, refund rules had to be exhaustive, to accommodate refund depending upon the type of ticket, class of travel etc.

3.2 RESEARCH OBJECTIVES

3.2.1 The study attempts to analyze the impact of the amended refund policy introduced by Indian railways, which was, notified through gazette notification no G.S.R 836(E). The research objectives are the following:

1. To understand the strengths and weaknesses of the implementation of the revised refund policy (2015)
2. To analyze the resultant increase in railway revenue due to increase in cancellation and clerkage charges.
3. To analyze the resultant decrease in refund disbursement, if any.

4. To analyze the utilization of births as a result of automatic chart preparation after the implementation of the amended refund policy (2015)

3.3 RESEARCH QUESTIONS

3.3.1 The study thus concentrated on finding answers to the following research questions:

1. Has the amended refund policy, 2015 allowed Indian railways to fulfill its social obligation towards the citizens of the country?
2. What has been the financial impact on railway revenue in terms of refund amount disbursed, cancellation fee charged and clerkage collected?
3. What has been the impact of the amended refund policy on passenger's convenience in terms of berth availability?

3.4 RESEARCH DESIGN

3.4.1 The very nature of the analyses of the policy requires a thorough understanding of background of the policy, the resultant changes that were brought about and the likely difference that it may result in. The most common and useful research methodology for such studies is of **Quantitative research**. Since the study was very objective, it was best based as an interpretive study of the data collected as deductions had to be based on the data collected. Any data collected through qualitative means would have only given subjective interpretations which would have diluted the objective of the study. Hence qualitative and secondary data was not utilised

3.5 RESEARCH METHODS

3.5.1 The research methods utilized the analysis of the secondary data collected from Passenger Marketing Directorate of Ministry of Railways, and CRIS. The research methods employed were mostly correlational and comparative. The data was analyzed month wise and year wise for two successive years.

Discussions were also held with officers of both the organizations to understand the efficacy of the policy in its amended structure.

3.6 DATA SOURCES

3.6.1 The study was based on primary and secondary data sources. Secondary data was collected through data maintained with Passenger Marketing Directorate at Railway Board, Ministry of Railways; data maintained at CRIS, and refund policy documents. A small amount of primary data was collected through interviews for question no 1. For question no 2 and 3, the research was done solely on the basis of secondary data.

3.7 DATA ANALYSIS

3.7.1 The analysis of data collected followed the theory of inductive analysis; the most widely used interpretive strategy in social sciences. (Denzin, 1994). The data collected was analyzed to find inter relationships between the changes brought about in the refund policy and its effect on the organization and passengers. Passenger convenience and curbing black marketing were the two main inter relationships that were studied. Analysis of the data and the conclusions for the same are presented in chapter no 5.

3.8 LIMITATIONS

3.8.1 The study's main limitation was the availability of data in a particular fixed format which limited the study to only analysis of the data available. As can be appreciated, Indian railways have voluminous data with many variables. Data with every possible permutation combination is not stored and whatever data is stored, introducing fresh variables to retrieve that data runs the risk of corrupting the fresh ongoing data. As such the risk of introducing fresh variables cannot be taken because of the sensitivity to the system and its resultant domino effect on passengers. The data maintained at CRIS was in a fixed format, and no new variables could be introduced to bring about any changes in it.

3.9 ETHICS

3.9.1 The research proposal was approved by IIPA and was conducted in a transparent and open manner. The data was requested through RTI and was willingly provided by the concerned departments. Notwithstanding the researcher's prior association with the subject, every effort was made to remain neutral and true to the research.

3.10 SUMMARY

3.10.1 The research methodology was chosen keeping in mind the objectives of the research proposed to be undertaken. The research questions were formulated keeping the mind the topic of the study. Based on the research questions, the research design was arrived to enable a qualitative output. Given the data format constraints and the novelty of the topic, the study was modeled as an analytical

one. Secondary data sources were used as required to answer different research questions. Secondary data was used as the main instrument of research. The researchers own observation because of prior close involvement also came in handy.

Chapter 4

Refund policy of Indian railways

4.1 Chapter structure

4.1.1 This chapter traces the background of the refund and cancellation policy of Indian Railways and its modification.

4.2 Refund and its clauses:

4.2.1 Indian Railways is India's national railway system operated by the Ministry of Railways. It manages the world by size. Until the late 1980s, Indian Railways ticket reservations were made manually. In late 1987, Indian Railways began using a computerized ticketing system. The system went online in 1995 to provide current information on status and availability. The ticketing network at stations is computerized with the exception of remote areas, As of March 2017, close to 6000 stations are networked with reserved or unreserved ticketing systems across India. Indian Railways now provides multiple channels for passengers to book tickets between any two-train stations in the country.

4.2.2 Reserved tickets can be booked, up to 120 days in advance, on the Indian Railway Catering and Tourism Corporation website, smartphone apps, SMS, rail reservation counters at train stations or through private ticket booking counters. A Tatkal train ticket can be booked by passengers who want to travel at short notice with a reserved seat or berth, but such tickets are sold at higher fares than regular advance reservation tickets.^[91]

Confirmed reservation tickets will show the passenger and fare details along with berth or seat number(s) allocated to them on the ticket. If the reservation is

not available on a particular train, the ticket has a wait-list number. A person with a wait-listed ticket must wait for enough cancellations to obtain a confirmed ticket. If their ticket is not confirmed on the day of departure, they cannot board the train. Reservation against Cancellation tickets, between the waiting and confirmed lists, allow a ticket holder to board the train and obtain a seat chosen by a ticket collector after the collector has found a vacant seat.

The Railways permit refund on cancellation of untraveled and partially travelled journey tickets, after deduction of cancellation charges. When you cancel a reserved train ticket, you are entitled to get a full or partial refund of the amount you paid for the ticket during the time of reservation. The refund amount also varies based on the status of the ticket – that is, whether you are cancelling a Confirmed, RAC, Tatkal, or Waitlisted ticket – and also, the time you choose to cancel it. The refund process for train tickets is governed by certain rules and policies. Here's an overview of some of the important refund rules of Indian Railways.

4.3 Refund Rules for Confirmed Tickets before Chart Preparation^v

4.3.1 The refund amount for confirmed tickets, whether e-Tickets or counter tickets, is calculated based on when you choose to cancel the ticket with regard to the departure of the train. Indian Railways refund policies for confirmed tickets are as follows:

- 48 hours prior to commencement of journey: Refund after deducting a minimum flat cancellation fee of
 - ₹ 240 + GST for AC First Class or Executive class
 - ₹ 200 + GST for AC 2-tier or First Class

- ₹ 180 + GST for AC 3-tier, AC Chair Car, or AC 3-Economy
 - ₹ 120 + GST for Sleeper Class
 - ₹ 60 + GST for Second Class
- 48 hours to 12 hours: Refund after deducting 25% of the base fare subject to minimum flat cancellation charges
 - 12 hours and up to 4 hours: Refund after deducting 50% of the base fare subject to the minimum flat cancellation charges
 - After the train has departed: No refund

4.4 Railway Refund Rules for Confirmed Tickets after Chart Preparation

- In order to get a refund for a confirmed ticket after the chart has been prepared (that is, within 4 hours of the scheduled commencement of the journey), you have to file a TDR (Ticket Deposit Receipt).
- Refund is not applicable for a confirmed ticket if no cancellation is done or TDR is not filed up to 4 hours before the train is set to leave the station.
- The refund of ticket fare filed through TDR will take a minimum of 60 days or more than that.

4.5 Refund Rules of RAC Tickets

- Refund can be obtained for RAC tickets if it is cancelled up to 30 minutes before the train is set to depart from the station. The refund is subject to a cancellation charge of ₹ 60 + GST per passenger.
- To get a refund for your RAC ticket after the chart has been made, a TDR needs to be filed at least 30 minutes before the train's departure.
- If the RAC ticket is not cancelled or TDR not filed within this stipulated timeline, no refund is granted.

- If a RAC ticket which is confirmed at the time of cancellation, the refund rules for confirmed tickets will be applicable.

4.6 Refund Rules of Waitlist Tickets

- If a Waitlisted e-Ticket is cancelled up to 30 minutes before the scheduled departure of the train, a refund will be granted after deducting a cancellation fee of ₹ 60 + GST per passenger.
- As per IRCTC refund rules, for an e ticket, if there is a Waitlisted e-Ticket and its status remains the same even after the chart has been made, a refund will be granted automatically by IRCTC after deducting applicable fees.
- In the case of Waitlisted counter tickets, it can be cancelled at a PRS counter or IRCTC website up to 30 minutes before the scheduled departure of the train and a refund can be received from the counter.
- If there is a Waitlisted ticket which is confirmed at the time of cancellation, the refund rules for confirmed tickets will be applicable.

4.7 Railway Refund Rules for Tatkal Ticket Cancellation

- No refund is granted if a confirmed Tatkal tickets is cancelled.
- In the case Waitlisted Tatkal tickets, a refund is granted as per the Waitlisted or RAC refund rules of Indian Railways. The refund will be given after applicable clerkage charges have been deducted from the amount.
- A complete refund of a confirmed Tatkal ticket is granted if it is cancelled under any of the following circumstances:
 1. The train gets delayed by over 3 hours at the station where the journey is supposed to begin.

2. The train is set to follow a diverted route, which a passenger doesn't want to travel.
3. The train is set to follow a diverted route and one or both of the source and destination stations do not fall on that route.
4. The coach in which the Tatkal seat has been allotted is not attached to the train and the passenger hasn't been provided a seat in the same class.
5. The passenger has been provided a seat in a lower class in which he/she doesn't want to travel. However, if the passenger travels in the lower class, a refund will be provided of the difference in the ticket price and Tatkal charges, if applicable.

4.8 Railway Refund Rules of Premium Tatkal Ticket Cancellation

- According to IRCTC refund rules, for an e ticket, a passenger is not entitled to any refund if a confirmed Premium Tatkal ticket is cancelled.
- A complete refund is granted for confirmed Premium Tatkal tickets under the same 5 circumstances as mentioned for Tatkal refund rules.

4.9 Refund Rules for Partially Confirmed Party or Family Tickets

- Suppose there is a family e-Ticket or a party e-Ticket in which some of the seats are confirmed while some others are on the Waitlist or RAC. In this case, even the confirmed passengers can get a refund if they choose not to travel, subject to applicable cancellation charges. Further, to avail the refund, the passenger will have to cancel the ticket online or file for TDR online at least 30 minutes before the train is set to depart from the station. These refund rules are applicable for both general quota and Tatkal quota e-Tickets.

- In the same scenario, if a passenger has a counter ticket instead of an e-Ticket, he/she can claim a refund by surrendering the counter ticket up to 30 minutes before the departure of the train.
- In the same scenario, if the confirmed passengers on an e-Ticket decide to travel while the RAC or Waitlisted passengers decided not to travel, a certificate stating the same is needed from the railway ticket checking staff. A refund can be obtained based on this certificate provided that the passenger files an online TDR within 72 hours of the train reaching your destination station.

4.10 Refund Rules for Cancelled Trains

- E-Tickets: If the train is cancelled due to any reason, full refund is granted of the e-Ticket fare whether it is a confirmed, Waitlisted or RAC ticket. Passengers with e-Tickets will get the refund credited to the account that they had used for booking. A passenger need not cancel his/her e-Ticket or file a TDR in such cases because the ticket will be automatically cancelled.
- Counter Tickets: If there is a counter ticket, refund can be collected from a PRS counter. However, ticket must be cancelled at any PRS counter within 72 hours after the scheduled departure of the train.

4.11 Refund Rules for Diverted Trains

4.11.1 If the train is diverted from its specified route and the passenger doesn't want to travel via the new route, a full refund is granted of the ticket fare. For this, a TDR must be filed up to 72 hours of the train's departure schedule from the boarding station.

4.12 Refund Rules for Train Running Behind Schedule by More Than 3 Hours

- If the train arrives at the boarding station 3 hours or more behind its schedule, a passenger can get a full refund for e-Tickets. A TDR needs to be filed online before the train's actual departure time to ensure a full refund.
- Passengers with counter tickets can hand over the ticket to the railway officials at the station where the journey was to begin and obtain a full refund from the counter.
- No refund is admissible if the passenger cancels, surrenders the tickets or files a TDR after the actual departure of the train.

4.13 Refund Rules for Lost or Misplaced Ticket

4.13.1 Indian Railways does not allow refund for tickets that are lost or misplaced by passengers. However, passengers can opt for a duplicate ticket to be issued and continue with their journey.

4.14 Refund Rules when the Railways Fails to Provide Accommodation

4.14.1 If a passenger has a reserved ticket and the railway administration fails to provide seats / berths, then the passenger is entitled to a full refund without any cancellation/clerkage fee deduction. In order to get the refund, the passenger must surrender the ticket within 3 hours of the train's actual departure.

4.15 Refund Rules for Unreserved Tickets

- If a passenger has an unreserved ticket and wants to cancel it, he/she can present the ticket to the station master within 3 hours of its issuance and get a refund subject to a clerkage charge of ₹ 30 per passenger.

- In the event that the unreserved ticket has been issued in advance, the passenger can get a refund by presenting it to the station master up to 24 hours prior to the date of journey. The clerkage charge will remain the same.

4.16 Refund Rules on AC Failure

4.16.1 If any passenger is traveling in AC coaches and Indian Railways fails to provide AC facility for a portion of the journey, then the passenger will get a refund for that specific portion of the journey. The refund amount in such cases will be as follows:

- For 1 AC – the difference between 1 AC fare and First-Class fare
- 2 AC/ 3 AC – the difference between 2 AC/ 3 AC fare and Sleeper Class fare in Mails and Expresses
- AC Chair Car – the difference between AC Chair Car fare and Second-Class fare in Mails and Expresses
- Executive Class – the difference between Executive Class fare and the First-Class fare in Mails and Expresses

4.16.2 In such cases, the passenger will be issued a certificate by the ticketing staff. Passengers with e-Tickets must file an online TDR within 20 hours of arrival at the destination and also send the certificate to IRCTC by post. Passengers with counter tickets need to only send the certificate to IRCTC by post.

4.17 Refund Rules for Travel in a Lower Class

- Suppose a passenger has a ticket for a higher travel class (Ex: 1 AC) and is made to travel in a lower class (3 AC) due to non-availability of

accommodation, then he/she can claim the difference between the two classes as refund.

- In such cases, the ticketing staff will issue a certificate to the passenger. In order to get the refund, passengers with E-ticket must file an online TDR within two days of the certificate issuance. They must also send the certificate to IRCTC by post.
- Passengers with counter tickets should send the certificate to IRCTC by post.

Chapter 5

Findings and Analysis

5.1 Introduction

5.1.1 This research was primarily undertaken to analyze the amended refund policy of Indian Railways, which came into effect on November 12th, 2015. As mentioned earlier, the policy had been an outcome of a vigilance investigation wherein it was detected that refund based financial irregularities were occurring at a particular railway station. As a result, the refund policy was amended to plug the financial loophole and new cancellation framework was introduced to strengthen the system. This study attempted to look at the impact of the amended refund policy, 2015 from Railway's perspective in executing its responsibility towards passengers, the policy's financial impact and as a result of implementation of the amended policy, whether passengers, now, have more access to berths as compared to earlier.

5.1.2 The study analyzed its research objectives in two ways. First, it was achieved through a complete analysis of the amended refund policy, 2015, taking into account the positives and weaknesses of the proposed amendments. Secondly, through analysis of relevant data obtained from Passenger Marketing, Commercial Directorate, Ministry of Railways and CRIS for the year 2015 and 2016. The data taken from commercial directorate comprised of following indicators:

- Amount of refund disbursed
- Amount of cancellation fee collected

- Clerkage charges collected
- Number of cancelled passengers
- Number of cancelled tickets

From CRIS, the following data was obtained:

- The breakup of the time when the passengers cancelled their tickets
- The breakup of the time when passengers booked on the cancelled berths

5.2 Analysis of Increase in Railway Revenue

In order to study and analyze the first research objective, i.e. **“To analyze the resultant increase in railway revenue due to increase in cancellation and clerkage charges”**, the data collected from Commercial Directorate, Ministry of Railways was analyzed. The data comprised of:

- Amount of cancellation fee collected
- Clerkage charges collected

The data on both the aspects was analyzed on a comparative basis keeping in mind the research objective.

5.2.1 Financial impact of revision of Cancellation Charges in 2016

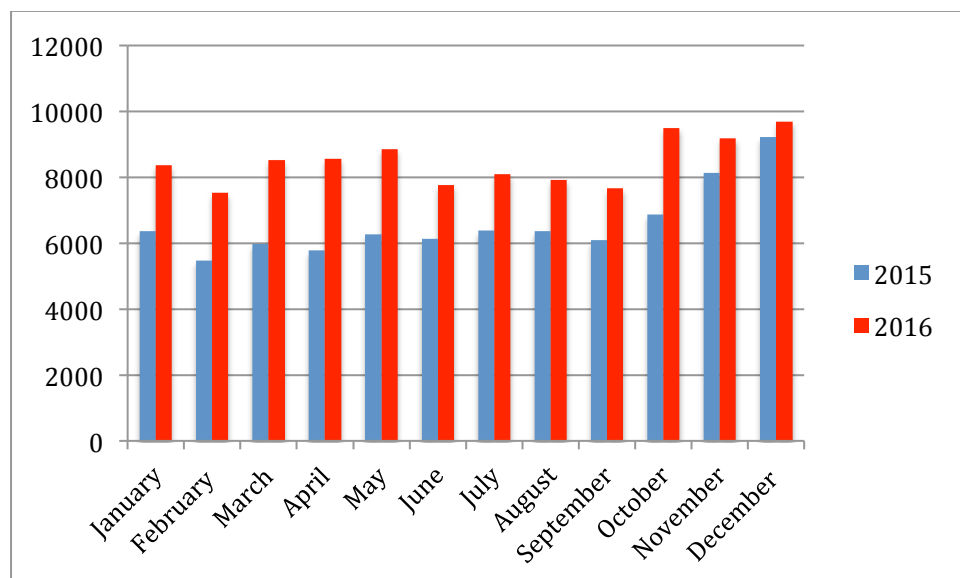
As discussed earlier, in the event of a passenger purchasing a reserved or unreserved ticket and later the same getting cancelled, the Railways levy a cancellation charge. The cancellation charges were modified vide the amended refund policy, 2015 and the old and revised charges have been illustrated in table 5-1. In order to come to a conclusion about the research objective, the

data for 2016 was compared with that of 2015. The details for the same are illustrated in table 5-1 below:

Table 5-1 Comparative Cancellation Fee Collected for Year 2015 and 2016

Month	Cancellation fee (Rs. in Lakh)		Absolute Difference (Rs. in Lakh)	Percentage Difference
	2015	2016		
January	6363.39	8378.09	2014.70	31.66%
February	5477.19	7527.62	2050.43	37.44%
March	5976.85	8520.03	2543.18	42.55%
April	5775.76	8569.82	2794.05	48.38%
May	6276.42	8856.89	2580.48	41.11%
June	6128.42	7768.42	1640.00	26.76%
July	6391.25	8088.83	1697.58	26.56%
August	6364.55	7931.19	1566.64	24.62%
September	6091.49	7665.21	1573.73	25.83%
October	6873.77	9488.27	2614.50	38.04%
November	8134.31	9181.29	1046.98	12.87%
December	9223.92	9696.35	472.44	5.12%
Total	79077.31	101672.02	22594.71	28.57%

Figure 5-1 Comparative Cancellation Fee Collected for 2015-2016(in Rs Lakhs)



Findings

As is clear from the table above, the cancellation fee went up by 28.57% in the year 2016 as compared to the year 2015. This can be translated as a direct effect of the modified refund policy wherein the minimum cancellation fee was doubled from the existing one.

- In absolute numbers, the revenue through cancellation fee went up by Rs 22594.71 lakhs, i.e., from Rs 79077.31 lakhs in 2015 to Rs 101672 lakhs in 2016.
- The highest increase in cancellation fee between the two comparative years was seen in the month of April, i.e., a jump of 48.4% and Rs 2794.05 lakhs in absolute terms.

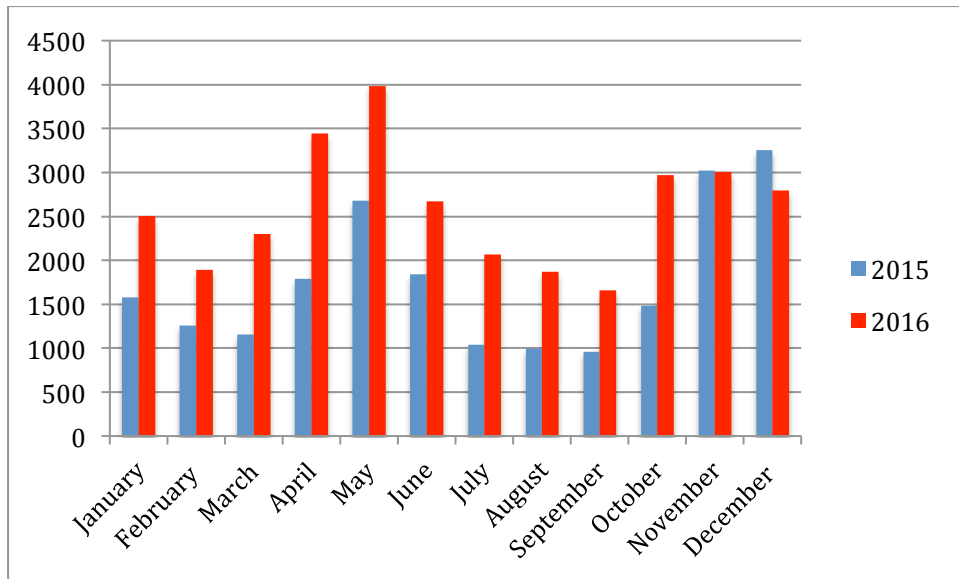
5.2.2 Financial impact of revision of Clerkage charge in 2016

Clerkage is a charge levied for the clerical work rendered in refund of fares on cancellation of unreserved, wait-listed and RAC tickets. The commercial circular of 2015, enhanced the clerkage charges levied on passengers when a ticket is cancelled. The amount of clerkage collected depends on the type of ticket. If it is a reserved ticket, then the clerkage charges are higher and vice versa. The existing and modified charges have been illustrated in table 5-2 earlier. The data for clerkage charges was analyzed for 2016 as compared to 2015 and the results are tabulated in table 5-2.

Table 5-2 Comparative Clerkage Charges Collected for Year 2015 And 2016

Month	Clerkage charges (Rs. in Lakh)		Absolute Difference (Rs. in Lakh)	Percentage Difference
	2015	2016		
January	1577.32	2501.27	923.95	58.57721
February	1260.45	1891.10	630.65	50.03372
March	1155.92	2299.49	1143.57	98.93159
April	1787.53	3441.77	1654.24	92.54334
May	2677.16	3984.09	1306.93	48.81778
June	1841.28	2668.51	827.23	44.9269
July	1036.49	2067.20	1030.71	99.44235
August	993.31	1867.51	874.2	88.00878
September	959.51	1656.58	697.07	72.64854
October	1481.44	2968.22	1486.78	100.3605
November	3021.01	3005.69	-15.32	-0.50712
December	3252.64	2795.13	-457.51	-14.0658
Total	21043.86	31146.56	10102.7	48.00783

Figure 5-2 Comparative Clerkage Charges Collected in 2015-2016 (In Rs Lakhs)



Findings

- The railway revenue obtained through clerkage charge increased by 48% in 2016, as compared to 2015.
- In absolute terms the increase was Rs 10102.7lakhs

- The month of October showed a 100% increase in clerkage charges whereas November showed the least variation of 0.5%.
- In 2016, the month of May showed the highest collection of clerkage charges, Rs 3984.09 lakhs. Similarly, the month of September showed the least amount of clerkage charge collected, i.e. Rs 1656.58 lakhs.

