

Part III : Passenger Traffic and Refund Rules

Possession of ticket/pass is essential for traveling in train

1. Section 50 of the Railway Act, 1989, lays down that any person desirous of traveling on a Railway shall, upon payment shall, upon payment of the fare, he supplied with a ticket showing the date of issue, class of carriage, the place from and the place to which it is issued and amount of fare. Section 55 of the said Act prohibits traveling without ticket or pass and Section 53 prohibits transfer of a ticket issued in the name of a person, such as a reserved ticket to another person. Section 54 requires that every passenger has to show his ticket or pass on demand by a Railway servant during journey.

2. Therefore; a passenger has not only to buy a ticket or obtain a pass but also has to keep it with him in the course of the journey, otherwise he is liable to be treated as traveling without ticket and has to pay a penalty in terms of section 138 of the same Act of Course when on account of unavoidable circumstances, a passenger is unable to buy a ticket before commencing journey, he can save himself from payment of penalty if he obtains a certificate from the guard before commencement of the journey.

Class

3. The railways provide the following classes of accommodation :-

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| (i) Air-conditioned 1st Class | (vi) Air-conditioned chair car . |
| (ii) First class | (vii) Sleeper class, Mail/Express. |
| (iii) Air conditioned two-tier sleeper coach | (viii) Sleeper class, ordinary. |
| (iv) Air conditioned three-tier sleeper coach. | (ix) Second class mail/Express. |
| (v) Executive Class Chair car. | (x) Second Class ordinary |

4. These large number of classes of accommodation have been provided keeping in view the convenience of the passengers and at the same time their ability to pay the fares. Chair cars are generally provided in trains involving day journey and wherever they are in existence in long distance trains they are being replaced by air-conditioned 3 tier coaches.

Reservation of accommodation

5. (A) Passengers are provided with the facility of reserving accommodation in trains on payment of the reservation charges which are as follows:-

Class	Amount(Rs.)
AC -I Class	35
AC-2, & AC3 tier sleeper I Class Mail	25

Express and ordinary AC Chair Car	
Sleeper Class, Mail Express & Ordinary	20
II Class Mail Express & ordinary]	15

(B) If passenger desire to purchase reserve ticket from other than journey originating station following enhance reservation fee will be charge for all trains except Rajdhani, Shatabdi and Jan Shatabdi Express trains:

Class	Enhance Reservation Fee
AC First Class	Rs.50
AC 2Tier/3Tier	Rs.40
First Class/AC Chair Car	Rs.40
Sleeper Class	Rs.30
Second Class	Rs.25

(C) If passenger desires to travel by Rajdhani, Shatabdi and Jan Shatabdi Express and purchase tickets from other than originating station following reservation fees will be charged and added in basic fare;

Class	Additional Reservation Fee
Rajdhani	
First AC, AC 2Tier, AC 3Tier, AC Chair Car	Rs.20
Shatabdi	
Executive, AC Chair Car	Rs.20
Jan Shatabdi	
AC Chair Car,	Rs.20
Second	Rs.15

6. Reservation Offices have been provided with computers and computerised railway ticket are issued there. These have reduced the waiting time and since many of them have been linked to each other, it has become possible to book the complete itinerary for outward and return journey, at the starting station itself. For example, a passenger desirous of traveling from New Delhi to Bangalore can get reservation ticket both for the outward journey and return journey at Delhi itself. If he wants to break journey en-route at a station say Bhopal, reservation ticket up to Bhopal and from Bhopal to Bangalore can be obtained at New Delhi station itself.

Colour code for journey tickets.