Revenue Gain for railways

- In terms of the revenue gain it can be calculated as the increase in the sum of cancellation and clerkage charges in 2016, as compared to 2015. The calculations and figures are as below:

2015: Rs 79077.31 + Rs 21043.86 = Rs 100121.17 lakhs

2016: Rs 101672.02 + Rs 31146.56 = Rs 132818.58 lakhs

Net revenue gain = Rs 32697.41 lakhs *i.e.* 32.65% increase in revenue.

Therefore, it is very apparent that Railways has benefitted financially in 2016 as compared to 2015 due to the changes in cancellation fee and clerkage policy (isolating all other factors that too could have contribute but have not been considered in the study).

5.3 Analysis of Decrease in Refund disbursement

The second research objective of the study was to “**analyze the resultant decrease in Refund disbursement**”. In the event of a railway ticket getting cancelled, refund is granted, subject to certain stipulated conditions. These rules and conditions have been discussed in chapter 4. Broadly the modified refund rule stated that if a confirmed ticket is presented for cancellation after chart preparation, then no refund will be granted. Further, the time at which

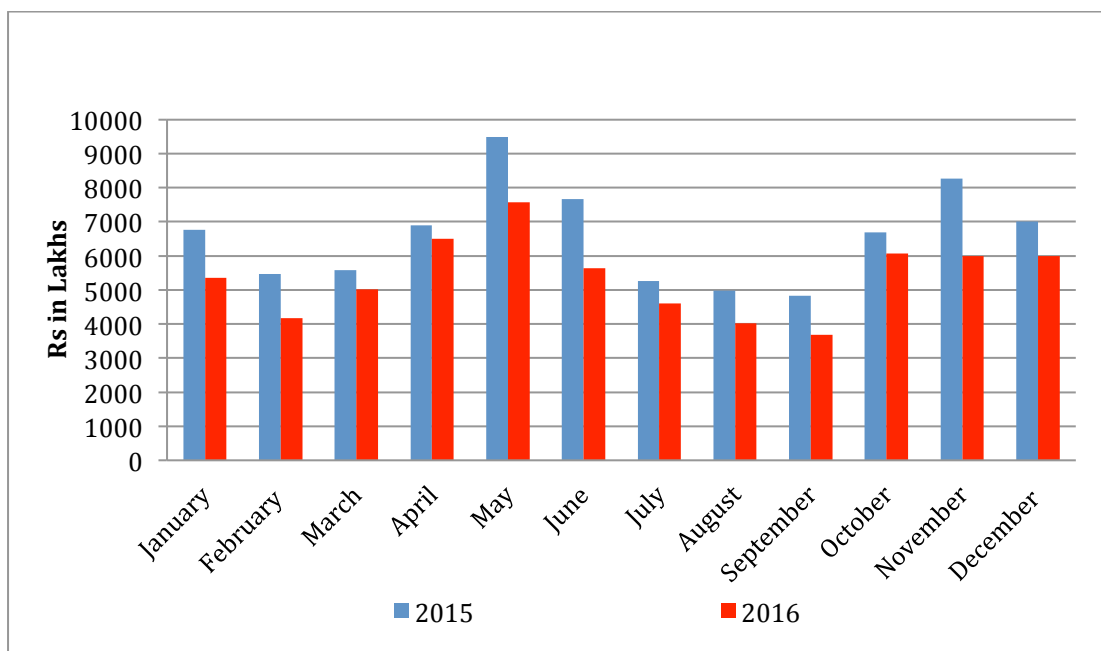
the ticket was presented for cancellation governed the amount of refund. The earlier a ticket is presented, the more the refund granted. In order to arrive at a conclusion, the refund disbursement data was collected and analyzed for 2015 and 2016. The refund disbursement data for the two comparative years is presented in table 5-3 below:

Table 5-3 Comparative Refund Disbursed for Years 2015 And 2016

Month	Amount Refunded (Rs. in Lakh)		Absolute Difference (Rs. in Lakh)	Percentage Difference
	2015	2016		
January	67557.23	53638.83	-13918.40	-20.60%
February	54646.23	41765.43	-12880.80	-23.57%
March	55716.72	50143.95	-5572.78	-10.00%
April	68957.83	64951.62	-4006.22	-5.81%
May	94930.05	75765.44	-19164.61	-20.19%
June	76596.49	56417.14	-20179.34	-26.34%
July	52678.27	45962.02	-6716.25	-12.75%
August	49801.27	40234.75	-9566.51	-19.21%
September	48273.34	36841.61	-11431.74	-23.68%
October	66898.67	60627.49	-6271.18	-9.37%
November	82642.90	59943.45	-22699.45	-27.47%
December	70084.06	59938.38	-10145.69	-14.48%
Total	788783.07	646230.11	-142552.96	-18.07%

The same is illustrated in the figure 5-3 below:

Figure 5-3 Comparative Refund Disbursed in 2015-2016 (In Rs Lakhs)



Findings

- The refund amount disbursed to passengers saw a decline of 18% in 2016 as compared to 2015. In terms of absolute value, it translates to Rs 142552.96 lakhs, which is a very significant achievement.
- While this may not be taken as an earning in the true financial sense, but a drop in refund disbursal, acts as a kind of savings. Therefore, to put it technically, the railways spent Rs 142552.96 lakhs less on refund disbursal in 2016, as compared to 2015. This can be interpreted as the direct result of the new refund rules implemented in November'2015.

- The month of May remained the highest refund disbursal month i.e., Rs 94930.05 and Rs 75765.44 respectively, and the month of February was the month of lowest refund disbursal, i.e. Rs 54646.23 and Rs 41765.43 lakhs respectively in both 2015 and 2016.
- The figures of November saw the highest difference i.e., 27.4% and the month of April, the least, i.e. 5.8% in refund disbursal between the two years
- The fall in refund disbursal can be directly linked to the modifications brought about through the modified refund circular, which not only increased the cancellation charges and clerkage, but also blocked any refund being granted on confirmed ticket if presented for cancellation after chart preparation. This can be taken as a major deterrent for refund disbursal.

Analysis portion

- As discussed earlier, tickets would be hoarded by agents, and then resold to passengers. If an agent was unable to resell any ticket, the same would be cancelled at minimal loss. However, the new rules made it stiffer for passengers or agents to carry on with their old modus operandi, therefore the fall in refund disbursal was evident in 2016, as compared to 2015.
- A fall in refund disbursal bodes well for railway finances, as the outflow of revenue is reduced. Further, low refunds also imply that berths are getting utilized optimally. A cancellation of a berth not only means that there is revenue outflow, but also that the berth has to be resold to make it financially viable. In such a case that it gets rebooked, then there are no losses. However, in a scenario that the berth is not rebooked, it faces the prospect of going vacant or being mis utilized by unauthorized passengers or as a source of corruption for onboard staff.

5.4 Analysis of Utilisation of Cancelled Berths

The amended refund policy, 2015 mentions that cancelled berths will be offered for rebooking till 30 minutes of train departure. From this statement stems the third objective of the research, which is, **to analyze the utilization of cancelled berths through rebooking**. For this objective the data of passengers cancelled and rebooked as per time schedule was obtained. However, the data obtained from CRIS, was not maintained in pre refund policy timings format and only the post modified refund policy timing format data was made available. Prior to the modified refund policy, the cancellation timings for confirmed ticket were as per following time slabs:

- 48 hours before train departure
- 48 to 6 hours before train departure
- 6 hours before train departure till 2 hours after train departure.

Post the introduction of the refund policy in 2015, the cancellation timings were changed to the following time slabs:

- 48 hours before train departure
- 48 to 12 hours before train departure
- 12 hours to 4 hours before train departure

For RAC and WL tickets, the pre modified policy rule allowed refunds up to 3 hours after train departure, whereas as per the modified refund policy the refunds could be given only up to 30 minutes before scheduled train departure.

As the data maintained at CRIS was not available as per the pre modified refund policy time format therefore it could be culled only as per the post November '2015 cancellation timings. Therefore, attempt was made to analyze

data as per the available format only. The details of number of passengers cancelled, rebooked are tabulated in the following tables 5-4, 5-5, and 5-6:

Table 5-4 : Number of Passengers Cancelled in 2015 and 2016 As Per Time Slab

Particulars	No. of passengers cancelled (in Lakh)		Absolute difference (in Lakh)	Difference (% increase)
	2015	2016		
Beyond 48 hours before schedule train departure	808.36	701.74	-106.62	-13.19%
48 hours to 12 hours before schedule train departure	321.58	272.72	-48.85	-15.19%
12 to 4 hours before schedule train departure	95.99	77.55	-18.44	-19.21%
4 to 0 hours before schedule train departure	10.61	0.68	-9.93	-93.59%
After charting	151.62	141.42	-10.20	-6.73%
Total passengers cancelled	1388.16	1194.12	-194.04	-13.98%

Table 5-5 Number of Passengers Rebooked in 2015 and 2016 As Per Time Slab

Particulars	No. of rebooked passengers (In Lakh)		Absolute Difference (In Lakh)	Difference (% increase)
	2015	2016		
Beyond 48 hours before schedule train departure	11.24	22.58	11.35	100.99%
48 to 12 hours before schedule train departure	5.13	10.40	5.27	102.71%
12 to 4 hours before schedule train departure	1.91	3.56	1.64	85.85%
4 to 0 hours before schedule train departure	0.26	0.07	-0.19	-71.76%
After charting	1.27	2.68	1.40	110.14%
Total passengers rebooked	19.81	39.28	19.47	98.29%

The two table, 5-4 and 5-5 were merged together to get the comparative figures for berth utilization as given in table 5-6 below:

Table 5-6 Comparison of Passengers Cancelled To Passengers Rebooked (2015 And 2016)

Particulars	2015			2016		
	Passengers Cancelled (in Lakhs)	Passengers Rebooked (in Lakhs)		Passengers Cancelled (in Lakhs)	Passengers Rebooked (in Lakhs)	
Beyond 48 hours before schedule train departure	808.36	11.24	1.389942	701.74	22.58	3.218082
48 to 12 hours before schedule train departure	321.58	5.13	1.594777	272.72	10.40	3.811852
12 to 4 hours before schedule train departure	95.99	1.91	1.994861	77.55	3.56	4.589009
4 to 0 hours before schedule train departure	10.61	0.26	2.450376	0.68	0.07	10.7969
After charting	151.62	1.27	0.840666	141.42	2.68	1.894005
Total passengers rebooked	1388.16	19.81	1.427195	1194.12	39.28	3.28987

Findings

- In terms of passengers cancelled, the stark difference is seen in the figure of 2016, as compared to 2015, for “number of cancellations after chart preparation”, i.e., 4 to 0 hours before train departure. In 2016, the drop in this segment has been by 93.5%, compared to 2015 (Table 5.6) . This reflects the impact of the modified refund policy, wherein, no refunds would be granted for confirmed tickets once the chart was prepared, in other words, 4 hours before scheduled departure of the train.
- From the data of 2016(table 5-4) it can also be assumed that the cancellations within 4 hours of train departure may have been for RAC and WL tickets, on which refund was possible.
- From table number 5-6 which shows the berths, which have been rebooked in 2015 and 2016 after cancellation by the initial passenger, it can be concluded

that berth rebooking doubled to 39.28 lakhs in 2016 as compared to 19.81 lakhs in 2015.

- For berths rebooked after chart preparation, there has been a quantum jump percentage wise. In 2015, only 2.45% of the cancelled berths were rebooked. In 2016, the figure jumped to 10.79%.

5.5 Strengths of the Amended Policy

The fourth objective of the research was to understand the strengths and weaknesses of the revised refund policy. For this, the TELOS model of project management was applied. using following parameters:

- Technical (T)
- Economic (E)
- Legal (L)
- Operational (O)
- Social (S)

Following aspects emerged as per as discussed subsequently.

5.5.1 Technical: The amended refund policy was primarily passenger oriented, and changes had to be made in:

- cancellation charges and patterns,
- clerkage charges,
- chart preparation automation,
- opening of the booking subsequent to chart preparation, and
- the final chart preparation 30 minutes before train departure.

So, major part of the policy was highly reliant on implementing these changes in the PRS, UTS cum PRS,(Unreserved Ticketing System cum Passenger Reservation System), and E-ticketing. The technical custodian of PRS, UTS and E-ticketing is CRIS. As the technology partner of Ministry of Railways, CRIS had been designated to design, develop, implement and maintain most of the important information systems of Indian Railways, including PRS, UTS and e-tickets. Therefore, all the technical systems had to be implemented by CRIS. Once the gazette notification had been issued on November 4th, 2015, the revision had to be affected from November 12th, 2015. So, in effect CRIS had barely 8 days to implement such mass scale changes in the system. To understand how the policy was implemented, the concerned officials and engineers who were involved in revising the system, were spoken to. The officials mentioned that CRIS maintains and operates the PRS system as per the requirements, which are presented to it by the Ministry of Railways. On its own it is not empowered to bring about any change. Therefore, on receiving the directions of the Ministry, the wheels were set rolling for bringing about the necessary amendments in the system CRIS prides itself on the quality of its engineers and this was put to test in November'2015. In a short span of 8 days, the necessary changes were brought about and on November 12th, 2015, the policy was implemented in the system. Further to its implementation, no major glitches were reported and since then the system has been running smoothly incorporating all the necessary changes. The chart preparation became automated, cancellation timings were revised, clerkage fee enhanced, chart preparation was implemented twice, system accepted bookings after the first chart preparation. Therefore, technically, the policy was implemented with precision and has remained so ever since.

5.5.2 **Economic:** the amended refund policy was an outcome of the investigation into the financial irregularities, which occurred at one of the railway stations in early 2015. Therefore, to plug such leakages, the refund policy came out with changes in certain parameters of ticketing, which aimed at strengthening and improving the financial aspect of railways. From an economic angle, the policy talked about

- doubling of clerkage charges
- doubling of minimum cancellation charges,
as well as opening of the PRS system after chart preparation for rebooking of cancelled berths

Not only were the minimum clerkage charges doubled but also the time of presentation of the ticket by the passenger made stringent with the anticipation that it would benefit the organization financially.

From financial point of view, these aspects were meant to shore in additional revenue. It was anticipated that the doubling of charges would increase the coaching revenue. It was also anticipated that as a corollary the hike in cancellation and clerkage charges the black marketeers would be warded off, resulting in the freeing of additional berths for genuine passengers and ultimately rope in the wait listed passenger who would have opted for alternative means of transport, had their berths not been confirmed, thereby increasing the passenger base and subsequently the passenger earnings. We have already discussed in point 5.2, the increase in revenue as a result of increase in cancellation and clerkage charge. We have also discussed in point 5.3 the decreased outflow of refund disbursement. So if we correlate the

cancellation charge and clerkage charge with the amount of refund disbursed, we can conclude what would be the net outflow or inflow.

- **2015:** (cancellation + clerkage charge)- refund disbursed

2015: Rs 79077.31 + Rs 21043.86 – Rs 788783.07

Total : Rs -688661.9

- **2016:** (cancellation + clerkage charge) – refund disbursed

2016 : Rs 101672.02+ Rs 31146.56 -Rs 646230.11

Total = Rs -513411.53

Therefore, it can be concluded that:

- Total revenue gain (cancellation and clerkage charge) between the two years has been Rs 32697.42 lakhs, which is an increase of 32.65%
- Total refund outflow has been reduced by Rs 142552.96, a decrease of 18.07%.
- The net decrease in the revenue outflow between 2015 and 2016 has been Rs 175250.37 lakhs or 25.44%, which can be taken as a form of savings.

5.5.3 Legal: Legal repercussions of any amendment must be understood fully, before presuming it to be a robust one. The Railway Act, 1989, governs Indian Railways. The Railways Act, 1989 is an Act of the Parliament of India, which regulates all aspects of rail transport. The Act came into force from 1989. It replaced the Railways Act, 1890. The 16 chapters in the Act provide in detail the legislative provisions regarding railway zones, construction and maintenance of works, passenger and employee services. As per this Act,

chapter 8, which is “Carriage of Passengers” contains the rules governing refund, which is reproduced below:

Section 60 in The Railways Act, 1989^{vi}

60. Power to make rules in respect of matters in this Chapter.

(1) The Central Government may, by notification, make rules to carry out the purposes of this Chapter.

(2) In particular, and without prejudice to the generality of the foregoing power, such rules may provide for all or any of the following matters, namely: —

(a) the convenience and accommodation (including the reservation of seats or berths in trains) to passengers;

(b) the amount of refund for the cancellation of a ticket;

(c) the circumstances under which change of names of passengers, having reserved seats or berths, may be permitted;

(d) the carriage of luggage and the conditions subject to which luggage may be kept in the cloak rooms at the stations;

(e) diseases which are infectious or contagious;

(f) the conditions subject to which a railway administration may carry passengers suffering from infectious or contagious diseases and the manner in which carriages used by such passengers may be disinfected;

(g) generally, for regulating the travelling upon, and the use, working and management of the railways.

(3) Any rule made under this section may provide that a contravention thereof shall be punishable with fine which shall not exceed five hundred rupees.

(4) Every railway administration shall keep at every station on its railway a copy of all the rules made under this section and shall also allow any person to inspect it free of charge.

Section 60, under which the refund rules are discussed, opens the rule by mentioning two, very important, elements of the rule. The two important terms are:

- Central government, and
- Notification.

This first point of “central government” means that if any changes are to be brought about in the rules in this chapter, it has to be passed by an assigned central Ministry and not internally by Ministry of Railways. Secondly, the amendments have to be notified, through a gazette notification. Therefore, what the chapter meant was while the changes in the refund rules had to be drafted by Railways but for the rules to come into effect, it had to be approved by the Law Ministry and issued through a gazette notification. The wheels for change in the refund rule were set rolling right in February’2015, when the fraud was detected. Over the course of next few months in 2015, once the investigation was completed, the Vigilance Directorate suggested the system improvement. Thereafter it was acted upon by the Commercial Directorate by drafting amended refund rules, which was further sent to Law Ministry, and approved by them. The amendments were then issued through Gazette Notification G.S.R. 836(E). dated 04.11.2015 making it a legally sound document. Therefore, it can be safely concluded that the rules are as sound legally as can be and if challenged in the Court of Law, they will be upheld.

5.5.4 **Operational:** Policies as a rule are tested for their excellence on two aspects- technical, which is the effective drafting and operational, which is how well it is implemented in the field. The operational part of any policy in Railways is indeed a herculean challenge. This is so because of the sheer size of the organization. Railways is a behemoth and ushering and implementing new rules is a task in itself. The same was true for the introduction of the amended refund policy in the field too. The real test of the policy was to begin on November'12th, 2015. The chain of command what the policy follows is explained below:

- Policy issued by commercial directorate, ministry of railways to all its 16 zones.
- All 16 zones issue the policy letter to its 73 divisions.
- The commercial department of these 73 divisions then issues the policy to its 7349 stations

As can be seen, percolating information down the levels is indeed a very mammoth task in Railways. Doing it in 8 days, is nothing short of wonder! Since the policy was going to affect passengers in a big way, therefore, the sailing had to be as smooth as possible, lest mismanagement and complaints occur. The staff at the reservation offices, charting sections and on-board ticket checking staff had to be educated and the following was expected of them:

- Ensuring that all quotas are fed before 4 hours of the scheduled train departure (the charting had been made automatic, which meant that if the various quotas are not fed in the system before 4 hours, they would not be included in the final chart)

- Opening of the PRS a second time after chart preparation to allow rebooking of cancelled berths, till 30 minutes of train departure, by the reservation clerk.
 - Finalizing the second chart 30 minutes before train departure.
 - Handing over of the second chart to the TTE
 - Tallying of the two charts by the TTE while checking passengers on board
- Although the cancellation and clerage charges were already fed into the system and not much needed to be done, however, the staff had to be aware of the new cancellation rules and timings as it was expected that passengers wouldn't be as aware and would certainly raise queries about it. Therefore, the whole exercise of issuing the policy, making changes in the system, bringing awareness in the staff, and then executing it on the field was done in a short span of 8 days. The amended rules rolled out without a hitch and have been successfully implemented since 12.11.15.

5.5.5 Social: 'Serving passengers' is an essential focus of Indian Railways and it is this social objective towards the citizens of the country that has steered the course of Indian Railways since time immemorial and not merely the profit motive. This motive of social responsibility formed the backbone of the amendments in the refund rules. This social responsibility aspect was mainly to curb touts and black marketeers on the one hand, and enable genuine passengers to access more numbers of cancelled berths for rebooking. In order to achieve this social obligation, the policy brought about certain changes, which were:

- Increasing the cancellation charge: the minimum cancellation charges were doubled in order to make cancellations economically unviable for black marketeers to hoard tickets and then cancel them at the last minute if unsold.

- Increasing the clerkage charge: clerkage charges were also doubled to deter touts from misusing railway facilities
- Making the time slot of refunds tighter and stringent: earlier, the confirmed tickets could be cancelled till 2 hours after train departure. The new policy revised this to 4 hours before train departure.
- Automatic chart preparation: the refund was directly linked to chart preparation. Therefore, the same was made automatic to deter black marketeers and touts from being able to get refund on their unsold tickets.
- No refunds on confirmed tickets after chart preparation: the earlier rule allowed refunds up to 2 hours of train departure. With the new policy, the confirmed tickets had to be presented at least 4 hours before train departure to get any refund.
- No refund on RAC or WL ticket if presented within 30 minutes of train departure: the earlier rule allowed RAC or WL ticket to be refunded 3 hours after train departure. However, the new rule made it mandatory to present the ticket at least 30 minutes prior to train departure to avail refund.
- Making available the cancelled tickets to passengers till 30 minutes of train departure: the new railway passenger rule allowed the cancelled tickets to be rebooked till 30 minutes of train departure.

These steps were meant to encourage genuine and bonafide passenger to buy tickets easily and directly from the railways rather than depending on agents to sell overpriced tickets. The policy also made available cancelled berths, to passengers till as late as 30 minutes of train departure. Therefore, a passenger had the option of availing confirmed tickets right till train departure, something that was not available

prior to implementation of this policy. Refunds were also made possible through the activation of UTS cum PRS counters at those stations where PRS was not available (UTS cum PRS system is a modified system that has evolved from the UTS system and is used at stations where there is no PRS system). While the economic strength has been analyzed in point, to look into what the policy achieved in its social objective, two more aspects were analyzed in detail, for the two comparative years, to arrive at a more informed conclusion, . They were:

- Data of passengers cancelled, and
- Data of tickets cancelled

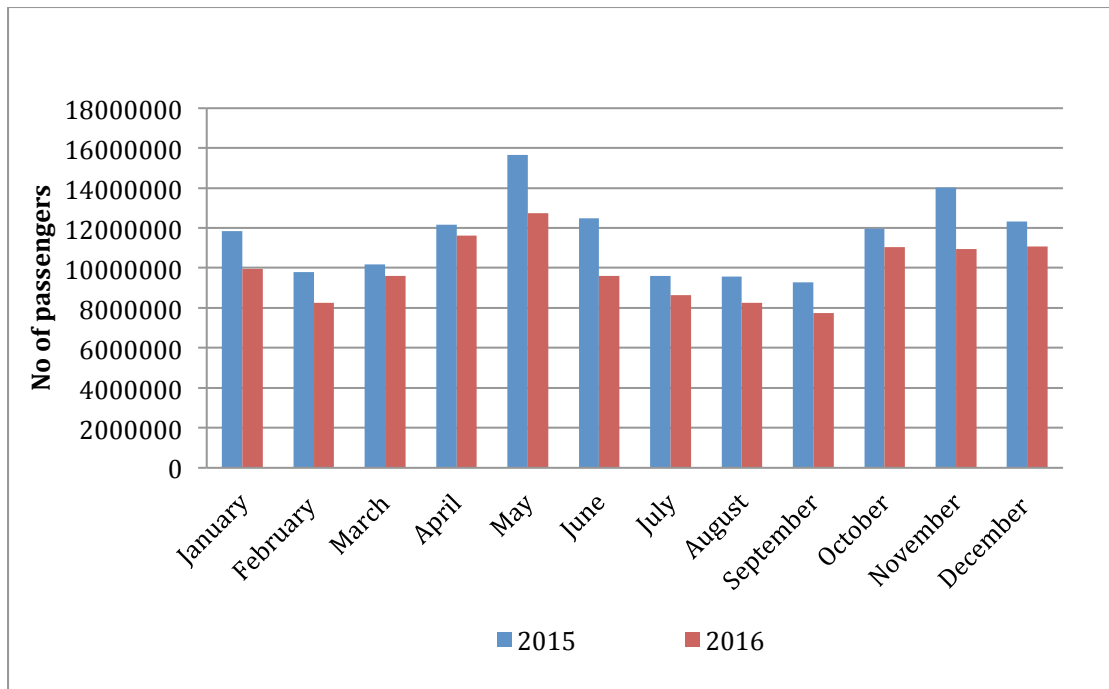
The table 5-7 illustrates the comparative figures of passengers cancelled.

Table 5-7 Number of cancelled passengers for 2015 and 2016

Month	No. of Cancelled passengers (in Lakh)		Difference In Lakh	Percentage Difference
	2015	2016		
January	118.30	99.39	-18.91	-15.99%
February	97.91	82.52	-15.39	-15.72%
March	101.60	96.05	-5.55	-5.46%
April	121.61	116.25	-5.36	-4.41%
May	156.41	127.23	-29.18	-18.65%
June	124.76	95.84	-28.92	-23.18%
July	96.14	86.38	-9.77	-10.16%
August	95.75	82.56	-13.19	-13.78%
September	92.72	77.32	-15.40	-16.61%
October	119.57	110.35	-9.22	-7.71%
November	140.14	109.54	-30.61	-21.84%
December	123.15	110.62	-12.53	-10.17%
Total	1388.06	1194.04	-194.03	-13.98%

The same is illustrated through a bar graph in the figure 5-4 below for easier understanding:

Figure 5-4 Number of Cancelled Passengers in 2015-2016(in lakhs)



Findings:

- It is obvious that there has been a drop in the overall number of passengers who got their tickets cancelled, by nearly 14% in 2016, as compared to 2015(Fig 5.1).
- In absolute terms this came to 194.03 lakhs passengers.
- The highest reduction is in the month of June, i.e., a drop of 23% or a difference of 28.92 lakh passengers in 2016 as compared to 2015
- This aspect of cancelled passengers is a very important indicator of black marketing. Earlier, tickets were booked by travel agents and sold surreptitiously to gullible passengers or those willing to pay higher charges to the agent in lieu of confirmed ticket booked on a false name. The agent had little to lose as in the event of tickets going unsold, the loss to the agent was

minimal as the clerkage charges and the cancellation fee was meager, and the refund given on cancellation of tickets, even after train departure, was not only possible, but a reasonable sum was also refunded, which is what was being exploited, in the case detected. The unscrupulous elements had little to lose in terms of money, and everything to gain. The data for 2016 shows a healthy trend in that the number of passengers who are getting their tickets cancelled is reduced and this reduction is the highest in the peak season period when black marketing is also suspected to be the highest.

- Another interesting fact to note is that during the peak holiday season, which is May to June, and then again from November to December, the 2015 figures show an increase in cancellation by passengers, compared to the rest of the months of 2015. This corroborates the theory that berths were hoarded during peak season and if the black marketeer was not able to sell the tickets, the tickets would be cancelled, leading to minimal losses.
- The figures for 2016 show the maximum drop in cancelled passengers, compared to 2015, in the same peak period months, which is something to cheer about. This drop is significant as May- June is considered as the peak season for railway booking due to the summer holidays of students and the huge drop seems to be a direct impact of the new refund policy. It can be taken that berths are not getting booked by touts for their own gains, but more so by genuine passengers, who would not indulge in cancellation unless and until there is a pressing reason.
- Reduced cancellations not only denote better berth utilization, less chances of corruption, but also more safety of passengers, and this is what Railways aims

to provide to passengers in its social obligation. But is safety linked to cancelled passengers? This is so as last-minute cancellations prior to November'2015, meant that a confirmed berth may go empty during the train's journey. It also meant that a vacant berth was likely to be unauthorizedly occupied or that the empty berth may get misused by train staff either for their own travel. Such occupation of vacant berths by unauthorized passengers pose a security and safety threat to the other reserved passengers. In long distance trains, this is quite a menace. There have been numerous incidents of theft, chain pulling by such elements and the sufferers are the bonafide passengers. Therefore, reduction in cancelled tickets augurs well for railways in fulfilling its social objective and the amended refund policy has been able to do so, as is clear from the figures in table....

The other data that of cancelled tickets was obtained for the two comparative years of 2015 and 2016 and the details of the same are illustrated in table 5-8:

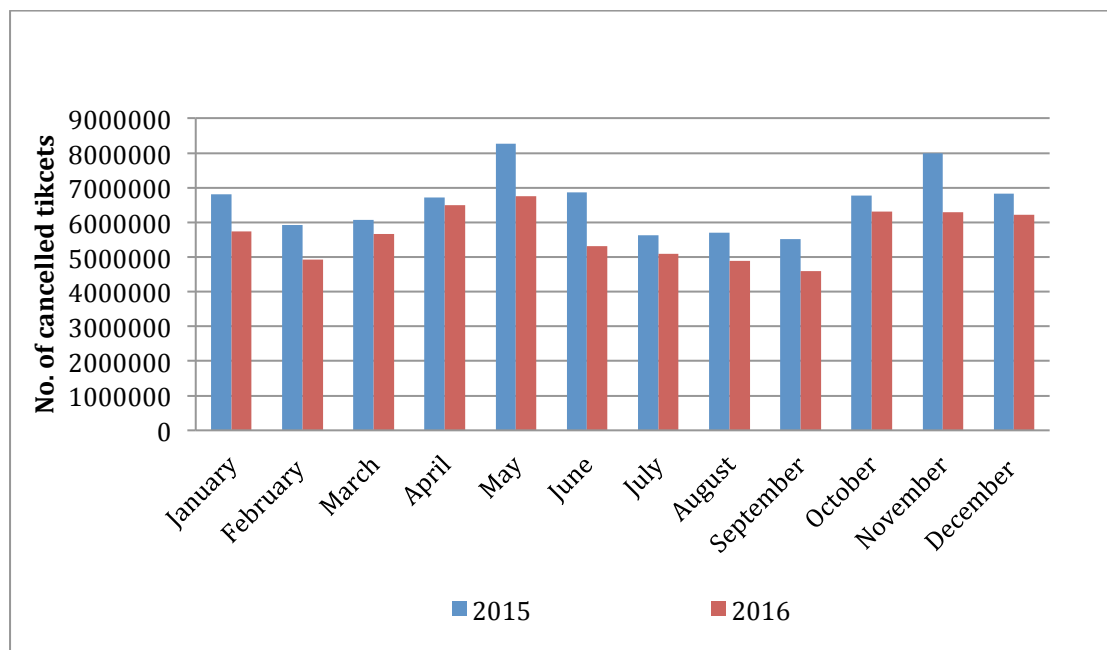
Table 5-8 Number of Cancelled Tickets for 2015 and 2016

Month	No. of cancelled tickets (in Lakh)		Absolute Difference (in Lakh)	Percentage Difference
	2015	2016		
January	68.05	57.44	-10.62	-15.60%
February	59.17	49.33	-9.84	-16.63%
March	60.63	56.63	-4.00	-6.60%
April	67.11	64.92	-2.19	-3.27%
May	82.70	67.59	-15.10	-18.27%
June	68.66	53.09	-15.57	-22.67%
July	56.32	50.85	-5.46	-9.70%
August	57.05	48.80	-8.24	-14.45%
September	55.24	45.97	-9.27	-16.79%
October	67.80	63.14	-4.66	-6.87%

November	79.83	63.01	-16.82	-21.07%
December	68.37	62.25	-6.12	-8.95%
Total	790.93	683.03	-107.90	-13.64%

The data above is depicted in the form of a bar diagram in the figure 5-5 below, for easier understanding:

Figure 5-5 number of cancelled tickets in 2015-2016(in lakhs)



Findings:

- The number of cancelled tickets dropped nearly 14%, similar to that of the data of cancelled passengers, in 2016, as compared to 2015. The aspect of number of tickets cancelled and that of passengers cancelled are almost a reflection of each other. The differentiating factor is that for tickets cancelled, it may have one or more passengers, and with the highest being six on one ticket, however the passenger figure is absolute.

- From the data made available, the number of cancelled tickets is about 50% of that of number of passengers for both the years making an average of about two passengers per ticket cancelled.
- The peak holiday month of June and November saw the maximum difference, 22.6% and 21%, in tickets getting cancelled for the comparative years, i.e. 2015, and 2016. As concluded earlier, this is a very healthy trend on the following counts, namely:
 - Bonafide passengers are anticipated to be travelling more
 - As a corollary, black marketing is thought to be down
 - While genuine passengers may face the prospect of cancellation, like many of us do, due to some urgency or exigency, however the wasteful cancellation done by black marketeers or hoarders draining the railways of resources is reduced. The amended refund policy, 2015 has led to a decline in the number of cancelled tickets, which is a very healthy sign that negative elements in the form of touts and black marketeers have been warded off to a great extent.

Therefore, analysis of the aspects of cancellation, i.e., that of passengers and tickets, reflects that the amended refund policy has achieved in reducing both. This is what the policy makers may have envisaged when the amendments were being drafted and the data has proven so. The policy thus achieved its social objective of being passenger friendly and served its social objectives to deter touts and make berths available to common passenger with the least possible hindrance or inconvenience.

5.6 Weaknesses of the Amended Policy)

While it may be said that since the amended refund policy's implementation in 2015, it has not been over turned or revised. However, no policy is perfect, however its makers wish it. Certain weakness were noticed in rule no 13(3) of the railway passenger rules, for refund of fare for misconnection of subsequent trains due to late running of first train, wherein the two PNRs- that of the first train and the connecting train were not linked, for which an amendment was brought about, on 07.02.2019, through commercial circular no 6 of 2019 (Annexure 3). With this amendment the two journey PNRs were allowed to be linked so as to allow refunds for misconnection of trains due to late running of the first train.

Apart from this one small change, the policy continues to be adhered without any further modifications. It speaks volumes about the makers of the policy who drafted it according to the emergent requirements of the organization and those of the passengers, that it has stood the test of time for over four years.

5.7 CONCLUSION:

5.7.1 Strengths of the policy

From the findings we can conclude that the amended refund policy, 2015, was greatly beneficial for Indian Railways in terms of increasing its revenue base and

at the same time reducing the outflow of finances. With one amendment, the railways increased its revenue by Rs 32697.42 lakhs and decreased its outflow by Rs 142552.96 lakhs. By any stretch of imagination this is not a small figure. In fact the earnings have been showing a healthy upward increase in the later years also, if newspaper reports and press clippings are anything to go by. In 2017, in a written reply to a Rajya Sabha parliamentary question, Minister of State, Shri Rajen Gohain, stated that “There has been an increase of approximately 25 per cent in the amount realized from cancellation of tickets in 2016- 2017 over the previous year,”. According to information published in a national newspaper (Indian Express, May 21st, 2019^{vii}), earnings from cancellation charges jumped by a massive Rs 646.54 crore in 2018-19 compared to the previous year.

5.7.2 However it was not just financing that the policy makers addressed but also the public and social good. The policy had intended to make available more berths for the general public and fulfill its social commitment. From the data analyzed, this too was made possible as nearly double the number of passengers booked berths on the cancelled tickets post introduction of the policy. Overall, it can be said that policy brought about positive changes for both the railways and the public it serves. Railway revenue increased tremendously, the berth utilization went up, and ease of booking was brought about via introduction of UTS cum PRS counters.

5.7.3 However, it is the unquantifiable aspects that this policy addressed which need to be applauded. The first, is that of hoarding of tickets. As we have discussed, in point, 55.5, the reduction in number of cancelled tickets and cancelled passengers, is an indicator that Railways has managed to reduce this menace. While it can't be said that black marketing has completely been eliminated or

will completely go away ,as it's more a question of demand and supply- demand for tickets is far higher than supply- however, Railway strives to serve the common passenger by making available more number of berths to them, rather than being hoarded by agents, which is what this policy has managed to achieve successfully.

5.7.4 Secondly, what is not seen, is not quantified. We know the financial loss that confirmed ticket cancellations cause to the organization. However there is another loss- that of manpower. In today's times, manpower is expensive, difficult to get, and a cost to any organization. All organizations strive to utilize them productively. From the Railways point of view, the productive utilization would imply issuing tickets. This provides the Railways its finances. However, instead of issuing tickets, if the man power is used for cancellation, then it's not just outflow of revenue, but also that the man power is being used for non-productive work. Therefore, if this policy has managed to reduce cancellations, it also implies that a booking window is free for issuing tickets that a staff is being utilized for productive, economically beneficial work, and that revenue is being earned.

5.7.5 From the railways point of view, this strategy of not granting any refund after chart preparation has worked in two ways. First, not only does it curb black marketeers from hoarding tickets but also pushes a confirmed passenger to commit either to travel or to cancel his ticket, well in advance. Cancellation well in advance, not only grants the passenger refund but also allows railways to offer the berth for rebooking, thereby capturing the wait listed passenger, who may have been looking at other options of travel, if the berth does not get confirmed. Capturing traffic is very essential for railways whose share has

been steadily decreasing over the years to road or to air travel. Further, the berth that is rebooked offers revenue to the railways rather than being run vacant or being misused. Therefore, it's a win-win situation for both the passenger and railways.

5.7.6 Therefore, modified refund policy and has augured well for the railways in terms of productive berth utilization.

5.8 Weaknesses of the Policy

5.8.1 While the policy has yielded mostly positive results till now, however, concerns do remain whether the touts have found any other means to dupe passengers, as railway berths present the omnipresent problem of demand and supply. The demand far exceeds the supply; therefore, it can be anticipated that with the passage of time the hoarders and black marketeers may find some other way. However, till that time, the policy continues to give benefits both to the passengers and to Indian Railways.

5.9 Recommendations

5.9.1 Need to Encourage E-ticketing: In today's times of prevailing wave of digital transformation of governance, that is striving for all its verticals to go faceless and cashless by increased connectivity and provision of multiple delivery channels, the platform for E-ticketing should be given a push. While there has been a healthy growth of E-tickets over the last few years, i.e., from 55.5% in 2015-2016, to 70% in 2018-19, however the aim should be to go completely digital, faceless and cashless. For this to happen, IRCTC and CRIS, should work towards making their digital platform faster and safer and

in doing so they not only make bookings easier, but also enable passengers to conveniently book tickets, without going through the hassles of an agent. The government's push towards digital payments should be actively worked upon and incorporated so as to help passengers as well as the organization.

5.9.2 Refunds should be made tighter : Indian Airlines have long followed the policy of refundable tickets and non- refundable tickets. The refundable tickets are sold at a premium and the non-refundable tickets are cheaper. It's up to the passengers what type of ticket they would like to opt for. This policy should be studied by Railways, and could be contextually tweaked to be adopted for all segments of train tickets. As of now, non-refundable tickets are being issued only in the tatkal segment. This will further bring down the menace of black marketing and hoarding.

5.9.3 Refund rules should be made simpler: in chapter no 2, we have seen the comparative rules of Air India and two other Japanese Railways. What stands out is the simplicity of the rules. Compared to these organizations, Indian Railways has a far more complex, elaborate and lengthy refund structure. Such complexity is not only difficult to understand but also difficult to implement. Railways should try to make the cancellation rules simpler. While the naysayers may opine that Railways is a far more complex structurally and having rules as simple as other organizations is not possible, however, Railways should look at the possibility of reducing its time slabs and refund percentage slabs. As of now, too many slabs exist, which are confusing for the passengers to understand. It is recommended to do away with a few slabs and keep a standard slab for all types of tickets-confirmed, wait listed or RAC.

5.9.4 Automated refunds and smart ticketing: the future of ticketing in railways should be based on smart ticketing and automated refunds. Smart cards should be introduced, which would automatically follow automatic refunds. This would go a long way in making the system simpler, more flexible and accessible.

5.9.5 Railways should work towards passenger's satisfaction: passenger satisfaction is an area, which Railways lags behind in. Be it cleanliness, catering, or punctuality, Railways has been at the receiving end of passenger's ire. Rightly so, as much needs to be done in these areas. However, this is not to say that the lifeline of the nation is not making efforts in this direction, it definitely is, however, if hikes have to be imposed, charges have to be increased, then the passenger should consider it justified too. If passengers continue to feel that increase in charges are not justified for the service provided, then the public unrest would occur, prompting roll backs. Therefore, Railways should strive to take care of improving its passenger services, to maintain public goodwill, and its image.

The study, therefore concludes that the amended refund policy has ushered in financial revolution with very simple steps. It is a strong policy, with strong measures. Maybe there are more such policies, which may require a change, which may bring in further passenger convenience. That is for Railways to find out through further such analysis.

Annexure I
(From next page)

GOVERNMENT OF INDIA (Bharat Sarkar)
MINISTRY OF RAILWAYS (Rail Mantralaya)
RAILWAY BOARD

No. TCII/2003/2015/Refund Policy/1

New Delhi, dated 06.11.2015

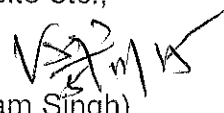
The General Managers,
All Indian Railways.

Sub: Gazette notification on amendments in the certain provisions of Refund Rules-Comprehensive Refund Rule.

REF: Commercial Circular no. 64 of 2015 dated 05.11.2015

In continuation of above mentioned letter cancellation of tickets and refund of fare Rule-2015 have been notified through e-gazette G.S.R.836(E) and is available on the website of Ministry of Urban Development under the head e-gazette and copy of the same has also been uploaded under the head Commercial Circular on Indian Railways website www.indianrailways.gov.in. A copy of brief on important changes made in the Refund Rule has also been uploaded along with the gazette notification.

Wide publicity should be given through different media at regular intervals and the changes in refund rule should also be updated on the different locations on the website of zonal Railways, Indian Railways, CRIS website or IRCTC website etc.,


(Vikram Singh)

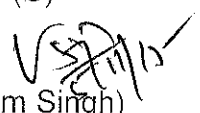
Director (Passenger Marketing)
Railway Board.

No. TCII/2003/2015/Refund Policy/1

New Delhi, dated 06.11.2015

Copy forwarded for information and necessary action to:

1. CRB, MT, FC, PS/MR, PS/MOS(R) for information please.
2. CCMs, All Indian Railways.
3. CCM (PM)s, All Indian Railways.
4. CCO, All Indian Railways.
5. The Managing Director CRIS, New Delhi for necessary changes in the software.
6. IRCA Chelmsford Road, New Delhi, for making necessary correction slip in Rule No. 213 of IRCA Coaching Tariff No. 26 part I (Vol-I).
7. MD/IRCTC, New Delhi.
8. ADG/PR for wide publicity.
9. Managing Director, Konkan Railway Corporation, Belapur Bhawan, Plot No. 6, Sector 11, CBD Belapur, Navi Mumbai-400614.
10. ED(FC), ED(C&IS), EDV(T), ED(Chg.), DDTC(G)-II, DDTC(G), JDF(C)


(Vikram Singh)

Director (Passenger Marketing)
Railway Board.