7. While tickets, both reserved and unreserved issued on the computer are issued on special stationary, the printed card tickets which are the most common form of tickets in use on the Indian Railways. Use the following colour code so as to distinguish different classes of tickets from each other:-

(i)	Air conditioned class	White
(ii)	First Class, air-conditioned 2-tier and air conditioned 3-tier	Green
(iii)	Air conditioned chair car	Orange
(iv)	Second Class Mail/Express	Grey
(v)	Sleeper Class Mail/Express	Pink
(vi)	sleeper Class ordinary	Yellow
(vii)	second class ordinary	Yellow

Other kinds of tickets

8. Apart from the tickets mentioned above the following types of tickets are also used :

Blank Paper tickets – whenever printed card ticket for a particular station are not available the station master/the booking clerk can issue on a prescribed form a blank paper ticket by filling up the name of the originating and destination station, class of travel, fare, etc.

Child tickets – while children upto 5 years of age are allowed to travel free, children between 5-12 years of age are given 50% concession in fare and for them child tickets are issued.

Season tickets and vendors tickets. For commuters undertaking frequent journeys, monthly season tickets/quarterly season tickets are issued. For vendors bringing market produce from village to towns vendor concession season tickets are issued on which the free allowance for luggage is substantially higher, namely 60 kg. These tickets are issued at highly concessional rates by the Railways.

Circular Tour Tickets. These special types of tickets are available for tourists and pilgrims to enable them to visit a number of places on a round tour finally terminating at the starting station. These are basically issued to encourage tourism. The passenger can either avail of the standard circular tour tickets drawn up by the Railways or can give his own itinerary and have a ticket issued for the same.

Soldiers Tickets are issued to military and police personnel in exchange of warrants for which separate rules are framed.

Return Tickets are issued at 2 single journey fares.

Excess fair tickets. These are issued by the ticket checking staff when they detect a passenger traveling without a valid ticket or pass.

Platform tickets. These are issued at important stations only to enable persons to enter the platform for the purpose of receiving/seeing off passengers or other work. These have the hour of issue marked on them and are valid for a period of 2 hours from the time of issue.

Concessions

9. In addition to the concessions for children mentioned above, Railways grant concessions to a large variety of other passengers. Details of these are available in IRCA Coaching Tariff Part I, Vol II. Some of the categories to whom concessions are issued are students for traveling between their educational institution and home place or on educational tours, athletes and sport person when traveling to participate in tournaments held by recognized sport bodies, delegates to the national conference of certain all India organizations of social, cultural or educational importance when traveling to attend the conference, handicapped persons and blind persons and certain other categories of patients, winners of bravery awards, Arjun Awards, Daronacharya awards, etc. for availing of these concessions passengers have to obtain concession certificates from the Railways on fulfillment of the conditions set out in the Coaching Tariff Part I, Vol. II. These certificates can then be exchanged for tickets issued on reduced fare.

Refund of fares

10. Railways grant refund of fares on unused tickets. Rules for refund of tickets were revised in 1990, and have been further modified from time to time. The highlights of these rules are indicated below. Detailed rules are published by the Railways in their Time Tables. Refund of fares is normally granted at the stations.

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

12. Unused tickets on which reservations has been made :-

- (i) Subject to the provisions of these rules, if a ticket on which reservation of a seat or berth has been made, is presented for cancellation, refund of fare shall be made after deducting cancellation charges from the fare as follows ;
- (a) If a confirmed ticket is presented for cancellation more than one day in advance of the scheduled departure of the train (excluding the day of journey), cancellation charge shall be deducted at a flat rate of Rs . 70 for air conditioned first class/executive class, Rs. 60 for air conditioned sleeper class/air conditioned 3-tier sleeper class/first class/air conditioned chair car, Rs. 40 for sleeper class and Rs. 20 for second class;
- (b) If a confirmed ticket is presented for cancellation less than 24 hours and upto four hours

before the scheduled departure of the train, cancellation charge shall be 25 per cent of the total fare paid by passenger.