भारत का राजपत्र
The Gazette of India

EXTRAORDINARY

भाग II—खण्ड 3—उप-खण्ड (i)

PART II—Section 3—Sub-section (i)

प्राधिकार से प्रकाशित

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NEW DELHI, WEDNESDAY, NOVEMBER 4, 2015/KARTIKA 13, 1937

रेल मंत्रालय

(रेलवे बोर्ड)

अधिसूचना

नई दिल्ली, 4 नवम्बर, 2015

सा.का.नि. 836(अ).—केन्द्रीय सरकार, रेल अधिनियम, 1989 (1989 का 24) की धारा 60 की उप-धारा (2) के खंड (ख) के साथ पठित उप-धारा (1) द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए और रेल यात्री (टिकट रद्दकरण और किराए का प्रतिदाय) नियम, 1998 को, उन बातों के सिवाय अधिक्रान्त करते हुए, जिन्हें ऐसे अधिक्रमण से पहले किया गया है या करने का लोप किया गया है, निम्नलिखित नियम बनाती है, अर्थात् :—

(1) **संक्षिप्त नाम और प्रारंभ.**—(1) इन नियमों का संक्षिप्त नाम रेल यात्री (टिकट रद्दकरण और किराए का प्रतिदाय) नियम, 2015 है।

(2) ये 12 नवंबर, 2015 को प्रवृत्त होंगे।

2. **परिभाषाएं.**—इन नियमों में, जब तक कि संदर्भ से अन्यथा अपेक्षित न हो,—

(क) “एआरपी” से ऐसी अग्रिम आरक्षण अवधि अभिप्रेत है जिस तक कोई आरक्षित टिकट किसी आगामी यात्रा तारीख के लिए बुक की जा सकती है ;

(ख) “प्राधिकृत अभिकर्ता” से कोई ऐसा व्यक्ति अभिप्रेत है जिसे आरक्षित या अनारक्षित टिकटों को जारी करने और आरक्षित टिकटों को रद्द करने के लिए रेल प्रशासन द्वारा प्राधिकृत किया गया है ;

(ग) “लिपिकीय प्रभार” से ऐसा प्रभार अभिप्रेत है, जो रेल प्रशासन द्वारा किराए के प्रतिदाय में उसके द्वारा किए गए लिपिकीय कार्य के लिए उद्गृहीत किया गया हो ;

- (घ) "पुष्टिकृत टिकट" से कोई ऐसा टिकट अभिप्रेत है जिस पर कोई बर्थ या सीट की पुष्टि की गई है ;
- (ङ) "गंतव्य स्टेशन" से ऐसा स्टेशन अभिप्रेत है जिसके लिए टिकट जारी किया गया है ;
- (च) "किराया" में मूल किराया, सुपरफास्ट रेलगाड़ियों पर अनुपूरक प्रभार, आरक्षण फीस और अन्य लागू प्रकीर्ण प्रभार सम्मिलित है ;
- (छ) "आर ए सी टिकट" से ऐसा रद्दकरण टिकट अभिप्रेत है जिस पर ऐसा आरक्षण टिकट किसी बर्थ के लिए मांग के संबंध में सीट आरक्षित की गई है और तत्पश्चात् रद्दकरण, यदि कोई हो, के संबंध में बर्थ दी जा सकती है ;
- (ज) "रेल टिकट केन्द्र" से ऐसा स्थान अभिप्रेत है जहां आरक्षित या अनारक्षित टिकटें रेल कर्मचारी द्वारा या प्राधिकृत अधिकर्ता के माध्यम से जारी किए जाते हैं ;
- (झ) "आरक्षण फीस" से ऐसा प्रभार अभिप्रेत है, जो किराए के अतिरिक्त रेल प्रशासन द्वारा किसी बर्थ या सीट के आरक्षण के लिए उद्गृहीत किया जाता है ;
- (ञ) "आरक्षित टिकट" से ऐसा यात्रा टिकट अभिप्रेत है जिस पर किसी बर्थ या सीट का आरक्षण किया गया है ;
- (ट) "स्टेशन" से कोई रेल स्टेशन अभिप्रेत है और जिसके अंतर्गत उसी शहर में अन्य आरक्षण कार्यालय या रेल टिकट केन्द्र भी है ;
- (ठ) "स्टेशन मास्टर" से ऐसा कोई रेल कर्मचारी, चाहे वह किसी भी नाम से ज्ञात हो, जिसके पास किसी रेल स्टेशन का समग्र भारसाधन हो और जिसके अंतर्गत किसी स्टेशन पर किराए का प्रतिदाय मंजूर करने के लिए प्राधिकृत कोई अन्य रेल कर्मचारी भी है, अभिप्रेत है ;
- (ड) "टिकट" से कोई एकल टिकट या कोई आधा टिकट या वापसी टिकट अभिप्रेत है किंतु जिसके अंतर्गत सीजन टिकट, इंडरेल पास टिकट या किसी आरक्षित सवारी डिब्बे या किसी पर्यटन कार या सैलून या किसी विशेष गाड़ी टिकट नहीं है ;
- (ढ) "टी डी आर" से उस स्टेशन पर जहां यात्री द्वारा टिकट वापस कर दिया गया है, वापस की गई टिकट के बदले में यात्री को जारी की गई टिकट जमा रसीद या इंटरनेट के माध्यम से बुक की गई टिकट की दशा में आनलाइन फाइल की गई टिकट जमा रसीद अभिप्रेत है ;
- (ण) "तत्काल टिकट" से लघुतर अग्रिम आरक्षण अवधि वाली कोई टिकट अभिप्रेत है जो उन यात्रियों की मांग को पूरा करने के लिए जारी किए जाते हैं जिन्हें लघु सूचना पर यात्रा करनी है ;
- (त) "अनारक्षित टिकट" से कोई ऐसा टिकट अभिप्रेत है जिसमें कोई आरक्षण नहीं किया गया है ;
- (थ) "प्रतीक्षा सूचीबद्ध टिकट" से कोई ऐसा टिकट अभिप्रेत है जिस पर कोई बर्थ या सीट आवंटित नहीं की गई है ।
- (3) **स्टेशन मास्टर द्वारा किराए का प्रतिदाय किया जाना, --(1)** इन नियमों के अन्य उपबंधों के अधीन रहते हुए, अनारक्षित टिकट पर, जब ऐसा टिकट किराए के प्रतिदाय के लिए टिकट जारी करने वाले स्टेशन के स्टेशन मास्टर को प्रस्तुत किया जाए, तब किराए का प्रत्येक प्रतिदाय ऐसे स्टेशन मास्टर द्वारा टिकट के स्टेशन के अभिलेख से असलियत का सत्यापन करने के पश्चात् मंजूर किया जाएगा ।
- (2) इन नियमों के अन्य उपबंधों के अधीन रहते हुए, पुष्टिकृत टिकटों, आर.ए.सी. टिकटों और प्रतीक्षा सूचीबद्ध टिकटों पर, जब ऐसे टिकटों को किराए के प्रतिदाय के लिए टिकट जारी करने वाले स्टेशन के स्टेशन मास्टर को प्रस्तुत किया जाए, तब किराए का प्रत्येक प्रतिदाय ऐसे स्टेशन मास्टर द्वारा टिकटों और उन विशिष्टियों की कम्प्यूटर के द्वारा या स्टेशन के अभिलेख में असलियत का सत्यापन करने के पश्चात् इन नियमों में विहित की गई समय सीमा के भीतर मंजूर किया जाएगा :

परंतु—

- (क) उन टिकटों की दशा में, जो यात्रा के लिए, टिकट जारी करने वाले स्टेशन से भिन्न किसी स्टेशन से जारी की गई है, किराए का प्रतिदाय निम्नलिखित अनुसार अनुज्ञेय होगा—
- (i) टिकट जारी करने वाले स्टेशन पर, यदि टिकट को, उस स्टेशन से जहां टिकट यात्रा के लिए विधिमान्य है, गाड़ी के अनुसूचित प्रस्थान से पूर्व, वापस किया जाता है; और
- (ii) यात्रा आरंभ होने वाले स्टेशन पर, यदि टिकट को इन नियमों में विहित समय-सीमा के भीतर वापस किया जाता है; और
- (ख) टिकट जारी करने वाले स्टेशन और यात्रा आरंभ करने वाले स्टेशन से भिन्न किसी स्टेशन के स्टेशन मास्टर द्वारा भी निम्नलिखित शर्तों के अधीन रहते हुए किराए का प्रतिदाय मंजूर किया जा सकेगा—
- (i) टिकट को, आरक्षण कार्यालय के कार्य-समय के दौरान और संबंधित रेलगाड़ी के आरक्षण-चार्ट के तैयार करने से पूर्व, उस स्टेशन के लिए जहां से टिकट विधिमान्य है, किराए के प्रतिदाय के लिए वापस किया जाता है; और
- (ii) टिकट और उसकी प्रविष्टियों की असलियत, कम्प्यूटर के द्वारा या स्टेशन के अभिलेख से प्रतिदाय मंजूर करने वाले स्टेशन पर सत्यापनीय है।
- 4. लिपिकीय प्रभार का उदग्रहण.**—इन नियमों के अन्य उपबंधों के अधीन रहते हुए, स्टेशन मास्टर अनारक्षित, प्रतीक्षा सूचीबद्ध और आर.ए. सी. के लिए दिव्तीय श्रेणी अनारक्षित टिकट के लिए तीस रुपए और दिव्तीय श्रेणी आरक्षित और अन्य श्रेणियों के लिए साठ रुपए की दर से प्रतियात्री लिपिकीय प्रभार उदग्रहीत करेगा।
- 5. अप्रयुक्त अनारक्षित टिकटों के रद्दकरण पर प्रतिदाय.**—यदि अनारक्षित टिकट को रद्दकरण के लिए स्टेशन मास्टर को प्रस्तुत किया जाता है तो ऐसे प्रत्येक टिकट पर लिपिकीय प्रभार काटने के पश्चात् किराए का प्रतिदाय किया जाएगा—
- (i) यदि टिकट को, टिकट जारी करने के तीन घंटे के भीतर रद्दकरण के लिए प्रस्तुत किया जाता है;
- (ii) अग्रिम रूप से जारी टिकटों की दशा में, यदि यात्रा की तारीख से पूर्व 2400 घंटे तक टिकट को प्रस्तुत किया जाता है, तो लिपिकीय प्रभार काटने के पश्चात् किराए का प्रतिदाय किया जाएगा।
- 6. अप्रयुक्त अनारक्षित टिकटों के रद्दकरण पर प्रतिदाय.**—
- (1) इन नियमों के उपबंधों के अधीन रहते हुए, यदि किसी पुष्टिकृत टिकट को यात्री द्वारा या उसके प्रतिनिधि द्वारा रद्दकरण के लिए किसी स्टेशन मास्टर को प्रस्तुत किया जाता है तो रद्दकरण प्रभार काटने के पश्चात् निम्नानुसार किराए का प्रतिदाय किया जाएगा—
- (क) यदि टिकट रेलगाड़ी के अनुसूचित प्रस्थान से अड़तालीस घंटे पहले रद्दकरण के लिए, प्रस्तुत किया जाता है तो वातानुकूलित प्रथम श्रेणी या एकजीक्यूटीव श्रेणी के लिए दो सौ चालीस रुपए, वातानुकूलित टू टीयर या प्रथम श्रेणी के लिए दो सौ रुपए, वातानुकूलित श्री टीयर या श्री इकोनोमी वातानुकूलित कुर्सी यान के लिए एक सौ अस्सी रुपए, स्लीपर श्रेणी के लिए एक सौ बीस रुपए, दिव्तीय श्रेणी के लिए साठ रुपए की सपाट दर पर प्रति यात्री रद्दकरण प्रभार की कटौती की जाएगी;
- (ख) यदि टिकट रेलगाड़ी के अनुसूचित प्रस्थान से पहले अड़तालीस घंटे से बारह घंटे के बीच रद्दकरण के लिए प्रस्तुत किया जाता है तो रद्दकरण प्रभार खंड (क) में निर्दिष्ट रद्दकरण प्रभार के न्यूनतम दर के अधीन रहते हुए रद्दकरण प्रभार किराए का पच्चीस प्रतिशत होगा
- (ग) यदि किसी दूरी का टिकट रेलगाड़ी के अनुसूचित प्रस्थान से पहले बारह घंटे से चार घंटे के बीच रद्दकरण के लिए प्रस्तुत किया जाता है तो रद्दकरण प्रभार खंड (क) में निर्दिष्ट रद्दकरण प्रभार के न्यूनतम दर के अधीन रहते हुए, रद्दकरण प्रभार किराए का पचास प्रतिशत होगा; और
- (घ) यात्री, किसी यात्री आरक्षण प्रणाली (पी आर एस) काउंटरो या अभिहित चालू काउंटरो से टिकट रद्द करवा सकेगा।

- (2) गाड़ी के अनुसूचित प्रस्थान से पूर्व चार घंटे के बाद पुष्टिकृत टिकट पर कोई प्रतिदाय नहीं दिया जाएगा।
- (3) यदि एक यात्री से अधिक यात्री के यात्रा के लिए जारी किसी पार्टी टिकट या किसी कुटुंब टिकट की दशा में, जिसमें कुछ यात्रियों की पुष्टिकृत आरक्षण हो और अन्य आर ए सी या प्रतीक्षासूची पर हो, तो पुष्टिकृत यात्रियों के लिए लिपिकीय प्रभार कम करके पूरा प्रतिदाय इस शर्त के अधीन होगा कि संपूर्ण टिकट गाड़ी के प्रस्थान से पहले तीस मिनट तक रद्दकरण के लिए वापस किया जाता है।
- 7. अप्रयुक्त आर ए सी टिकट या प्रतीक्षा सूचीबद्ध टिकट के रद्दकरण पर प्रतिदाय.—** (1) जहां किसी आर ए सी टिकट या प्रतीक्षा सूचीबद्ध टिकट को रद्दकरण के लिए प्रस्तुत किया जाता है, वहां लिपिकीय प्रभार की कटौती करने के पश्चात् किराए का प्रतिदाय किया जाएगा यदि रेलगाड़ी के अनुसूचित प्रस्थान से पहले तीस मिनट तक दूरी को ध्यान दिए बिना रद्दकरण के लिए टिकट प्रस्तुत किया गया हो।
- (2) यात्री किसी यात्री आरक्षण प्रणाली (पी आर एस) काउंटर या अभिहित चालू काउंटर से आर ए सी टिकट या प्रतीक्षा सूचीबद्ध टिकट का रद्दकरण के प्रतिदाय प्राप्त कर सकेगा।
- (3) रेलगाड़ी के अनुसूचित प्रस्थान समय से पहले तीस मिनट पश्चात् आर ए सी टिकट या प्रतीक्षा सूचीबद्ध टिकट पर किराए का कोई प्रतिदाय नहीं किया जाएगा।
- (4) रात्री कालीन रेलगाड़ियों के लिए यात्रा प्रारंभ करने के स्टेशन पर 21:00 बजे से 06:00 बजे के बीच (वास्तविक प्रस्थान समय) किसी पी आर एस के माध्यम से जारी की गई आर ए सी टिकट या प्रतीक्षा सूचीबद्ध टिकट के रद्दकरण के लिए कोई सुविधा उपलब्ध न होने की दशा में, किराए का प्रतिदाय आरक्षण कार्यालय के खुलने के पश्चात् दो घंटे के भीतर अनुज्ञेय होगा।
- (5) क्षेत्रीय रेल द्वारा पहचान किए गए अनुसार महाप्रबंधक के पूर्व अनुमोदन से और समय सारणी में मुद्रित दूरस्थ और पहाड़ी क्षेत्रों में, उस दशा में, जहां कोई आरक्षण काउंटर या बुकिंग कार्यालय या चालू काउंटर उक्त क्षेत्र में उपलब्ध नहीं है, वहां 19:00 बजे और 06:00 बजे (वास्तविक प्रस्थान) के बीच रात्रि में प्रस्थान करने वाली रेलगाड़ियों के लिए प्रतिदाय आरक्षण या बुकिंग कार्यालय के खुलने के पश्चात् पहले दो घंटे के भीतर अनुज्ञेय होगा।
- (6) जहां पुष्ट आरक्षण चार्ट के अंतिम रूप से तैयार किए जाने तक किसी भी समय आर ए सी या प्रतीक्षा सूचीबद्ध टिकटधारक को टिकट उपलब्ध करा दिया गया है वहां ऐसा टिकट आरक्षित टिकट के रूप में समझा जाएगा और रद्दकरण प्रभार नियम 6 के अनुसार संदेय होगा।
- 8. इंटरनेट (आई और ई टिकट) के माध्यम से बुक किए गए टिकटों के रद्दकरण पर प्रतिदाय.—** (1) ई टिकट, इंटरनेट के माध्यम से रद्द किया जाएगा और लागू प्रभारों की कटौती करने के पश्चात् जिस खाते से बुकिंग का कारबार किया गया हो, उसी खाते में किराए का प्रतिदाय होगा और आई टिकट की दशा में, टिकट आरक्षण काउंटर पर रद्द किया जाएगा और तत्पश्चात् आन लाइन आवेदन पर शीघ्र प्रतिदाय उसी खाते में वापस होगा जिस खाते से बुकिंग का कारबार किया गया हो।
- (2) इंटरनेट के माध्यम से बुक किए गए पुष्टिकृत टिकट की दशा में, नियम 6 के अनुसार किराए का प्रतिदाय होगा।
- (3) इंटरनेट के माध्यम से बुक किए गए आर ए सी टिकटों की दशा में, नियम 7 के अनुसार प्रतिदाय होगा।
- (4) इंटरनेट के माध्यम से बुक किए गए ई टिकट (पुष्टिकृत या आर ए सी) की दशा में, ऐसे टिकट आन लाइन रद्द किया जाएगा या आनलाइन टी डी आर प्रतिदाय अभिप्राप्त करने के लिए इन नियमों के अधीन विहित किए गए समय सीमा के भीतर फाइल किया जाएगा।
- (5) आरक्षण चार्ट के तैयार होने के पश्चात् यदि एक पी एन आर पर बुक किए गए सभी यात्रियों की प्रास्थिति प्रतीक्षासूची में है उक्त यात्री नाम अभिलेख (पी एन आर) पर बुक किए गए सभी ऐसे यात्रियों के नाम आरक्षण चार्ट से हटा दिए जाएंगे और लिपिकीय प्रभार की कटौती करने के पश्चात् उसी खाते में किराए का प्रतिदाय होगा जिस खाते में बुकिंग का कारबार किया गया हो और प्रतीक्षा सूचीबद्ध आई-टिकट की दशा में, ऐसे टिकट इन नियमों के अधीन विहित समय-सीमा के भीतर कम्प्यूटरीकृत यात्री आरक्षण पद्धति (पी आर एस) काउंटर पर रद्द किया जाएगा और तत्पश्चात् प्रतिदाय का दावा आनलाइन किया जा सकेगा और नियम 7 के अनुसार उसी खाते में प्रतिदाय होगा जिस खाते से बुकिंग का कारबार किया गया हो।
6. (i) एक से अधिक यात्रियों की यात्रा के लिए जारी की गई पार्टी टिकट या कुटुंब टिकट की दशा में, जब कुछ यात्रियों का टिकट पुष्टिकृत है और अन्यो का आर ए सी या प्रतीक्षा सूची में है तो पुष्टिकृत यात्रियों को भी लिपिकीय प्रभार कम करने के

पश्चात् किराए का पूर्ण प्रतिदाय इस शर्त के अधीन अनुज्ञेय होगा कि वे टिकट आन लाइन रद्द करेंगे या रेलगाड़ी के प्रस्थान के नियत समय से तीस मिनट पहले तक सभी यात्री आनलाइन टी डी आर फाइल करेंगे।

(ii) एक से अधिक यात्रियों की यात्रा के लिए जारी की गई पार्टी टिकट या कुटुंब टिकट की दशा में, जब कुछ यात्रियों का टिकट पुष्टिकृत है और अन्य का आर ए सी या प्रतीक्षा सूची में है, आर ए सी या प्रतीक्षासूची के यात्रियों के यात्रा न करने की दशा में, टिकट जांच करने वाले कर्मचारिवृंद से इस प्रभाव का प्रमाणपत्र अभिप्राप्त करना होगा, टिकट जांच करने वाले कर्मचारिवृंद द्वारा जारी प्रमाणपत्र के व्यौरों को दर्शित करते हुए टी डी आर के माध्यम से आनलाइन किराए के प्रतिदाय की प्रक्रिया होगा और आनलाइन टी डी आर यात्री के गंतव्य रेलगाड़ी के पहुंचने के वास्तविक समय से बहत्तर घंटे तक फाइल किया जाएगा और टिकट जांच करने वाले कर्मचारिवृंद द्वारा जारी किया गया मूल प्रमाणपत्र भारतीय रेल खानपान और पर्यटन निगम (आई आर सी टी सी) को डाक द्वारा भेजा जाएगा और किराए का प्रतिदाय भारतीय रेल खानपान और पर्यटन निगम (आई आर सी टी सी) द्वारा सम्यक सत्यापन के पश्चात् ग्राहक के खाते में किया जाएगा।

(7) यदि रेलगाड़ी के अनुसूचित प्रस्थान से चार घंटे पूर्व तक टिकट रद्द नहीं किया जाता है या टीडीआर ऑन लाइन फाइल नहीं की जाती है, तो ऐसे टिकटों पर, जिनके आरक्षण की पुष्टि की गई है किराए का कोई प्रतिदाय अनुज्ञेय नहीं होगा।

(8) यदि रेलगाड़ी के अनुसूचित प्रस्थान से तीस मिनट पूर्व तक टिकट रद्द नहीं किया जाता है या टीडीआर ऑन लाइन फाइल नहीं की जाती है, तो आर ए सी ई-टिकटों पर किराए का कोई प्रतिदाय अनुज्ञेय नहीं होगा।

(9) रेलगाड़ियों के रद्द होने की दशा में पुष्ट किए गए या आर ए सी ई-टिकट पर किराए को जिस खाते से काराबार किया गया है उसी खाते में सीधे स्वतः पूर्ण प्रतिदाय किया जाएगा और ऐसी दशा में ऑन लाइन रद्दकरण या टीडीआर फाइल करना आवश्यक नहीं होगा।

(10) अन्य परिस्थितियों में, प्रतिदाय नियम 9, नियम 13 के उपनियम (1) और (2) और नियम 14, 16, 17 और 18 में वर्णित समय सीमा के अनुसार ऑनलाइन टीडीआर फाइल करने के अधीन अनुज्ञेय होगा और जहाँ टिकट की जांच करने वाले कर्मचारिवृंद से कोई प्रमाणपत्र आवश्यक है, वहाँ यात्री उस प्रभाव का प्रमाणपत्र अभिप्राप्त करेगा, जिसके पश्चात् किराए का प्रतिदाय ऑनलाइन टीडीआर के माध्यम से उक्त प्रमाणपत्र के व्यौरों उपदर्शित करते हुए प्रसंस्कृत करेगा और मूल प्रमाणपत्र डाक द्वारा भारतीय रेल खान-पान और पर्यटन निगम (आईआरसीटीसी) को भेजा जाएगा, और तत्पश्चात् देय किराया भारतीय रेल खान-पान और पर्यटन निगम (आईआरसीटीसी) द्वारा सम्यक सत्यापन के पश्चात् ग्राहक के खाते में वापस किया जाएगा।

9. अप्रयुक्त तत्काल टिकटों के रद्दकरण पर प्रतिदाय.— (1) उपनियम (2), (3), (4), (5), (6) (7) और उपनियम (8) में वर्णित कतिपय परिस्थितियों के अधीन के सिवाय पुष्ट किए गए तत्काल टिकटों पर किराए का कोई प्रतिदाय अनुज्ञेय नहीं होगा।

(2) अप्रयुक्त प्रतीक्षा सूचीबद्ध तत्काल टिकटों के लिए प्रतिदाय का प्रदान करना, नियम 7 द्वारा विनियमित किया जाएगा।

(3) एक यात्री से अधिक यात्री की यात्रा के लिए जारी पार्टी तत्काल टिकट या कुटुंब तत्काल टिकट की दशा में कुछ यात्रियों की पुष्टिकृत आरक्षण हो और अन्य प्रतीक्षा सूची पर हों, तो पुष्टिकृत यात्रियों के लिए लिपिकीय प्रभार काट करके संपूर्ण प्रतिदाय इस शर्त के अधीन अनुज्ञेय होगा कि संपूर्ण तत्काल टिकट रेलगाड़ी के अनुसूचित प्रस्थान से पहले तीस मिनट तक रद्दकरण के लिए वापस कर दिया गया है।

(4) रेलगाड़ी के बिलंब से चलने के कारण यात्रा प्रारंभ न कर पाने या छूट जाने की दशा में प्रतिदाय का प्रदान नियम 13 द्वारा विनियमित किया जाएगा।

(5) जहाँ रेल प्रशासन स्थान उपलब्ध कराने में असमर्थ होता है, वहाँ टिकट का रद्द करना नियम 14 द्वारा विनियमित किया जाएगा।

(6) रेल सेवाओं के विस्थापन के कारण यात्रा में रुकावट के कारण तत्काल टिकट का प्रतिदाय नियम 16 द्वारा विनियमित किया जाएगा।

(7) जहां स्थान की कमी के कारण यात्रियों को निम्नतर श्रेणी में यात्रा करनी पड़ती है वहां तत्काल टिकटों के किराए का प्रतिदाय नियम 18 द्वारा विनियमित किया जाएगा और तत्काल प्रभारों के बीच का अंतर, यदि कोई हो, प्रतिदाय भी प्रदत्त किया जाएगा।

(8) कोई डुप्लीकेट तत्काल टिकट जारी नहीं किया जाएगा :

परंतु आपवादिक परिस्थितियों में पूरे किराए के संदाय पर, जिसके अंतर्गत तत्काल प्रभार भी हैं, डुप्लीकेट तत्काल टिकट जारी किया जा सकेगा।

10. **अप्रयुक्त बहुउद्देशीय यात्रा टिकट के रद्दकरण पर प्रतिदाय.**—जब कोई अप्रयुक्त टिकट, जिस पर एक से अधिक यात्राएं की जानी हैं, रद्दकरण के लिए प्रस्तुत की जाती है, तब संपूर्ण टिकट को एक एकल यात्रा टिकट के रूप में माना जाएगा और यात्रा के विभिन्न चरणों पर आरक्षण की स्थिति पर ध्यान न देते हुए, संपूर्ण टिकट का प्रतिदाय यात्रा के प्रथम चरण पर आरक्षण की स्थिति अनुसार निम्न प्रकार से किया जाएगा :—

(i) यदि यात्रा के प्रथम चरण की आरक्षण की स्थिति पुष्ट है, तो प्रतिदाय नियम 6 के अनुसार किया जाएगा ; और

(ii) यदि यात्रा के प्रथम चरण की आरक्षण स्थिति आर.ए.सी. या प्रतीक्षा सूची में है, तो प्रतिदाय नियम 7 के अनुसार किया जाएगा।

स्पष्टीकरण :— रद्दकरण प्रभार या लिपिकीय प्रभार टिकट की संपूर्ण रकम पर एक बार उद्धृत किया जाएगा, न कि यात्रा के प्रत्येक चरण के लिए पृथक रूप से।

11. **पुष्टिकृत, आर.ए.सी. या प्रतीक्षा सूचीबद्ध टिकट पर यात्रा का स्थगन या पूर्व नियतन.**—

(1) पुष्टिकृत या आर.ए.सी. या प्रतीक्षा सूचीबद्ध टिकट पर यात्रा का स्थगित किया जाना उसी श्रेणी में और उसी गंतव्य के लिए या उसी रेलगाड़ी द्वारा किसी उच्चतर श्रेणी के लिए या किन्हीं पश्चात्कर्ती दिनों के लिए किसी अन्य रेलगाड़ी द्वारा निम्नलिखित शर्तों के अध्यक्षीन अनुज्ञात किया जाएगा :—

(i) टिकट को आरक्षण कार्यालय में कार्यकारी घंटे के दौरान उस रेलगाड़ी के, जिसमें मूलतः टिकट बुक किया गया था, रेल प्रशासन द्वारा समय-समय पर अधिरोपित इस सुविधा के समय किए गए निर्बंधन के अध्यक्षीन प्रस्थान के नियत समय से कम से कम अड़तालीस घंटे पूर्व वापस कर दिया जाता है ;

(ii) उस रेलगाड़ी में, जिसमें नए आरक्षण की मांग की गई है, पुष्टिकृत या आर.ए.सी. या प्रतीक्षा सूचीबद्ध स्थान उपलब्ध होना चाहिए ;

(iii) पुष्टिकृत टिकट की दशा में उस श्रेणी के लिए, जिसके लिए आरक्षण की मांग की गई है, नई आरक्षण फीस संदत्त कर दी गई है ; और

(iv) आर.ए.सी. या प्रतीक्षा सूचीबद्ध टिकट की दशा में लिपिकीय प्रभार संदत्त कर दिया गया है।

(2) पुष्टिकृत या आर.ए.सी. या प्रतीक्षा सूचीबद्ध टिकट पर यात्रा का पूर्व नियतन उसी श्रेणी में और उसी गंतव्य के लिए या उसी रेलगाड़ी द्वारा किसी उच्चतर श्रेणी के लिए या किन्हीं पूर्वकर्ती दिनों के लिए किसी अन्य रेलगाड़ी द्वारा निम्नलिखित शर्तों के अध्यक्षीन अनुज्ञात किया जाएगा :—

(i) टिकट को आरक्षण कार्यालय में कार्यकारी घंटे के दौरान उस रेलगाड़ी के, जिसमें मूलतः टिकट बुक किया गया था, रेल प्रशासन द्वारा समय-समय पर अधिरोपित इस सुविधा के समय किए गए निर्बंधन के अध्यक्षीन प्रस्थान के नियत समय से कम से कम अड़तालीस घंटे पूर्व वापस कर दिया जाता है ;

(ii) उस रेलगाड़ी में, जिसमें नए आरक्षण की मांग की गई है, पुष्टिकृत या आर.ए.सी. या प्रतीक्षा सूचीबद्ध स्थान उपलब्ध होना चाहिए ;

(iii) पुष्टिकृत टिकट की दशा में उस श्रेणी के लिए, जिसके लिए आरक्षण की मांग की गई है, नई आरक्षण फीस संदत्त कर दी गई है ; और

(iv) आर.ए.सी. या प्रतीक्षा सूचीबद्ध टिकट की दशा में लिपिकीय प्रभार संदत्त कर दिया गया है।

(3) मूलतः बुक की गई यात्रा और संशोधित यात्रा के किराए में अंतर की दशा में, यथास्थिति, किराए के अंतर के प्रतिदाय या वसूली, उपनियम (1) और उपनियम (2) के उपबंधों के अधीन रहते हुए की जाएगी।

(4) उपनियम (1) या उपनियम (2) के अधीन यात्रा का स्थगन या पूर्व नियतन केवल एक बार अनुज्ञात किया जाएगा।

(5) तत्काल टिकट से भिन्न सामान्य रेलगाड़ी से यात्रा का स्थगित किया जाना या पूर्व नियतन तत्काल प्रभार के संदाय पर भी तत्काल कोटे के विरुद्ध लागू नहीं होगा।

(6) यदि वह टिकट, जिस पर उपनियम (1) और उपनियम (2) के अधीन यात्रा में परिवर्तन किया गया है, रद्द किया जाता है, तो रद्दकरण प्रभारों का संदाय निम्नानुसार किया जाएगा :—

(क) यात्रा स्थगन या पूर्व नियतन समय मूल आरक्षण के लिए टिकट रद्द करने पर जो रद्दकरण प्रभार संदेय हो, और

(ख) परिवर्तित आरक्षण टिकट को नया आरक्षण मानते हुए जो रद्दकरण प्रभार देय हैं,

(ग) उन दशाओं में, जहां यात्रा के उपांतरण करते समय 25% अथवा 50% रद्दकरण प्रभार वसूल किया गया था, (क) में उल्लिखित रद्दकरण प्रभार पुनः वसूल नहीं किए जाएंगे और केवल (ख) में उल्लिखित रद्दकरण प्रभार वसूल किए जाएंगे।

12. यात्रा का निम्नतर श्रेणी से उच्चतर श्रेणी में परिवर्तन.—(1) निम्नतर श्रेणी के लिए आरक्षित किसी टिकट पर उसी रेलगाड़ी में और उसी दिन के लिए किसी उच्चतर श्रेणी के लिए कोई परिवर्तन, कोई रद्दकरण प्रभार उद्गृहीत किए बिना अनुज्ञात होगा, किंतु यह उच्चतर श्रेणी के लिए नए सिरे से आरक्षण फीस और किराए का अंतर, यदि कोई हो, संदाय किए जाने पर और निम्नलिखित शर्त के अधीन रहते हुए होगा,—

(i) स्थान उपलब्ध है, और

(ii) परिवर्तन के लिए अनुरोध,—

(क) आरक्षण कार्यालय के कार्यकारी घंटों के दौरान एवं रेल प्रशासन द्वारा समय-समय पर अधिरोपित इस सुविधा के समय किए गए निर्बंधन के अधीन रेलगाड़ी के प्रस्थान के नियत समय से छह घंटे पूर्व किया गया है ;

(ख) रेलगाड़ी में यात्रा के दौरान किया गया है।

(2) उपनियम (1) में निर्दिष्ट परिवर्तन केवल एक बार ही अनुज्ञेय होगा।

(3) यदि ऐसा टिकट, जिस पर उपनियम (1) के अधीन अनुज्ञात आरक्षण में परिवर्तन किया गया है, रद्द कर दिया जाता है तो रद्दकरण प्रभार निम्नानुसार संदेय होगा, अर्थात् :—

(क) वह रद्दकरण प्रभार, जो उस समय देय होता यदि मूल आरक्षण तब रद्द किया जाता जब आरक्षण में परिवर्तन किया जाना अनुज्ञात किया गया था ; और

(ख) वह रद्दकरण प्रभार, जो परिवर्तन आरक्षण की बाबत देय हो, मानो वह परिवर्तित आरक्षण कोई नया आरक्षण हो।

13. रेलगाड़ियों के विलंब से चलने के कारण यात्रा का प्रारंभ न किया जाना या गाड़ी झूट जाना.—(1) यदि यात्री द्वारा यात्रा के आरंभिक स्टेशन से रेलगाड़ी के प्रस्थान के नियत समय से तीन घंटे अधिक विलंब से चलने के कारण यात्रा नहीं की गई है, तो आरक्षित, आर.ए.सी. या प्रतीक्षा सूचीबद्ध टिकटधारक सभी यात्रियों से, इस शर्त के अधीन रहते हुए कोई रद्दकरण प्रभार या लिपिकीय प्रभार उद्गृहीत नहीं किया जाएगा और उन्हें पूरे किराए का प्रतिदाय किया जाएगा कि,—

(i) टिकट को रेलगाड़ी के प्रस्थान के वास्तविक समय तक वापस कर दिया जाता है ;

(ii) पूर्ण प्रतिदाय प्राप्त करने के लिए ई-टिकटों की दशा में, टी.डी.आर. को रेलगाड़ी के प्रस्थान के वास्तविक समय से पहले ऑनलाइन फाइल कर दिया जाता है।

(2) रेलगाड़ी के प्रस्थान के वास्तविक समय के पश्चात् टिकट के रद्दकरण या वापसी की दशा में या यदि किराए के प्रतिदाय के लिए अनुरोध, रेलगाड़ी के वास्तविक समय के पश्चात् ऑनलाइन फाइल किया गया है तो किराए का कोई प्रतिदाय अनुज्ञेय नहीं होगा।

(3) जहां कोई यात्री, जिसके पास टिकट है, चाहे-उस टिकट पर आरक्षण कराया गया हो या नहीं, और जिस रेलगाड़ी से उसने यात्रा की थी, उसके विलंब से चलने के कारण किसी जंक्शन स्टेशन पर उससे संबद्ध रेलगाड़ी छूट जाती है, वहां यात्रा किए गए भाग का किराया प्रतिधारित कर लेने के पश्चात् यात्रा न किए गए भाग के किराए का, कोई रद्दकरण प्रभार या लिपिकीय प्रभार उद्ग्रहीत किए बिना, प्रतिदाय कर दिया जाएगा, यदि वह ऐसा टिकट रेलगाड़ी के, जिससे उसने यात्रा की है, पहुंचने के वास्तविक समय के तीन घंटे के भीतर प्रतिदाय के लिए वापस कर देता है और किराए का प्रतिदाय उसी जंक्शन स्टेशन पर मंजूर कर दिया जाएगा।

14. रेल प्रशासन द्वारा स्थान देने में असमर्थ होने की दशा में टिकटों का रद्दकरण.—जहां रेल प्रशासन ऐसे यात्रियों के लिए, जिनके पास आरक्षित टिकट है, किसी भी कारणवश स्थान देने में समर्थ नहीं होता, वहां कोई रद्दकरण प्रभार उद्ग्रहीत नहीं होगा और उनको किराए का पूरा प्रतिदाय किया जाएगा, यदि ऐसे टिकट रेलगाड़ी के प्रस्थान के वास्तविक समय से तीन घंटे के भीतर प्रतिदाय के लिए अभ्यर्पित कर दिए जाते हैं :

परंतु जब रेलगाड़ी दुर्घटना, टूट-फूट एवं बाढ़ जैसी अकल्पित परिस्थितियों के कारण रद्द कर दी जाती है तब टिकट रेलगाड़ी के प्रस्थान के नियत दिन को छोड़कर तीन दिन के भीतर वापस कर दिया जाए।

15. आंशिक रूप से प्रयुक्त टिकट पर प्रतिदाय.—(1) इन नियमों में अन्यथा उपबंधित के सिवाय, ऐसे टिकट पर, जिस पर आंशिक रूप से यात्रा की गई है, कोई प्रतिदाय स्टेशन पर नहीं किया जाएगा।

(2) जहां कोई यात्री बीच मार्ग में अपनी यात्रा समाप्त कर देता है, वहां स्टेशन मास्टर, टिकट अभ्यर्पित करने के बदले में टिकटधारक को टिकट निक्षेप रसीद जारी करेगा और प्रतिदाय नियम 23 के निबंधनों के अधीन अनुज्ञेय होगा और ऐसे मामलों में यात्रा किए गए भाग का किराया प्रतिधारित किया जाएगा और टिकट की शेष रकम यात्रा न किए गए भाग के लिए किराए के रूप में प्रतिदेय होगी।

16. रेलगाड़ी सेवा के अस्त-व्यस्त होने के कारण यात्रा की बीच में समाप्ति सेवाओं के बंद होने.—(1) जब दुर्घटना, टूटफूट और बाढ़ जैसी अकल्पित परिस्थितियों के कारण, रेल मार्ग में ही यात्रा अस्त-व्यस्त हो जाए तब बुक की गई संपूर्ण यात्रा का पूरा किराया, यात्रा किए गए भाग के लिए कोई कटौती किए बिना और रद्दकरण प्रभार के उद्ग्रहण के बिना, यात्रा समाप्त होने वाले स्टेशन पर निम्नलिखित परिस्थितियों के अधीन वापस किया जाएगा-

(क) जब रेल प्रशासन या मार्ग परिवर्तन की या अन्यथा कोई व्यवस्था करके यात्री को गंतव्य स्टेशन तक युक्तियुक्त समय के भीतर पहुंचाने में असमर्थ हो ; या

(ख) जब यात्री रेल दुर्घटनाग्रस्त हुआ हो या दुर्घटना में घायल हुआ हो और अपनी यात्रा जारी न कर सकता हो ; या

(ग) रेल दुर्घटना में यात्री की मृत्यु या क्षति की दशा में उसके निकट संबंधियों को यात्रा समाप्त करनी पड़ी हो।

(2) जब रेल प्रशासन यात्री को उसके गंतव्य स्थान तक किसी परिवर्तित मार्ग से होकर या स्थानान्तरण अथवा अन्य कोई व्यवस्था करके ले जाने के लिए तत्पर हो और यात्री ऐसी वैकल्पिक व्यवस्था स्वीकार करने का इच्छुक न हो तो यात्रा किए गए भाग का किराया प्रतिधारित किया जाएगा और टिकट की शेष रकम का यात्रा न किए गए भाग के किराए के रूप में उसे यात्रा समाप्त होने वाले स्टेशन पर रद्दकरण प्रभार उद्ग्रहीत लिए बिना प्रतिदाय कर दिया जाएगा।

(3) जहां बंद, आंदोलन या रेल रोक के कारण यात्रा मार्ग में ही अस्त-व्यस्त हो जाए, वहां यात्रा किए गए भाग के किराए को प्रतिधारित किया जाएगा और टिकट की शेष रकम को, यात्रा न किए गए भाग के किराए के रूप में, रद्दकरण प्रभार उद्ग्रहीत किए बिना, प्रतिदाय किया जाएगा।

(4) यदि ऐसी रेलगाड़ियां, जिनकी स्थान से स्थान तक के आधार पर पृथक रूप से अपनी संपूर्ण सम्मिलित किराया पद्धति है, वहां समाप्त होती हैं जहां रेलगाड़ी का अनियमित ठहराव है और यात्री उस अनुकल्पी इंतजाम का उपयोग करना नहीं

चाहता है जो रेल प्रशासन ने यात्री को उसके गंतव्य स्टेशन पर ले जाने के लिए किया है तो टिकट के प्रति- किलोमीटर किराए के आधार पर यात्रा की गई दूरी का किराया प्रतिधारित कर लिया जाएगा और टिकट की शेष रकम का यात्रा न किए गए भाग के किराए के रूप में प्रतिदाय किया जाएगा।

17. वातानुकूलित डिब्बों में वातानुकूलन सुविधा उपलब्ध कराने में असफल रहने पर कतिपय किराए का प्रतिदाय.—

(1) जहां यात्रा के किसी भाग के लिए वातानुकूलन सुविधा उपलब्ध नहीं कराई जा सकी है वहां वातानुकूलित डिब्बे के लिए जारी किए गए टिकटों पर यात्रा के उस भाग के लिए प्रतिदाय निम्नलिखित आधार पर किया जाएगा, अर्थात् :—

(क) यदि टिकट वातानुकूलित प्रथम श्रेणी के लिए है तो वातानुकूलित प्रथम श्रेणी के किराए और प्रथम श्रेणी के किराए के बीच का अंतर ; या

(ख) यदि टिकट वातानुकूलित II-टीयर या वातानुकूलित III-टीयर श्रेणी के लिए है, तो वातानुकूलित II-टीयर या वातानुकूलित III-टीयर श्रेणी के किराए और स्लीपर श्रेणी के किराए (डाक और एक्सप्रेस) के बीच का अंतर ; या

(ग) यदि टिकट वातानुकूलित कुर्सीयान के लिए है, तो वातानुकूलित कुर्सीयान के किराए और द्वितीय श्रेणी के किराए (डाक और एक्सप्रेस) के बीच का अंतर ; या

(घ) यदि टिकट एक्सीक्यूटिव श्रेणी के लिए है, तो संबद्ध खंड के लिए अधिसूचित एक्सीक्यूटिव श्रेणी के किराए और उस खंड की संबद्ध दूरी के लिए प्रथम श्रेणी के किराए (डाक और एक्सप्रेस) के बीच का अंतर ।

(2) उपनियम (1) के अधीन किराए के अंतर का प्रतिदाय गंतव्य स्टेशन पर टिकट के साथ रेलगाड़ी के टिकट जाँच करने वाले कर्मचारिवृंद का ऐसा प्रमाण-पत्र प्रस्तुत करने पर किया जाएगा जिसमें टिकट, डिब्बे का संख्यांक और जिन स्टेशनों के बीच वातानुकूलन सुविधा उपलब्ध नहीं कराई जा सकी है, का विवरण दिया गया हो और उसे रेलगाड़ी पहुंचने के बीस घंटे के भीतर प्रस्तुत कर दिया गया हो ।

18. जब यात्रियों को स्थान के अभाव में निम्नतर श्रेणी में यात्रा करनी पड़े तब किराए का प्रतिदाय.—यदि उच्चतर श्रेणी के टिकट धारक को स्थान के अभाव में उस श्रेणी से जिसके लिए टिकट जारी किया गया है निम्नतर श्रेणी में यात्रा करनी पड़ जाए तो जिस किराए का संदाय किया गया है उसके और उस श्रेणी के, जिसमें उसने वस्तुतः यात्रा की है, किराए के बीच के अंतर का प्रतिदाय यथास्थिति, गंतव्य स्टेशन या आरंभिक स्टेशन पर किया जाएगा:

परन्तु गंतव्य स्टेशन पर प्रतिदाय केवल रेल गाड़ी के टिकट को जाँच करने वाले कर्मचारिवृंद द्वारा ऐसा प्रमाण-पत्र प्रस्तुत करने पर किया जाएगा, जिसमें उसने यह प्रमाणित किया हो कि टिकट धारक को स्थान न मिलने के कारण उस श्रेणी से जिसके लिए उसे टिकट जारी किया गया था निम्नतर श्रेणी में यात्रा करनी पड़ी है और गंतव्य स्टेशन पर गाड़ी पहुंचने के बीस घंटों के भीतर टिकट के साथ-साथ उक्त प्रमाणपत्र प्रस्तुत किया गया हो (प्रमाणपत्र जारी करने के दिन को छोड़कर)।

19. खोए हुए, मिल न पा रहे, फटे या विकृत टिकट.— (1) खोए हुए या मिल न पा रहे टिकट की बाबत कोई प्रतिदाय नहीं किया जाएगा।

(2) फटे या विकृत टिकट की बाबत किराए का प्रतिदाय मंजूर किया जाएगा यदि इसकी असलियत और प्रमाणित इस पर दृश्य विशिष्टियों के आधार पर सत्यापन योग्य हैं।

(3) यदि खोए हुए, मिल न पा रहे, फटे या विकृत टिकट की आरक्षण प्रास्थिति, यात्रा करने के प्रयोजन के लिए दूसरा टिकट जारी करने के लिए आवेदन की प्राप्ति के समय पर पुष्टिकृत है या आर.ए.सी. है और दूसरा टिकट संबद्ध रेलगाड़ी का आरक्षण चार्ट तैयार होने से पूर्व बांछा गया है, तब स्टेशन मास्टर द्वितीय श्रेणी और स्लीपर क्लास की दशा में प्रतिभागी पचास रूपए तथा अन्य श्रेणियों के लिए प्रतिभागी एक सौ रूपए पर प्रभारों का संग्रहण करके मूल टिकट के बदले में दूसरा टिकट जारी करेगा ।

(4) यदि खोए हुए या मिल न पा रहे पुष्टिकृत टिकट के बदले दूसरा टिकट संबद्ध रेलगाड़ी के आरक्षण चार्ट के बनने के पश्चात् मांगा गया है, तो यह उप नियम (3) में उल्लिखित न्यूनतम संदाय के अर्थात् कुल किराए के 50 प्रतिशत के समतुल्य बसूली प्रभार पर जारी किया जाएगा ।

(5) दूसरा टिकट संबद्ध रेलगाड़ी के आरक्षण चार्ट के बनने के पश्चात् आर.ए.सी. की बाबत जारी नहीं किया जाएगा ।

(6) यदि फटे या विकृत पुष्टिकृत या आर.ए.सी. वाले टिकट के बदले दूसरा टिकट संबद्ध रेलगाड़ी के आरक्षण चार्ट के बनने के पश्चात् मांगा गया है, तो यह उप नियम (3) में उल्लिखित न्यूनतम संदाय के अर्थात् कुल किराए के 25 प्रतिशत के समतुल्य प्रभार के संदाय पर जारी किया जाएगा।

(7) पार्टी द्वारा बुक कराए गए डिब्बा टिकट या विशेष रेलगाड़ी टिकट की बाबत दूसरा टिकट, कुल किराए के 10 प्रतिशत के समतुल्य प्रभार के संदाय पर रेलगाड़ी के प्रस्थान के समय तक जारी किया जाएगा।

(8) उपनियम (3),(4),(5) और उपनियम (6) के अधीन संदाय प्रभार की बाबत कोई किराया प्रतिदाय मंजूर नहीं किया जाएगा, सिवाय उन मामलों के, जहां खोया हुआ या मिल न पा रहा टिकट, दूसरा टिकट जारी किए जाने के पश्चात् मिल जाता है और रेलगाड़ी के प्रस्थान से पहले दूसरे टिकट के साथ प्रस्तुत किया जाता है और ऐसे मामलों में दूसरा टिकट जारी करने के लिए संगृहीत प्रभार, 20रु. की न्यूनतम कटौती के अधीन रहते हुए 5 प्रतिशत कटौती के पश्चात् प्रतिदाय किया जाएगा, किंतु यदि यात्रा भी नहीं की गई है तो मूल टिकट का रद्दकरण प्रभार इन नियमों के अधीन यथा उपबंधित रूप में अवधारित किया जाएगा।

(9) यदि यात्री, जिसने खोए हुए, मिल न पा रहे, फटे या विकृत हुए पुष्टिकृत या आर.ए.सी. टिकट पर रेलगाड़ी में अधिक प्रभार संदत्त किया है, रेल गाड़ी में संदत्त प्रभार के प्रतिदाय को देने के लिए किसी रेल प्रशासन को आवेदन करता है, तो उस रेल प्रशासन के मुख्य वाणिज्यिक प्रबंधक, प्रतिदाय, ऐसी पूछताछ करने के पश्चात्, जैसा वह आवश्यक समझे, प्रतियात्री एकल यात्रा टिकट किराए का 50 प्रतिशत रद्दकरण प्रभार प्रतिधारित करने के पश्चात्, रेलगाड़ी में वसूल किए गए कुल प्रभार का प्रतिदाय इस शर्तों के अधीन रहते हुए कर सकते हैं, कि किसी ने भी मूल टिकट पर पूर्वतर प्रतिदाय नहीं लिया हो।