- (c) If the ticket is presented for cancellation within four hours before the scheduled departure of the train and upto-
 - (i) Three hours, when the ticket is for a destination station upto 200 kms.,
 - (ii) Six hours, when the ticket is for a destination station of 201 kms but upto 500 kms and
 - (iii) Twelve hours, when the ticket is for a destination station of more than 500 kms,after the actual departure of the train, cancellation charge shall be 50 per cent of the fare subject to the flat cancellation charges for each class mentioned in clause (a).
- (iv) For trains departing between 21.00 hours and 06.00 hours (actual departure). Refund can be obtained either within the prescribed time limits or within four hours of opening of the Reservation Office, whichever is later.
- (2) If the ticket is not cancelled within the prescribed time limits, passenger can approach the Deputy Station Superintendent (Commercial)/Station Manager or Chief Reservation Supervisor of nominated stations. They are authorized to grant refunds upto 30 days from the date of journey on tickets issued from their stations by condoning the delay in surrendering the tickets for cancellation. You must also satisfy the Station Manager that your ticket is not used.

If passenger unable to approach the above mentioned authorities, he must obtained a Ticket Deposit Receipt (TDR) from the nearest major station within 30 days from the date of schedule travel. He must then submit an application in the prescribed form (Printed on the back of TDR) to the Chief Commercial Manager (Refund) to the Zonal Railway to which the TDR issuing station belongs. This application must be submitted within 90 days from the date of journey. The Refund Officer will examine the case on merit and, if decided, refund will be sent to him by a Station Pay Order or Money Order or crossed Cheque.

Note : On a party/family ticket issued for more than one person, where some persons have confirmed reservation and others are on waiting list, full refund less clerkage charges in respect of all passengers will be given if such tickets are cancelled within 4 hours before the scheduled departure of the train and upto 3 hours after actual departure of the train.

13. Unused waitlisted or RAC tickets :-

For cancellation of RAC/Wait Listed tickets up to the prescribed time limits :

- (i) Three hours, when the ticket is for a destination station upto 200 kms.,
- (ii) Six hours, when the ticket is for a destination station of 201 kms but upto 500 kms and
- (iii) Twelve hours, when the ticket is for a destination station of more than 500 kms,

Full refund of fare will be given after deducting the clerkage charge per passenger.

14. Cancellation charge when reservation for starting journey is confirmed and onward journey is not confirmed or vice-versa: -

If passenger having a ticket with several legs of journey and if the first leg of journey is confirmed, the whole ticket will be treated as confirm ticket for purpose of applying cancellation/refund rules. On the other hand if the first leg of the journey is in the waiting list, even if the all other legs of onward journey are confirmed, the whole ticket will still be treated as wait listed ticket for purpose of granting refund.

15. Non-commencement of journey due to late running of trains

- (1) If the train is running late by more than three hours, passenger can get a refund of full fare paid by him without any deductions. Passenger can claim this refund at the journey commencing station within the maxim time limits mentioned earlier.
- (2) If a passenger could not continue his onward journey due to late running of the connecting train, he will get full fare for untraveled portion after retaining fare for the travelled portion.

16. Partially used tickets

- (1) For Partially- used reserved tickets – Passenger will get 50% of the fare for the untravelled portion of the journey, after retaining fare for the travelled portion subject to minimum fare for 100 kms if the ticket is cancelled within 24 hours after the arrival of the train where he terminates the journey.
- (2) For Partially-used unreserved tickets - Passenger will get 50% of confirmed, 10% of the fare for the untravelled portion of the journey, after retaining fare for the travelled portion on RAC/Waiting list ticket, if the ticket is cancelled within 24 hours after the arrival of the train where he terminates the journey.

Note: Refund will not be given at the intermediate station where he terminates his journey. He will need to obtain a TDR and apply for refund to Chief Commercial Manager (Refund) of the concerned Zonal Railways.

- (3) Partially-used reserved tickets for Rajdhani/Shatabdi Trains – No refund, since break of journey is not allowed on these trains.

17. 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.

18. Application for refund in respect of other circumstances.

For refund in respect of circumstances other than those prescribed in the rules or where

Section - 6

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