20. रियायती और विशेषाधिकार टिकट आदेश टिकटों पर प्रतीक्षा सूचीबद्ध यात्री.—जब किसी व्यक्ति ने किसी रियायती आदेश या विशेषाधिकार टिकट आदेश पर टिकट खरीदा हो और वह किसी रेलगाड़ी में आरक्षण के लिए प्रतीक्षा सूचीबद्ध हो तो वह उसी तारीख को अथवा किसी अन्य तारीख को किसी अन्य रेलगाड़ी में रियायती किराए के लाभ से वंचित हुए बिना आरक्षण कराने का हकदार होगा।

21. वापसी टिकटों का अप्रयुक्त भाग.—(1) रियायती वापसी टिकटों के अप्रयुक्त भाग के लिए कोई प्रतिदाय नहीं किया जाएगा।

(2) जब वापसी टिकट बिना किसी रियायत के जारी किया गया हो तो उसे एक तरफ यात्रा के दो टिकटों के समान माना जाएगा और प्रतिदाय तदानुसार किया जाएगा।

22. यदि यात्रा नहीं की जाती है तो अप्रयुक्त टिकट के किराए तथा उसी टिकट पर बुक किए गए सामान की बाबत सामान टिकटों पर वसूल किए गए भाड़े का प्रतिदाय स्टेशन मास्टर द्वारा निम्नलिखित सामग्री के अनुसार किया जाएगा, अर्थात्:-

सारणी		
(1)	(2)	(3)
(क)	यदि सामान उस स्टेशन पर जहां से यात्रा आरंभ होती है, वापस लिया जाता है।	सामान टिकट रद्द कर दिया जाएगा और स्थान शुल्क प्रभारों, यदि कोई हों, की वसूली तथा रद्दकरण शुल्क पांच रूपए प्रति सामान टिकट काटकर पहले से वसूल किए गए भाड़े का प्रतिदाय कर दिया जाएगा तथा टिकट पर इस आशय का पृष्ठांकन कर दिया जाएगा।
(ख)	यदि सामान उस स्टेशन से जहां से यात्रा आरंभ होती है, पहले ही भेजा जा चुका हो।	वजन छूट के अनुसार अनुज्ञेय वजन पर भाड़ा प्रभार वसूल किया जाएगा और इस आशय की टिप्पणी यात्रा टिकट पर पृष्ठांकित की जाएगी।

(2) उस यात्रा टिकट को प्रस्तुत करने पर जिस पर सामान बुक किया गया है किराए का प्रतिदाय विहित रद्दकरण या लिपिकीय प्रभारों को काटकर तभी किया जाएगा जब अप्रयुक्त टिकट पर उपनियम (1) में निर्दिष्ट पृष्ठांकन किया गया हो।

23. अन्य परिस्थितियों में यात्री आरक्षण पद्धति (पीआरएस) टिकटों के प्रतिदाय के लिए आवेदन.—(1) इन नियमों में विनिर्दिष्ट किए जाने से भिन्न या ऐसी परिस्थितियों में जैसे बंद, आंदोलन या बाढ़, आदि के अधीन किराए के प्रतिदाय के लिए

यात्री, टिकट के रद्दकरण के लिए आरक्षण खिड़की या स्टेशन या चालू खिड़कियों पर नहीं पहुँच पाते हैं तो उन दशाओं में यात्री को टीडीआर जारी किया जाएगा और यात्री यात्रा प्रारंभ करने की तारीख से दस दिन के भीतर उसे रेल प्रशासन के मुख्य वाणिज्यिक प्रबंधक (प्रतिदाय) को जिसके क्षेत्राधिकार में टीडीआर निर्गत किया गया है मूल टीडीआर संलग्न करते हुए प्रतिदाय के लिए आवेदन कर सकेगा।

(2) उप नियम (1) में विनिर्दिष्ट परिस्थितियों में टीडीआर रेलगाड़ी के प्रस्थान के अनुसूचित समय के पश्चात केवल तीन दिन तक जारी किया जाएगा।

[फा. सं. टीसी-II/2003/2015/प्रतिदाय नीति]

बी. प्रशांत कुमार, कार्यकारी निदेशक (यात्री विपणन)/रेलवे बोर्ड

MINISTRY OF RAILWAYS

(Railway Board)

NOTIFICATION

New Delhi, the 4th November, 2015

G.S.R.836(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) "ARP" means advance reservation period upto 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;

- (n) "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;
- (o) "tatkal ticket" means a ticket with shorter advance reservation period, issued to meet the requirements of those passengers who have to travel at short notice;
- (p) "unreserved ticket" means a ticket in which no reservation has been made;
- (q) "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 reservation 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 upto 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 upto 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 ticket 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 RAC tickets 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 online 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 upto 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 upto 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 online upto 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 upto 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 upto 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 where 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 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 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 (2) 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) accommodation 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 condition 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 transshipment 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 transshipment 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 for 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 upto 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 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.
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

(1)	(2)	(3)
(a)	If luggage is with-drawn at starting station	Luggage ticket shall be cancelled and freight already collected shall be refunded after recovery of wharfage charges, if any, and deduction of cancellation charge of rupees five per luggage ticket and journey ticket shall be endorsed to this effect.
(b)	If luggage is already dispatched from the starting station	Freight charges on weight admissible as free allowance shall be collected and remarks to this effect endorsed on 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 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 current counter for cancellation of tickets, in those 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 (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 upto three days after the scheduled departure of the train.

[F. No. TC-II/2003/2015/Refund Policy]

B. PRASHANTH KUMAR, Executive Director (Passenger Marketing)

Revised refund Rules w.e.f 12.11.2015

- Certain provisions of refund rule have been amended and comprehensive refund Rules have been notified after 1998. The new Refund Rule shall be effective w.e.f. 12.11.2015.
- 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.
- The major changes in the existing rules are as under:-

Rule no.	Pre revised (before 12.11.2015)	Revised (w.e.f 12.11.2015)
1.	<p>Levy of clerkage per passenger for cancellation of unreserved, RAC and waitlisted tickets:-</p> <p>(i). Unreserved (second class): Rs. 15.</p> <p>(ii) Second class (reserved) and other classes: Rs. 30</p>	<p>Levy of clerkage per passenger for cancellation of unreserved, RAC and waitlisted tickets:-</p> <p>(i). Unreserved (second class): Rs. 30.</p> <p>(ii) Second class (reserved) and other classes: Rs. 60</p>
2.	<p>Cancellation charge per passenger on confirmed (reserved) tickets:-</p> <p>(i). 48 hours before the scheduled departure of the train minimum cancellation charge</p> <p>1stAC/executive class: Rs.120</p> <p>2AC/1st class : Rs. 100</p> <p>3AC/ACC/3A economy: Rs. 90</p> <p>Second sleeper class: Rs. 60</p> <p>Second class : Rs. 30</p> <p>(ii). Between 48 hours and 6 hours before the scheduled departure of the train @ 25% subject to minimum charge as per (i) above.</p>	<p>Cancellation charge per passenger on confirmed (reserved) tickets:-</p> <p>(i). 48 hours before the scheduled departure of the train minimum cancellation charge</p> <p>1st AC/executive class: Rs. 240</p> <p>2AC/1st class : Rs. 200</p> <p>3AC/ACC/3A economy: Rs. 180</p> <p>Second sleeper class: Rs. 120</p> <p>Second class : Rs. 60</p> <p>(ii). Between 48 hours and 12 hours before the scheduled departure of the train @ 25% subject to minimum charge as per (i) above.</p>

	<p>(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.</p> <p>(iv) No refund after the above prescribed time limit.</p>	<p>(iii) between 12 hours and 4 hours before the scheduled departure of the train @ 50% subject to minimum charge as per (i) above.</p> <p>(iv) No refund after the above prescribed time limit.</p>
3.	<p>Partially confirmed: Upto two hours after the actual departure of the train.</p>	<p>Partially confirmed: Upto half an hour before the scheduled departure of the train.</p>
4.	<p>Refund on unused RAC/WL tickets: Upto 3 hours of the actual departure of the train subject to deduction in clerkage charge.</p> <p>No refund after the above prescribed time limit.</p>	<p>Refund on unused RAC/WL tickets: Upto half an hour before the scheduled departure of the train subject to deduction of clerkage charge.</p> <p>No refund after the above prescribed time limit.</p>
5.	<p>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.</p>	<p>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.</p>

Annexure II
(From next page)

GOVERNMENT OF INDIA(Bharat Sarkar)
MINISTRY OF RAILWAYS(Rail Mantralaya)
RAILWAY BOARD(Rail Bhavan)

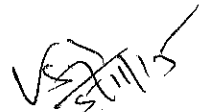
No. TCII/2003/2015/Refund Policy/1

New Delhi, dated 05.11.2015

The General Managers,
All Indian Railways.

Sub: Amendments in the certain provisions of Refund Rules-Comprehensive Refund Rule.

1. Amendments in the certain provisions of Refund Rule have been made and Comprehensive Refund Rule shall be notified through Gazette Notification. A copy of the draft gazette notification in Hindi as well as in English version is enclosed and the same have also been uploaded under the head Commercial Circular on Indian Railways website www.indianrailways.gov.in.
2. This will come into effect from 12.11.2015
3. The changes in the refund rule wherever required should be carried out in manual ticketing system and in PRS, UTS, SPTMs etc.
4. Special arrangements should be made to ensure that necessary instructions and the revised refund rules should reach the staff well in time. Steps should also be taken to ensure that the staff fully understand these changes in the refund rule and implement them properly.
5. Wide publicity should be given through media at regular intervals and the same may also be displayed prominently at all stations at booking/reservation counters. Action should also be taken to make changes in Passenger Information Systems at all places including Enquiry office etc.
6. In case of any disparity in English and Hindi version, the English version shall prevail.



(Vikram Singh)
Director (Passenger Marketing)
Railway Board.


Encl. DA as above.

No. TCII/2003/2015/Refund Policy/1

New Delhi, dated 05.11.2015

Copy forwarded for information and necessary action to:

1. CRB, MT, FC, PS/MR, PS/MOS(R) for information please.
2. CCMs, All Indian Railways.
3. CCM (PM)s, All Indian Railways.
4. CCO, All Indian Railways.
5. The Managing Director CRIS, New Delhi for necessary changes in the software.
6. IRCA Chelmsford Road, New Delhi, for making necessary correction slip in Rule No. 213 of IRCA Coaching Tariff No. 26 part I (Vol-I).
7. MD/IRCTC, New Delhi.
8. ADG/PR for wide publicity.
9. Managing Director, Konkan Railway Corporation, Belapur Bhawan, Plot No. 6, Sector 11, CBD Belapur, Navi Mumbai-400614.
10. ED(FC), ED(C&S), EDV(T), ED(Chg.), DDTC(G)-II, DDTC(G), JDF(C)



(Vikram Singh)
Director (Passenger Marketing)
Railway Board.

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

NOTIFICATION

New Delhi, dated the, ---11-2015.

G. S. R----(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) "ARP" means advance reservation period upto 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;
- (n) "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;
- (o) "tatkal ticket" means a ticket with shorter advance reservation period, issued to meet the requirements of those passengers who have to travel at short notice;
- (p) "unreserved ticket" means a ticket in which no reservation has been made;
- (q) "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 reservation 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 upto 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 upto 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 ticket 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 RAC tickets 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 online 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 upto 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 upto 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 online upto 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 upto 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 upto 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 where 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 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 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 (2) 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) accommodation 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 condition 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 transshipment 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 transshipment 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 for 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 upto 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 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.


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

(1)	(2)	(3)
(a)	If luggage is with-drawn at starting station	Luggage ticket shall be cancelled and freight already collected shall be refunded after recovery of wharfage charges, if any, and deduction of cancellation charge of rupees five per luggage ticket and journey ticket shall be endorsed to this effect.
(b)	If luggage is already dispatched from the starting station	Freight charges on weight admissible as free allowance shall be collected and remarks to this effect endorsed on 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 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 current counter for cancellation of tickets, in those 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 (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 upto three days after the scheduled departure of the train.

[File no. TC-II/2003/2015/Refund Policy]


(B/Prashanth Kumar)
Executive Director (Passenger Marketing)
Railway Board

[भारत के राजपत्र, असाधारण, भाग-2, खंड 3, उपखंड (i) में प्रकाशनार्थ]

भारत सरकार
रेल मंत्रालय
(रेलवे बोर्ड)
अधिसूचना

नई दिल्ली, तारीख 04-11-2015

सा.का.नि.....(अ).-- केन्द्रीय सरकार, रेल अधिनियम, 1989 (1989 का 24) की धारा 60 की उपधारा (2) के खंड (ख) के साथ पठित उपधारा (1) द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए और रेल यात्री (टिकट रद्दकरण और किराए का प्रतिदाय) नियम, 1998 को, उन बातों के सिवाय अधिक्रान्त करते हुए, जिन्हें ऐसे अधिक्रमण से पहले किया गया है या करने का लोप किया गया है, निम्नलिखित नियम बनाती है, अर्थात् :-

(1) संक्षिप्त नाम और प्रारंभ:- (1) इन नियमों का संक्षिप्त नाम रेल यात्री (टिकट रद्दकरण और किराए का प्रतिदाय) नियम, 2015 है ।

(2) ये 12 नवंबर, 2015 को प्रवृत्त होंगे ।

2. परिभाषाएं,- इन नियमों में, जब तक कि संदर्भ से अन्यथा अपेक्षित न हो,-

(क) "एआरपी" से ऐसी अग्रिम आरक्षण अवधि अभिप्रेत है जिस तक कोई आरक्षित टिकट किसी आगामी यात्रा तारीख के लिए बुक की जा सकती है ;

(ख) "प्राधिकृत अभिकर्ता" से कोई ऐसा व्यक्ति अभिप्रेत है जिसे आरक्षित या अनारक्षित टिकटों को जारी करने और आरक्षित टिकटों को रद्द करने के लिए रेल प्रशासन द्वारा प्राधिकृत किया गया है ;

(ग) "लिपिकीय प्रभार" से ऐसा प्रभार अभिप्रेत है, जो रेल प्रशासन द्वारा किराए के प्रतिदाय में उसके द्वारा किए गए लिपिकीय कार्य के लिए उद्गृहीत किया गया हो ;

(घ) "पुष्टिकृत टिकट" से कोई ऐसा टिकट अभिप्रेत है जिस पर कोई बर्थ या सीट की पुष्टि की गई है ;

(ङ) "गंतव्य स्टेशन" से ऐसा स्टेशन अभिप्रेत है जिसके लिए टिकट जारी किया गया है ;

(च) "किराया" में मूल किराया, सुपरफास्ट रेलगाड़ियों पर अनुपूरक प्रभार, आरक्षण फीस और अन्य लागू प्रकीर्ण प्रभार सम्मिलित है ;

- (छ) "आर ए सी टिकट" से ऐसा रद्दकरण टिकट अभिप्रेत है जिस पर ऐसा आरक्षण टिकट किसी बर्थ के लिए मांग के संबंध में सीट आरक्षित की गई है और तत्पश्चात् रद्दकरण, यदि कोई हो, के संबंध में बर्थ दी जा सकती है ;
- (ज) "रेल टिकट केन्द्र" से ऐसा स्थान अभिप्रेत है जहां आरक्षित या अनारक्षित टिकटें रेल कर्मचारी द्वारा या प्राधिकृत अभिकर्ता के माध्यम से जारी किए जाते हैं ;
- (झ) "आरक्षण फीस" से ऐसा प्रभार अभिप्रेत है, जो किराए के अतिरिक्त रेल प्रशासन द्वारा किसी बर्थ या सीट के आरक्षण के लिए उद्गृहीत किया जाता है ;
- (ञ) "आरक्षित टिकट" से ऐसा यात्रा टिकट अभिप्रेत है जिस पर किसी बर्थ या सीट का आरक्षण किया गया है ;
- (ट) "स्टेशन" से कोई रेल स्टेशन अभिप्रेत है और जिसके अंतर्गत उसी शहर में अन्य आरक्षण कार्यालय या रेल टिकट केन्द्र भी हैं ;
- (ठ) "स्टेशन मास्टर" से ऐसा कोई रेल कर्मचारी, चाहे वह किसी भी नाम से ज्ञात हो, जिसके पास किसी रेल स्टेशन का समग्र भारसाधन हो और जिसके अंतर्गत किसी स्टेशन पर किराए का प्रतिदाय मंजूर करने के लिए प्राधिकृत कोई अन्य रेल कर्मचारी भी है, अभिप्रेत है ;
- (ड) "टिकट" से कोई एकल टिकट या कोई आधा टिकट या वापसी टिकट अभिप्रेत है किंतु जिसके अंतर्गत सीजन टिकट, इंडरेल पास टिकट या किसी आरक्षित सवारी डिब्बे या किसी पर्यटन कार या सैलून या किसी विशेष गाड़ी टिकट नहीं है ;
- (ढ) "टी डी आर" से उस स्टेशन पर जहां यात्री द्वारा टिकट वापस कर दिया गया है, वापस की गई टिकट के बदले में यात्री को जारी की गई टिकट जमा रसीद या इंटरनेट के माध्यम से बुक की गई टिकट की दशा में आनलाइन फाइल की गई टिकट जमा रसीद अभिप्रेत है ;
- (ण) "तत्काल टिकट" से लघुतर अग्रिम आरक्षण अवधि वाली कोई टिकट अभिप्रेत है जो उन यात्रियों की मांग को पूरा करने के लिए जारी किए जाते हैं जिन्हें लघु सूचना पर यात्रा करनी है ;
- (त) "अनारक्षित टिकट" से कोई ऐसा टिकट अभिप्रेत है जिसमें कोई आरक्षण नहीं किया गया है ;
- (थ) "प्रतीक्षा सूचीबद्ध टिकट" से कोई ऐसा टिकट अभिप्रेत है जिस पर कोई बर्थ या सीट आबंटित नहीं की गई है ।
- (3) स्टेशन मास्टर द्वारा किराए का प्रतिदाय किया जाना, --(1) इन नियमों के अन्य उपबंधों के अधीन रहते हुए, अनारक्षित टिकट पर, जब ऐसा टिकट किराए के प्रतिदाय के लिए टिकट जारी करने वाले स्टेशन के स्टेशन मास्टर को प्रस्तुत किया जाए, तब किराए का प्रत्येक प्रतिदाय ऐसे स्टेशन मास्टर द्वारा टिकट के स्टेशन के अभिलेख से असलियत का सत्यापन करने के पश्चात् मंजूर किया जाएगा ।

(2) इन नियमों के अन्य उपबंधों के अधीन रहते हुए, पुष्टिकृत टिकटों, आर.ए.सी. टिकटों और प्रतीक्षा सूचीबद्ध टिकटों पर, जब ऐसे टिकटों को किराए के प्रतिदाय के लिए टिकट जारी करने वाले स्टेशन के स्टेशन मास्टर को प्रस्तुत किया जाए, तब किराए का प्रत्येक प्रतिदाय ऐसे स्टेशन मास्टर द्वारा टिकटों और उन विशिष्टियों की कम्प्यूटर के द्वारा या स्टेशन के अभिलेख में असलियत का सत्यापन करने के पश्चात् इन नियमों में विहित की गई समय सीमा के भीतर मंजूर किया जाएगा :

परंतु -

(क) उन टिकटों की दशा में, जो यात्रा के लिए, टिकट जारी करने वाले स्टेशन से भिन्न किसी स्टेशन से जारी की गई है, किराए का प्रतिदाय निम्नलिखित अनुसार अनुज्ञेय होगा -

- (i) टिकट जारी करने वाले स्टेशन पर, यदि टिकट को, उस स्टेशन से जहां टिकट यात्रा के लिए विधिमान्य है, गाड़ी के अनुसूचित प्रस्थान से पूर्व, वापस किया जाता है ; और
- (ii) यात्रा आरंभ होने वाले स्टेशन पर, यदि टिकट को इन नियमों में विहित समय-सीमा के भीतर वापस किया जाता है ; और

(ख) टिकट जारी करने वाले स्टेशन और यात्रा आरंभ करने वाले स्टेशन से भिन्न किसी स्टेशन के स्टेशन मास्टर द्वारा भी निम्नलिखित शर्तों के अधीन रहते हुए किराए का प्रतिदाय मंजूर किया जा सकेगा -

- (i) टिकट को, आरक्षण कार्यालय के कार्य-समय के दौरान और संबंधित रेलगाड़ी के आरक्षण-चार्ट के तैयार करने से पूर्व, उस स्टेशन के लिए जहां से टिकट विधिमान्य है, किराए के प्रतिदाय के लिए वापस किया जाता है ; और
- (ii) टिकट और उसकी प्रविष्टियों की असलियत, कम्प्यूटर के द्वारा या स्टेशन के अभिलेख से प्रतिदाय मंजूर करने वाले स्टेशन पर सत्यापनीय है ।

4. लिपिकीय प्रभार का उदग्रहण - इन नियमों के अन्य उपबंधों के अधीन रहते हुए, स्टेशन मास्टर अनारक्षित, प्रतीक्षा सूचीबद्ध और आर.ए. सी. के लिए दिव्तीय श्रेणी अनारक्षित टिकट के लिए तीस रुपए और दिव्तीय श्रेणी आरक्षित और अन्य श्रेणियों के लिए साठ रुपए की दर से प्रतियात्री लिपिकीय प्रभार उदग्रहीत करेगा ।

5. अप्रयुक्त अनारक्षित टिकटों के रद्दकरण पर प्रतिदाय - यदि अनारक्षित टिकट को रद्दकरण के लिए स्टेशन मास्टर को प्रस्तुत किया जाता है तो ऐसे प्रत्येक टिकट पर लिपिकीय प्रभार काटने के पश्चात् किराए का प्रतिदाय किया जाएगा -

(i) यदि टिकट को, टिकट जारी करने के तीन घंटे के भीतर रद्दकरण के लिए प्रस्तुत किया जाता है ;

(ii) अग्रिम रूप से जारी टिकटों की दशा में, यदि यात्रा की तारीख से पूर्व 2400 घंटे तक टिकट को प्रस्तुत किया जाता है, तो लिपिकीय प्रभार काटने के पश्चात् किराए का प्रतिदाय किया जाएगा ।

6. अप्रयुक्त अनारक्षित टिकटों के रद्दकरण पर प्रतिदाय -

(1) इन नियमों के उपबंधों के अधीन रहते हुए, यदि किसी पुष्टिकृत टिकट को यात्री द्वारा या उसके प्रतिनिधि द्वारा रद्दकरण के लिए किसी स्टेशन मास्टर को प्रस्तुत किया जाता है तो रद्दकरण प्रभार काटने के पश्चात् निम्नानुसार किराए का प्रतिदाय किया जाएगा -

(क) यदि टिकट रेलगाड़ी के अनुसूचित प्रस्थान से अड़तालीस घंटे पहले रद्दकरण के लिए, प्रस्तुत किया जाता है तो वातानुकूलित प्रथम श्रेणी या एकजीक्यूटीव श्रेणी के लिए दो सौ चालीस रुपए, वातानुकूलित टू टीयर या प्रथम श्रेणी के लिए दो सौ रुपए, वातानुकूलित थ्री टीयर या थ्री इकोनोमी, वातानुकूलित कुर्सी यान के लिए एक सौ अस्सी रुपए, स्लीपर श्रेणी के लिए एक सौ बीस रुपए, दिव्तीय श्रेणी के लिए साठ रुपए की सपाट दर पर प्रति यात्री रद्दकरण प्रभार की कटौती की जाएगी ;

(ख) यदि टिकट रेलगाड़ी के अनुसूचित प्रस्थान से पहले अड़तालीस घंटे से बारह घंटे के बीच रद्दकरण के लिए प्रस्तुत किया जाता है तो रद्दकरण प्रभार खंड (क) में निर्दिष्ट रद्दकरण प्रभार के न्यूनतम दर के अधीन रहते हुए रद्दकरण प्रभार किराए का पच्चीस प्रतिशत होगा

(ग) यदि किसी दूरी का टिकट रेलगाड़ी के अनुसूचित प्रस्थान से पहले बारह घंटे से चार घंटे के बीच रद्दकरण के लिए प्रस्तुत किया जाता है तो रद्दकरण प्रभार खंड (क) में निर्दिष्ट रद्दकरण प्रभार के न्यूनतम दर के अधीन रहते हुए, रद्दकरण प्रभार किराए का पचास प्रतिशत होगा ; और

(घ) यात्री, किसी यात्री आरक्षण प्रणाली (पी आर एस) काउंटरों या अभिहित चालू काउंटरों से टिकट रद्द करवा सकेगा ।

(2) गाड़ी के अनुसूचित प्रस्थान से पूर्व चार घंटे के बाद पुष्टिकृत टिकट पर कोई प्रतिदाय नहीं दिया जाएगा ।

(3) यदि एक यात्री से अधिक यात्री के यात्रा के लिए जारी किसी पार्टी टिकट या किसी कुटुंब टिकट की दशा में, जिसमें कुछ यात्रियों की पुष्टिकृत आरक्षण हो और अन्य आर ए सी या

प्रतीक्षासूची पर हो, तो पुष्टिकृत यात्रियों के लिए लिपिकीय प्रभार कम करके पूरा प्रतिदाय इस शर्त के अध्यक्षीन होगा कि संपूर्ण टिकट गाड़ी के प्रस्थान से पहले तीस मिनट तक रद्दकरण के लिए वापस किया जाता है ।

7. अप्रयुक्त आर ए सी टिकट या प्रतीक्षा सूचीबद्ध टिकट के रद्दकरण पर प्रतिदाय - (1) जहां किसी आर ए सी टिकट या प्रतीक्षा सूचीबद्ध टिकट को रद्दकरण के लिए प्रस्तुत किया जाता है, वहां लिपिकीय प्रभार की कटौती करने के पश्चात् किराए का प्रतिदाय किया जाएगा यदि रेलगाड़ी के अनुसूचित प्रस्थान से पहले तीस मिनट तक दूरी को ध्यान दिए बिना रद्दकरण के लिए टिकट प्रस्तुत किया गया हो ।

(2) यात्री किसी यात्री आरक्षण प्रणाली (पी आर एस) काउंटर या अभिहित चालू काउंटर से आर ए सी टिकट या प्रतीक्षा सूचीबद्ध टिकट का रद्दकरण के प्रतिदाय प्राप्त कर सकेगा ।

(3) रेलगाड़ी के अनुसूचित प्रस्थान समय से पहले तीस मिनट पश्चात् आर ए सी टिकट या प्रतीक्षा सूचीबद्ध टिकट पर किराए का कोई प्रतिदाय नहीं किया जाएगा ।

(4) रात्री कालीन रेलगाड़ियों के लिए यात्रा प्रारंभ करने के स्टेशन पर 21:00 बजे से 06: 00 बजे के बीच (वास्तविक प्रस्थान समय) किसी पी आर एस के माध्यम से जारी की गई आर ए सी टिकट या प्रतीक्षा सूचीबद्ध टिकट के रद्दकरण के लिए कोई सुविधा उपलब्ध न होने की दशा में, किराए का प्रतिदाय आरक्षण कार्यालय के खुलने के पश्चात् दो घंटे के भीतर अनुज्ञेय होगा ।

(5) क्षेत्रीय रेल द्वारा पहचान किए गए अनुसार महाप्रबंधक के पूर्व अनुमोदन से और समय सारणी में मुद्रित दूरस्थ और पहाड़ी क्षेत्रों में, उस दशा में, जहां कोई आरक्षण काउंटर या बुकिंग कार्यालय या चालू काउंटर उक्त क्षेत्र में उपलब्ध नहीं है, वहां 19:00 बजे और 06 :00 बजे (वास्तविक प्रस्थान) के बीच रात्रि में प्रस्थान करने वाली रेलगाड़ियों के लिए प्रतिदाय आरक्षण या बुकिंग कार्यालय के खुलने के पश्चात् पहले दो घंटे के भीतर अनुज्ञेय होगा ।

(6) जहां पुष्ट आरक्षण चार्ट के अंतिम रूप से तैयार किए जाने तक किसी भी समय आर ए सी या प्रतीक्षा सूचीबद्ध टिकटधारक को टिकट उपलब्ध करा दिया गया है वहां ऐसा टिकट आरक्षित टिकट के रूप में समझा जाएगा और रद्दकरण प्रभार नियम 6 के अनुसार संदेय होगा ।

8. इंटरनेट (आई और ई टिकट) के माध्यम से बुक किए गए टिकटों के रद्दकरण पर प्रतिदाय - (1) ई टिकट, इंटरनेट के माध्यम से रद्द किया जाएगा और लागू प्रभारों की कटौती करने के पश्चात् जिस खाते से बुकिंग का कारबार किया गया हो, उसी खाते में किराए का प्रतिदाय होगा और आई टिकट की दशा में, टिकट आरक्षण काउंटर पर रद्द किया जाएगा और तत्पश्चात् आन

लाइन आवेदन पर शोद्य प्रतिदाय उसी खाते में वापस होगा जिस खाते से बुकिंग का कारबार किया गया हो ।

(2) इंटरनेट के माध्यम से बुक किए गए पुष्टिकृत टिकट की दशा में, नियम 6 के अनुसार किराए का प्रतिदाय होगा ।

(3) इंटरनेट के माध्यम से बुक किए गए आर ए सी टिकटों की दशा में, नियम 7 के अनुसार प्रतिदाय होगा ।

(4) इंटरनेट के माध्यम से बुक किए गए ई टिकट (पुष्टिकृत या आर ए सी) की दशा में, ऐसे टिकट आन लाइन रद्द किया जाएगा या आनलाइन टी डी आर प्रतिदाय अभिप्राप्त करने के लिए इन नियमों के अधीन विहित किए गए समय सीमा के भीतर फाइल किया जाएगा ।

(5) आरक्षण चार्ट के तैयार होने के पश्चात् यदि एक पी एन आर पर बुक किए गए सभी यात्रियों की प्रास्थिति प्रतीक्षासूची में हैं उक्त यात्री नाम अभिलेख (पी एन आर) पर बुक किए गए सभी ऐसे यात्रियों के नाम आरक्षण चार्ट से हटा दिए जाएंगे और लिपिकीय प्रभार की कटौती करने के पश्चात् उसी खाते में किराए का प्रतिदाय होगा जिस खाते में बुकिंग का कारबार किया गया हो और प्रतीक्षा सूचीबद्ध आई-टिकट की दशा में, ऐसे टिकट इन नियमों के अधीन विहित समय-सीमा के भीतर कम्प्यूटरीकृत यात्री आरक्षण पद्धति (पी आर एस) काउंटर पर रद्द किया जाएगा और तत्पश्चात् प्रतिदाय का दावा आनलाइन किया जा सकेगा और नियम 7 के अनुसार उसी खाते में प्रतिदाय होगा जिस खाते से बुकिंग का कारबार किया गया हो।

6. (i) एक से अधिक यात्रियों की यात्रा के लिए जारी की गई पार्टी टिकट या कुटुंब टिकट की दशा में, जब कुछ यात्रियों का टिकट पुष्टिकृत है और अन्यो का आर ए सी या प्रतीक्षा सूची में है तो पुष्टिकृत यात्रियों को भी लिपिकीय प्रभार कम करने के पश्चात् किराए का पूर्ण प्रतिदाय इस शर्त के अध्याधीन अनुज्ञेय होगा कि वे टिकट आन लाइन रद्द करेंगे या रेलगाड़ी के प्रस्थान के नियत समय से तीस मिनट पहले तक सभी यात्री आनलाइन टी डी आर फाइल करेंगे ।

(ii) एक से अधिक यात्रियों की यात्रा के लिए जारी की गई पार्टी टिकट या कुटुंब टिकट की दशा में, जब कुछ यात्रियों का टिकट पुष्टिकृत है और अन्यो का आर ए सी या प्रतीक्षा सूची में है, आर ए सी या प्रतीक्षासूची के यात्रियों के यात्रा न करने की दशा में, टिकट जांच करने वाले कर्मचारिवृंद से इस प्रभाव का प्रमाणपत्र अभिप्राप्त करना होगा, टिकट जांच करने वाले कर्मचारिवृंद द्वारा जारी प्रमाणपत्र के ब्योरों को दर्शित करते हुए टी डी आर के माध्यम से आनलाइन किराए के प्रतिदाय की प्रक्रिया होगा और आनलाइन टी डी आर यात्री के गंतव्य रेलगाड़ी के पहुंचने के वास्तविक समय से बहत्तर घंटे तक फाइल किया जाएगा और टिकट

जांच करने वाले कर्मचारिवृंद द्वारा जारी किया गया मूल प्रमाणपत्र भारतीय रेल खानपान और पर्यटन निगम (आई आर सी टी सी) को डाक द्वारा भेजा जाएगा और किराए का प्रतिदाय भारतीय रेल खानपान और पर्यटन निगम (आई आर सी टी सी) द्वारा सम्यक सत्यापन के पश्चात् ग्राहक के खाते में किया जाएगा ।

(7) यदि रेलगाड़ी के अनुसूचित प्रस्थान से चार घंटे पूर्व तक टिकट रद्द नहीं किया जाता है या टीडीआर ऑन लाइन फाइल नहीं की जाती है, तो ऐसे टिकटों पर, जिनके आरक्षण की पुष्टि की गई है किराए का कोई प्रतिदाय अनुज्ञेय नहीं होगा ।

(8) यदि रेलगाड़ी के अनुसूचित प्रस्थान से तीस मिनट पूर्व तक टिकट रद्द नहीं किया जाता है या टीडीआर ऑन लाइन फाइल नहीं की जाती है, तो आर ए सी ई-टिकटों पर किराए का कोई प्रतिदाय अनुज्ञेय नहीं होगा ।

(9) रेलगाड़ियों के रद्द होने की दशा में पुष्ट किए गए या आर ए सी ई-टिकट पर किराए को जिस खाते से काराबार किया गया है उसी खाते में सीधे स्वतः पूर्ण प्रतिदाय किया जाएगा और ऐसी दशा में ऑन लाइन रद्दकरण या टीडीआर फाइल करना आवश्यक नहीं होगा ।

(10) अन्य परिस्थितियों में, प्रतिदाय नियम 9, नियम 13 के उपनियम (1) और (2) और नियम 14, 16, 17 और 18 में वर्णित समय सीमा के अनुसार ऑनलाइन टीडीआर फाइल करने के अध्येन अनुज्ञेय होगा और जहाँ टिकट की जांच करने वाले कर्मचारिवृंद से कोई प्रमाणपत्र आवश्यक है, वहाँ यात्री उस प्रभाव का प्रमाणपत्र अभिप्राप्त करेगा, जिसके पश्चात् किराए का प्रतिदाय ऑनलाइन टीडीआर के माध्यम से उक्त प्रमाणपत्र के ब्यौरे उपदर्शित करते हुए प्रसंस्कृत करेगा और मूल प्रमाणपत्र डाक द्वारा भारतीय रेल खान-पान और पर्यटन निगम (आईआरसीटीसी) को भेजा जाएगा, और तत्पश्चात् देय किराया भारतीय रेल खान-पान और पर्यटन निगम (आईआरसीटीसी) द्वारा सम्यक सत्यापन के पश्चात् ग्राहक के खाते में वापस किया जाएगा ।

9. अप्रयुक्त तत्काल टिकटों के रद्दकरण पर प्रतिदाय - (1) उपनियम (2), (3), (4), (5), (6) (7) और उपनियम (8) में वर्णित कतिपय परिस्थितियों के अधीन के सिवाय पुष्ट किए गए तत्काल टिकटों पर किराए का कोई प्रतिदाय अनुज्ञेय नहीं होगा ।

(2) अप्रयुक्त प्रतीक्षा सूचीबद्ध तत्काल टिकटों के लिए प्रतिदाय का प्रदान करना, नियम 7 द्वारा विनियमित किया जाएगा ।

(3) एक यात्री से अधिक यात्री की यात्रा के लिए जारी पार्टी तत्काल टिकट या कुटुंब तत्काल टिकट की दशा में कुछ यात्रियों की पुष्टिकृत आरक्षण हो और अन्य प्रतीक्षा सूची पर हों, तो पुष्टिकृत यात्रियों के लिए लिपिकीय प्रभार काट करके संपूर्ण प्रतिदाय इस शर्त के अध्यक्षीन अनुज्ञेय होगा कि संपूर्ण तत्काल टिकट रेलगाड़ी के अनुसूचित प्रस्थान से पहले तीस मिनट तक रद्दकरण के लिए वापस कर दिया गया है ।

(4) रेलगाड़ी के विलंब से चलने के कारण यात्रा प्रारंभ न कर पाने या छूट जाने की दशा में प्रतिदाय का प्रदान नियम 13 द्वारा विनियमित किया जाएगा ।

(5) जहां रेल प्रशासन स्थान उपलब्ध कराने में असमर्थ होता है, वहां टिकट का रद्द करना नियम 14 द्वारा विनियमित किया जाएगा ।

(6) रेल सेवाओं के विस्थापन के कारण यात्रा में रुकावट के कारण तत्काल टिकट का प्रतिदाय नियम 16 द्वारा विनियमित किया जाएगा ।

(7) जहां स्थान की कमी के कारण यात्रियों को निम्नतर श्रेणी में यात्रा करनी पड़ती है वहां तत्काल टिकटों के किराए का प्रतिदाय नियम 18 द्वारा विनियमित किया जाएगा और तत्काल प्रभारों के बीच का अंतर, यदि कोई हो, प्रतिदाय भी प्रदत्त किया जाएगा ।

(8) कोई डुप्लीकेट तत्काल टिकट जारी नहीं किया जाएगा :

परंतु आपवादिक परिस्थितियों में पूरे किराए के संदाय पर, जिसके अंतर्गत तत्काल प्रभार भी हैं, डुप्लीकेट तत्काल टिकट जारी किया जा सकेगा ।

10. अप्रयुक्त बहुउद्देशीय यात्रा टिकट के रद्दकरण पर प्रतिदाय—जब कोई अप्रयुक्त टिकट, जिस पर एक से अधिक यात्राएं की जानी हैं, रद्दकरण के लिए प्रस्तुत की जाती है, तब संपूर्ण टिकट को एक एकल यात्रा टिकट के रूप में माना जाएगा और यात्रा के विभिन्न चरणों पर आरक्षण की स्थिति पर ध्यान न देते हुए संपूर्ण टिकट का प्रतिदाय यात्रा के प्रथम चरण पर आरक्षण की स्थिति अनुसार निम्न प्रकार से किया जाएगा :--

(i) यदि यात्रा के प्रथम चरण की आरक्षण की स्थिति पुष्ट है, तो प्रतिदाय नियम 6 के अनुसार किया जाएगा ; और

(ii) यदि यात्रा के प्रथम चरण की आरक्षण स्थिति आर.ए.सी. या प्रतीक्षा सूची में है, तो प्रतिदाय नियम 7 के अनुसार किया जाएगा ।

स्पष्टीकरण :-- रद्दकरण प्रभार या लिपिकीय प्रभार टिकट की संपूर्ण रकम पर एक बार उद्ग्रहित किया जाएगा, न कि यात्रा के प्रत्येक चरण के लिए पृथक रूप से ।

11. पुष्टिकृत, आर.ए.सी. या प्रतीक्षा सूचीबद्ध टिकट पर यात्रा का स्थगन या पूर्व नियतन--
 (1) पुष्टिकृत या आर.ए.सी. या प्रतीक्षा सूचीबद्ध टिकट पर यात्रा का स्थगित किया जाना उसी श्रेणी में और उसी गंतव्य के लिए या उसी रेलगाड़ी द्वारा किसी उच्चतर श्रेणी के लिए या किन्हीं पश्चात्पूर्ति दिनों के लिए किसी अन्य रेलगाड़ी द्वारा निम्नलिखित शर्तों के अध्यक्षीन अनुज्ञात किया जाएगा :--

(i) टिकट को आरक्षण कार्यालय में कार्यकारी घंटे के दौरान उस रेलगाड़ी के, जिसमें मूलतः टिकट बुक किया गया था, रेल प्रशासन द्वारा समय-समय पर अधिरोपित इस सुविधा के समय किए गए निर्बंधन के अध्यक्षीन प्रस्थान के नियत समय से कम से कम अड़तालीस घंटे पूर्व वापस कर दिया जाता है ;

(ii) उस रेलगाड़ी में, जिसमें नए आरक्षण की मांग की गई है, पुष्टिकृत या आर.ए.सी. या प्रतीक्षा सूचीबद्ध स्थान उपलब्ध होना चाहिए ;

(iii) पुष्टिकृत टिकट की दशा में उस श्रेणी के लिए, जिसके लिए आरक्षण की मांग की गई है, नई आरक्षण फीस संदत्त कर दी गई है ; और

(iv) आर.ए.सी. या प्रतीक्षा सूचीबद्ध टिकट की दशा में लिपिकीय प्रभार संदत्त कर दिया गया है।

(2) पुष्टिकृत या आर.ए.सी. या प्रतीक्षा सूचीबद्ध टिकट पर यात्रा का पूर्व नियतन उसी श्रेणी में और उसी गंतव्य के लिए या उसी रेलगाड़ी द्वारा किसी उच्चतर श्रेणी के लिए या किन्हीं पूर्ववर्ती दिनों के लिए किसी अन्य रेलगाड़ी द्वारा निम्नलिखित शर्तों के अध्यक्षीन अनुज्ञात किया जाएगा :--

(i) टिकट को आरक्षण कार्यालय में कार्यकारी घंटे के दौरान उस रेलगाड़ी के, जिसमें मूलतः टिकट बुक किया गया था, रेल प्रशासन द्वारा समय-समय पर अधिरोपित इस सुविधा के समय किए गए निर्बंधन के अध्यक्षीन प्रस्थान के नियत समय से कम से कम अड़तालीस घंटे पूर्व वापस कर दिया जाता है ;

(ii) उस रेलगाड़ी में, जिसमें नए आरक्षण की मांग की गई है, पुष्टिकृत या आर.ए.सी. या प्रतीक्षा सूचीबद्ध स्थान उपलब्ध होना चाहिए ;

(iii) पुष्टिकृत टिकट की दशा में उस श्रेणी के लिए, जिसके लिए आरक्षण की मांग की गई है, नई आरक्षण फीस संदत्त कर दी गई है ; और

(iv) आर.ए.सी. या प्रतीक्षा सूचीबद्ध टिकट की दशा में लिपिकीय प्रभार संदत्त कर दिया गया है ।

(3) मूलतः बुक की गई यात्रा और संशोधित यात्रा के किराए में अंतर की दशा में, यथास्थिति, किराए के अंतर के प्रतिदाय या वसूली, उपनियम (1) और उपनियम (2) के उपबंधों के अधीन रहते हुए की जाएगी ।

(4) उपनियम (1) या उपनियम (2) के अधीन यात्रा का स्थगन या पूर्व नियतन केवल एक बार अनुज्ञात किया जाएगा ।

(5) तत्काल टिकट से भिन्न सामान्य रेलगाड़ी से यात्रा का स्थगित किया जाना या पूर्व नियतन तत्काल प्रभार के संदाय पर भी तत्काल कोटे के विरुद्ध लागू नहीं होगा ।

(6) यदि वह टिकट, जिस पर उपनियम (1) और उपनियम (2) के अधीन यात्रा में परिवर्तन किया गया है, रद्द किया जाता है, तो रद्दकरण प्रभारों का संदाय निम्नानुसार किया जाएगा :-

(क) यात्रा स्थगन या पूर्व नियतन समय मूल आरक्षण के लिए टिकट रद्द करने पर जो रद्दकरण प्रभार संदेय हो, और

(ख) परिवर्तित आरक्षण टिकट को नया आरक्षण मानते हुए जो रद्दकरण प्रभार देय हैं,

(ग) उन दशाओं में, जहां यात्रा के उपांतरण करते समय 25% अथवा 50% रद्दकरण प्रभार वसूल किया गया था, (क) में उल्लिखित रद्दकरण प्रभार पुनः वसूल नहीं किए जाएंगे और केवल (ख) में उल्लिखित रद्दकरण प्रभार वसूल किए जाएंगे ।

12. यात्रा का निम्नतर श्रेणी से उच्चतर श्रेणी में परिवर्तन—(1) निम्नतर श्रेणी के लिए आरक्षित किसी टिकट पर उसी रेलगाड़ी में और उसी दिन के लिए किसी उच्चतर श्रेणी के लिए कोई परिवर्तन, कोई रद्दकरण प्रभार उद्गृहीत किए बिना अनुज्ञात होगा, किंतु यह उच्चतर श्रेणी के लिए नए सिरे से आरक्षण फीस और किराए का अंतर, यदि कोई हो, संदाय किए जाने पर और निम्नलिखित शर्त के अधीन रहते हुए होगा,—

(i) स्थान उपलब्ध है, और

(ii) परिवर्तन के लिए अनुरोध,—

(क) आरक्षण कार्यालय के कार्यकारी घंटों के दौरान एवं रेल प्रशासन द्वारा समय-समय पर अधिरोपित इस सुविधा के समय किए गए निर्बंधन के अधीन रेलगाड़ी के प्रस्थान के नियत समय से छह घंटे पूर्व किया गया है ;

(ख) रेलगाड़ी में यात्रा के दौरान किया गया है ।

(2) उप-नियम (1) में निर्दिष्ट परिवर्तन केवल एक बार ही अनुज्ञेय होगा ।

(3) यदि ऐसा टिकट, जिस पर उपनियम (1) के अधीन अनुज्ञात आरक्षण में परिवर्तन किया गया है, रद्द कर दिया जाता है तो रद्दकरण प्रभार निम्नानुसार संदेय होगा, अर्थात् :-

(क) वह रद्दकरण प्रभार, जो उस समय देय होता यदि मूल आरक्षण तब रद्द किया जाता जब आरक्षण में परिवर्तन किया जाना अनुज्ञात किया गया था ; और

(ख) वह रद्दकरण प्रभार, जो परिवर्तन आरक्षण की बाबत देय हो, मानो वह परिवर्तित आरक्षण कोई नया आरक्षण हो ।

13. रेलगाड़ियों के विलंब से चलने के कारण यात्रा का प्रारंभ न किया जाना या गाड़ी छूट जाना-

(1) यदि यात्री द्वारा यात्रा के आरंभिक स्टेशन से रेलगाड़ी के प्रस्थान के नियत समय से तीन घंटे अधिक विलंब से चलने के कारण यात्रा नहीं की गई है, तो आरक्षित, आर.ए.सी. या प्रतीक्षा सूचीबद्ध टिकटधारक सभी यात्रियों से, इस शर्त के अधीन रहते हुए कोई रद्दकरण प्रभार या लिपिकीय प्रभार उद्गृहीत नहीं किया जाएगा और उन्हें पूरे किराए का प्रतिदाय किया जाएगा कि,--

(i) टिकट को रेलगाड़ी के प्रस्थान के वास्तविक समय तक वापस कर दिया जाता है ;

(ii) पूर्ण प्रतिदाय प्राप्त करने के लिए ई-टिकटों की दशा में, टी.डी.आर. को रेलगाड़ी के प्रस्थान के वास्तविक समय से पहले ऑनलाइन फाइल कर दिया जाता है ।

(2) रेलगाड़ी के प्रस्थान के वास्तविक समय के पश्चात् टिकट के रद्दकरण या वापसी की दशा में या यदि किराए के प्रतिदाय के लिए अनुरोध, रेलगाड़ी के वास्तविक समय के पश्चात् ऑनलाइन फाइल किया गया है तो किराए का कोई प्रतिदाय अनुज्ञेय नहीं होगा ।

(3) जहां कोई यात्री, जिसके पास टिकट है, चाहे उस टिकट पर आरक्षण कराया गया हो या नहीं, और जिस रेलगाड़ी से उसने यात्रा की थी, उसके विलंब से चलने के कारण किसी जंक्शन स्टेशन पर उससे संबद्ध रेलगाड़ी छूट जाती है, वहां यात्रा किए गए भाग का किराया प्रतिधारित कर लेने के पश्चात् यात्रा न किए गए भाग के किराए का, कोई रद्दकरण प्रभार या लिपिकीय प्रभार उद्गृहीत किए बिना, प्रतिदाय कर दिया जाएगा, यदि वह ऐसा टिकट रेलगाड़ी के, जिससे उसने यात्रा की है, पहुंचने के वास्तविक समय के तीन घंटे के भीतर प्रतिदाय के लिए वापस कर देता है और किराए का प्रतिदाय उसी जंक्शन स्टेशन पर मंजूर कर दिया जाएगा ।

14. रेल प्रशासन द्वारा स्थान देने में असमर्थ होने की दशा में टिकटों का रद्दकरण—जहां रेल प्रशासन ऐसे यात्रियों के लिए, जिनके पास आरक्षित टिकट है, किसी भी कारणवश स्थान देने में समर्थ नहीं होता, वहां कोई रद्दकरण प्रभार उद्गृहीत नहीं होगा और उनको किराए का पूरा

प्रतिदाय किया जाएगा, यदि ऐसे टिकट रेलगाड़ी के प्रस्थान के वास्तविक समय से तीन घंटे के भीतर प्रतिदाय के लिए अभ्यर्पित कर दिए जाते हैं :

परंतु जब रेलगाड़ी दुर्घटना, टूट-फूट एवं बाढ़ जैसी आकल्पित परिस्थितियों के कारण रद्द कर दी जाती है तब टिकट रेलगाड़ी के प्रस्थान के नियत दिन को छोड़कर तीन दिन के भीतर वापस कर दिया जाए ।

15. आंशिक रूप से प्रयुक्त टिकट पर प्रतिदाय—(1) इन नियमों में अन्यथा उपबंधित के सिवाय, ऐसे टिकट पर, जिस पर आंशिक रूप से यात्रा की गई है, कोई प्रतिदाय स्टेशन पर नहीं किया जाएगा ।

(2) जहां कोई यात्री बीच मार्ग में अपनी यात्रा समाप्त कर देता है, वहां स्टेशन मास्टर, टिकट अभ्यर्पित करने के बदले में टिकटधारक को टिकट निक्षेप रसीद जारी करेगा और प्रतिदाय नियम 23 के निबंधनों के अधीन अनुज्ञेय होगा और ऐसे मामलों में यात्रा किए गए भाग का किराया प्रतिधारित किया जाएगा और टिकट की शेष रकम यात्रा न किए गए भाग के लिए किराए के रूप में प्रतिदेय होगी ।

16. रेलगाड़ी सेवा के अस्त-व्यस्त होने के कारण यात्रा की बीच में समाप्ति सेवाओं के बंद होने (1) जब दुर्घटना, टूटफूट और बाढ़ जैसी अकल्पित परिस्थितियों के कारण, रेल मार्ग में ही यात्रा अस्त-व्यस्त हो जाए तब बुक की गई संपूर्ण यात्रा का पूरा किराया, यात्रा किए गए भाग के लिए कोई कटौती किए बिना और रद्दकरण प्रभार के उदग्रहण के बिना, यात्रा समाप्त होने वाले स्टेशन पर निम्नलिखित परिस्थितियों के अधीन वापस किया जाएगा-

(क) जब रेल प्रशासन या मार्ग परिवर्तन की या अन्यथा कोई व्यवस्था करके यात्री को गंतव्य स्टेशन तक युक्तियुक्त समय के भीतर पहुंचाने में असमर्थ हो; या

(ख) जब यात्री रेल दुर्घटनाग्रस्त हुआ हो या दुर्घटना में घायल हुआ हो और अपनी यात्रा जारी न कर सकता हो; या

(ग) रेल दुर्घटना में यात्री की मृत्यु या क्षति की दशा में उसके निकट संबंधियों को यात्रा समाप्त करनी पड़ी हो ।

(2) जब रेल प्रशासन यात्री को उसके गंतव्य स्थान तक किसी परिवर्तित मार्ग से होकर या स्थानान्तरण अथवा अन्य कोई व्यवस्था करके ले जाने के लिए तत्पर हो और यात्री ऐसी

वैकल्पिक व्यवस्था स्वीकार करने का इच्छुक न हो तो यात्रा किए गए भाग का किराया प्रतिधारित किया जाएगा और टिकट की शेष रकम का यात्रा न किए गए भाग के किराए के रूप में उसे यात्रा समाप्त होने वाले स्टेशन पर रद्दकरण प्रभार उद्ग्रहीत लिए बिना प्रतिदाय कर दिया जाएगा ।

(3) जहां बंद, आंदोलन या रेल रोको के कारण यात्रा मार्ग में ही अस्त-व्यस्त हो जाए, वहां यात्रा किए गए भाग के किराए को प्रतिधारित किया जाएगा और टिकट की शेष रकम को, यात्रा न किए गए भाग के किराए के रूप में, रद्दकरण प्रभार उद्ग्रहीत किए बिना, प्रतिदाय किया जाएगा ।

(4) यदि ऐसी रेलगाड़ियां, जिनकी स्थान से स्थान तक के आधार पर पृथक रूप से अपनी संपूर्ण सम्मिलित किराया पद्धति है, वहां समाप्त होती हैं जहां रेलगाड़ी का अनियमित ठहराव है और यात्री उस अनुकल्पी इंतजाम का उपयोग करना नहीं चाहता है जो रेल प्रशासन ने यात्री को उसके गंतव्य स्टेशन पर ले जाने के लिए किया है तो टिकट के प्रति- किलोमीटर किराए के आधार पर यात्रा की गई दूरी का किराया प्रतिधारित कर लिया जाएगा और टिकट की शेष रकम का यात्रा न किए गए भाग के किराए के रूप में प्रतिदाय किया जाएगा।

17. वातानुकूलित डिब्बों में वातानुकूलन सुविधा उपलब्ध कराने में असफल रहने पर कतिपय किराए का प्रतिदाय- (1) जहां यात्रा के किसी भाग के लिए वातानुकूलन सुविधा उपलब्ध नहीं कराई जा सकी है वहां वातानुकूलित डिब्बे के लिए जारी किए गए टिकटों पर यात्रा के उस भाग के लिए प्रतिदाय निम्नलिखित आधार पर किया जाएगा, अर्थात् :-

(क) यदि टिकट वातानुकूलित प्रथम श्रेणी के लिए है तो वातानुकूलित प्रथम श्रेणी के किराए और प्रथम श्रेणी के किराए के बीच का अंतर ; या

(ख) यदि टिकट वातानुकूलित II-टीयर या वातानुकूलित III-टीयर श्रेणी के लिए है, तो वातानुकूलित II-टीयर या वातानुकूलित III-टीयर श्रेणी के किराए और स्लीपर श्रेणी के किराए (डाक और एक्सप्रेस) के बीच का अंतर ; या

(ग) यदि टिकट वातानुकूलित कुर्सीयान के लिए है, तो वातानुकूलित कुर्सीयान के किराए और द्वितीय श्रेणी के किराए (डाक और एक्सप्रेस) के बीच का अंतर ; या

(घ) यदि टिकट एक्सीक्यूटिव श्रेणी के लिए है, तो संबद्ध खंड के लिए अधिसूचित एक्सीक्यूटिव श्रेणी के किराए और उस खंड की संबद्ध दूरी के लिए प्रथम श्रेणी के किराए (डाक और एक्सप्रेस) के बीच का अंतर ।

(2) उपनियम (1) के अधीन किराए के अंतर का प्रतिदाय गंतव्य स्टेशन पर टिकट के साथ रेलगाड़ी के टिकट जाँच करने वाले कर्मचारिवृंद का ऐसा प्रमाण-पत्र प्रस्तुत करने पर किया जाएगा जिसमें टिकट, डिब्बे का संख्यांक और जिन स्टेशनों के बीच वातानुकूलन सुविधा उपलब्ध नहीं कराई जा सकी है, का विवरण दिया गया हो और उसे रेलगाड़ी पहुंचने के बीस घंटे के भीतर प्रस्तुत कर दिया गया हो ।

18. जब यात्रियों को स्थान के अभाव में निम्नतर श्रेणी में यात्रा करनी पड़े तब किराए का प्रतिदाय- यदि उच्चतर श्रेणी के टिकट धारक को स्थान के अभाव में उस श्रेणी से जिसके लिए टिकट जारी किया गया है निम्नतर श्रेणी में यात्रा करनी पड़ जाए तो जिस किराए का संदाय किया गया है उसके और उस श्रेणी के, जिसमें उसने वस्तुतः यात्रा की है, किराए के बीच के अंतर का प्रतिदाय यथास्थिति, गंतव्य स्टेशन या आरंभिक स्टेशन पर किया जाएगा:

परन्तु गंतव्य स्टेशन पर प्रतिदाय केवल रेल गाड़ी के टिकट को जाँच करने वाले कर्मचारिवृंद द्वारा ऐसा प्रमाण-पत्र प्रस्तुत करने पर किया जाएगा, जिसमें उसने यह प्रमाणित किया हो कि टिकट धारक को स्थान न मिलने के कारण उस श्रेणी से जिसके लिए उसे टिकट जारी किया गया था निम्नतर श्रेणी में यात्रा करनी पड़ी है और गंतव्य स्टेशन पर गाड़ी पहुंचने के बीस घंटों के भीतर टिकट के साथ-साथ उक्त प्रमाणपत्र प्रस्तुत किया गया हो (प्रमाणपत्र जारी करने के दिन को छोड़कर)।

19. खोए हुए, मिल न पा रहे, फटे या विकृत टिकट- (1) खोए हुए या मिल न पा रहे टिकट की बाबत कोई प्रतिदाय नहीं किया जाएगा।

(2) फटे या विकृत टिकट की बाबत किराए का प्रतिदाय मंजूर किया जाएगा यदि इसकी असलियत और प्रमाणित इस पर दृश्य विशिष्टियों के आधार पर सत्यापन योग्य हैं।

(3) यदि खोए हुए, मिल न पा रहे, फटे या विकृत टिकट की आरक्षण प्रास्थिति, यात्रा करने के प्रयोजन के लिए दूसरा टिकट जारी करने के लिए आवेदन की प्राप्ति के समय पर पुष्टिकृत है या आर.ए.सी. है और दूसरा टिकट संबद्ध रेलगाड़ी का आरक्षण चार्ट तैयार होने से पूर्व वांछा गया है, तब स्टेशन मास्टर द्वितीय श्रेणी और स्लीपर क्लास की दशा में प्रतिभागी पचास रूपए तथा अन्य श्रेणियों के लिए प्रतिभागी एक सौ रूपए पर प्रभारों का संग्रहण करके मूल टिकट के बदले में दूसरा टिकट जारी करेगा ।

(4) यदि खोए हुए या मिल न पा रहे पुष्टिकृत टिकट के बदले दूसरा टिकट संबद्ध रेलगाड़ी के आरक्षण चार्ट के बनने के पश्चात् मांगा गया है, तो यह उप नियम (3) में उल्लिखित न्यूनतम संदाय के अर्थात् कुल किराए के 50 प्रतिशत के समतुल्य वसूली प्रभार पर जारी किया जाएगा ।

(5) दूसरा टिकट संबद्ध रेलगाड़ी के आरक्षण चार्ट के बनने के पश्चात् आर.ए.सी. की बाबत जारी नहीं किया जाएगा ।

(6) यदि फटे या विकृत पुष्टिकृत या आर.ए.सी वाले टिकट के बदले दूसरा टिकट संबद्ध रेलगाड़ी के आरक्षण चार्ट के बनने के पश्चात मांगा गया है, तो यह उप नियम (3) में उल्लिखित न्यूनतम संदाय के अर्थात् कुल किराए के 25 प्रतिशत के समतुल्य प्रभार के संदाय पर जारी किया जाएगा।

(7) पार्टी द्वारा बुक कराए गए डिब्बा टिकट या विशेष रेलगाड़ी टिकट की बाबत दूसरा टिकट, कुल किराए के 10 प्रतिशत के समतुल्य प्रभार के संदाय पर रेलगाड़ी के प्रस्थान के समय तक जारी किया जाएगा।

(8) उपनियम (3),(4),(5) और उपनियम (6) के अधीन संदाय प्रभार की बाबत कोई किराया प्रतिदाय मंजूर नहीं किया जाएगा, सिवाय उन मामलों के, जहां खोया हुआ या मिल न पा रहा टिकट, दूसरा टिकट जारी किए जाने के पश्चात मिल जाता है और रेलगाड़ी के प्रस्थान से पहले दूसरे टिकट के साथ प्रस्तुत किया जाता है और ऐसे मामलों में दूसरा टिकट जारी करने के लिए संगृहीत प्रभार, 20रू. की न्यूनतम कटौती के अधीन रहते हुए 5 प्रतिशत कटौती के पश्चात प्रतिदाय किया जाएगा, किंतु यदि यात्रा भी नहीं की गई है तो मूल टिकट का रद्दकरण प्रभार इन नियमों के अधीन यथा उपबंधित रूप में अवधारित किया जाएगा ।

(9) यदि यात्री, जिसने खोए हुए, मिल न पा रहे, फटे या विकृत हुए पुष्टिकृत या आर.ए.सी. टिकट पर रेलगाड़ी में अधिक प्रभार संदत्त किया है, रेल गाड़ी में संदत्त प्रभार के प्रतिदाय को देने के लिए किसी रेल प्रशासन को आवेदन करता है, तो उस रेल प्रशासन के मुख्य वाणिज्यिक प्रबंधक, प्रतिदाय, ऐसी पूछताछ करने के पश्चात्, जैसा वह आवश्यक समझें, प्रतियात्री एकल यात्रा टिकट किराए का 50 प्रतिशत रद्दकरण प्रभार प्रतिधारित करने के पश्चात्, रेलगाड़ी में वसूल किए गए कुल प्रभार का प्रतिदाय इस शर्तों के अधीन रहते हुए कर सकते हैं, कि किसी ने भी मूल टिकट पर पूर्वतर प्रतिदाय नहीं लिया हो ।

20. रियायती और विशेषाधिकार टिकट आदेश टिकटों पर प्रतीक्षा सूचीबद्ध यात्री - जब किसी व्यक्ति ने किसी रियायती आदेश या विशेषाधिकार टिकट आदेश पर टिकट खरीदा हो और वह किसी रेलगाड़ी में आरक्षण के लिए प्रतीक्षा सूचीबद्ध हो तो वह उसी तारीख को अथवा किसी अन्य तारीख को किसी अन्य रेलगाड़ी में रियायती किराए के लाभ से वंचित हुए बिना आरक्षण कराने का हकदार होगा ।

21. वापसी टिकटों का अप्रयुक्त भाग- (1) रियायती वापसी टिकटों के अप्रयुक्त भाग के लिए कोई प्रतिदाय नहीं किया जाएगा ।

(2) जब वापसी टिकट बिना किसी रियायत के जारी किया गया हो तो उसे एक तरफ यात्रा के दो टिकटों के समान माना जाएगा और प्रतिदाय तदानुसार किया जाएगा।

22. यदि यात्रा नहीं की जाती है तो अप्रयुक्त टिकट के किराए तथा उसी टिकट पर बुक किए गए सामान की बाबत सामान टिकटों पर वसूल किए गए भाड़े का प्रतिदाय स्टेशन मास्टर द्वारा निम्नलिखित सामग्री के अनुसार किया जाएगा, अर्थात:-

सारणी		
(1)	(2)	(3)
(क)	यदि सामान उस स्टेशन पर जहां से यात्रा आरंभ होती है, वापस लिया जाता है ।	सामान टिकट रद्द कर दिया जाएगा और स्थान शुल्क प्रभारों, यदि कोई हों, की वसूली तथा रद्दकरण शुल्क पांच रूपए प्रति सामान टिकट काटकर पहले से वसूल किए गए भाड़े का प्रतिदाय कर दिया जाएगा तथा टिकट पर इस आशय का पृष्ठांकन कर दिया जाएगा ।
(ख)	यदि सामान उस स्टेशन से जहां से यात्रा आरंभ होती है, पहले ही भेजा जा चुका हो ।	वजन छूट के अनुसार अनुज्ञेय वजन पर भाड़ा प्रभार वसूल किया जाएगा और इस आशय की टिप्पणी यात्रा टिकट पर पृष्ठांकित की जाएगी ।

(2) उस यात्रा टिकट को प्रस्तुत करने पर जिस पर सामान बुक किया गया है किराए का प्रतिदाय विहित रद्दकरण या लिपिकीय प्रभारों को काटकर तभी किया जाएगा जब अप्रयुक्त टिकट पर उपनियम (1) में निर्दिष्ट पृष्ठांकन किया गया हो ।

23. अन्य परिस्थितियों में यात्री आरक्षण पद्धति (पीआरएस) टिकटों के प्रतिदाय के लिए आवेदन- (1) इन नियमों में विनिर्दिष्ट किए जाने से भिन्न या ऐसी परिस्थितियों में जैसे बंद, आंदोलन या बाढ़, आदि के अधीन किराए के प्रतिदाय के लिए यात्री, टिकट के रद्दकरण के लिए आरक्षण खिड़की या स्टेशन या चालू खिड़कियों पर नहीं पहुंच पाते हैं तो उन दशाओं में यात्री को टीडीआर जारी किया जाएगा और यात्री यात्रा प्रारंभ करने की तारीख से दस दिन के भीतर उसे रेल प्रशासन के मुख्य वाणिज्यिक प्रबंधक (प्रतिदाय) को जिसके क्षेत्राधिकार में टीडीआर निर्गत किया गया है मूल टीडीआर संलग्न करते हुए प्रतिदाय के लिए आवेदन कर सकेगा।

(2) उप नियम (1) में विनिर्दिष्ट परिस्थितियों में टीडीआर रेलगाड़ी के प्रस्थान के अनुसूचित समय के पश्चात केवल तीन दिन तक जारी किया जाएगा।

(फा.सं. टीसी-II/2003/2015/प्रतिदाय नीति)

बी. प्रशांत कुमार

(बी. प्रशांत कुमार)

कार्यकारी निदेशक (यात्री विपणन)

रेलवे बोर्ड

Annexure III

9-TR7

मन्त्रालय 1 MINISTRY OF RAILWAYS
रेलवे बोर्ड 1 RAILWAY BOARD

Commercial Circular No. of 2019

No.TCII/2003/2018/3/Refund

New Delhi, dated .02.2019

The Principal Chief commercial Managers
All Zonal Railways

Sub: Provision of linking of PNRs for two connecting Journeys and cancellation of such tickets and refund of fare rules in case of misconnection of trains.

Ref: Rule No. 13(3) of Railway Passengers (cancellation of Ticket and Refund of Fare) Rules 2015

As per rule no. 13(3) of Railway Passengers (Cancellation of tickets and refund of fare) Rule, 2015, cancellation of continued journey tickets and refund of fare in case of misconnection of subsequent trains due to late running of first train is made as under: -

'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 travel/ing, the fare for travel/ed portion shall be retained and the balance amount of ticket shall be refunded as the fare for untraveled portion, without levying any cancellation or clerkage charge, if he surrenders the ticket for such refund within three hours of the actual arrival of the train by which he had trave/led and the refund shall be granted at the junction station. '

2. Instances have occurred where due to non-linkage of two PNRs for connecting journey, problems are faced by Railway Passengers for cancellation of ticket in case of misconnection of train due to late running of first train.

3. In passengers' interest, it has now been decided to allow linking of two PNRs for connecting journey for both e-ticket and PRS counter tickets or combination of both, without giving any telescopic benefit. Hence, facilitating rail passengers in case of misconnection of train due to late running of first train applicability of rule no. 13(3) of Railway Passengers (Cancellation of tickets and refund of fare) Rule, 2015 as mentioned in para 1 above.
4. This scheme shall be implemented w.e.f. 01.04.2019.

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5. Wide publicity should be given through different media at regular intervals and changes may also be updated on the different locations on the website of Zonal Railways, Indian Railways, CRIS, IRCTC website etc.

This issues with the concurrence of the Finance directorate of Ministry of Railways.

CRIS & IRCTC may make necessary changes in the software.

Necessary instructions shall be issued to the all concerned.

(Shelly Srivastava)
Director
Passenger Marketing
Railway Board

No.TCII/2003/2018/3/Refund

New Delhi, dated 01.02.2019

Copy forwarded to:

- 1 Dy. Comptroller & Auditor General of India (Railways), Room No.224, Rail Bhavan, New Delhi.
2. Principal Financial Adviser, All Zonal Railways.
3. Principal Directors of Audit, All Zonal Railways.

For Financial Commission Railways

No.TCII/2003/2018/3/Refund

New Delhi, dated 01.02.2019

Copy forwarded for information & necessary action to:

1. CCM(PM)s, All Zonal Railways.
2. CRB, MT, FC, Secretary Railway\Board.
3. Adv (Vig), EDF(C), ED(C&IS), DPR Railway Board.
4. Managing Director, Centre for Railway Information System (CRIS), Chanakyapuri, New Delhi.
5. Managing Director, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot NO R, Sector 11, CBD Belapur, Navi Mumbai-400 014.
6. CMD, IRCTC, B-148, 1st Floor, Statesman House, Barakhamba Road, New Delhi.



(Shelly Srivastava)
Director Passenger Marketing
Railway Board

References

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- ii. Url: <https://book.emailflights.com/info/FAQ>
- iii. Url: <https://global.jr-central.co.jp/en/tickets/change/>
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- v. Url: <https://www.fabhotels.com/blog/indian-railways/irctc-refund-rules/>
- vi. Url: [https://indiacode.nic.in/handle/123456789/1362/simple-search?query=GSR%20836\(E\)%20Railway%20Passengers\(Cancellation%20of%20Ticket%20and%20Refund%20of%20Fare\)%20Rules%202015&searchradius=rules](https://indiacode.nic.in/handle/123456789/1362/simple-search?query=GSR%20836(E)%20Railway%20Passengers(Cancellation%20of%20Ticket%20and%20Refund%20of%20Fare)%20Rules%202015&searchradius=rules)
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