

- ❖ In stations, where Gazetted officer is not posted, the SM can get permission over telephone from a Gazetted officer and permit name change and at the first available opportunity the SM should get **post facto** approval from the Gazetted officer.
- ❖ In case the telephonic permission from the Gazetted officer is also not possible then SM can give name change after satisfying himself about the genuineness of the party by getting **documentary evidence** as to the family member status.
- ❖ **Documentary evidence** may be **Family card, Voter 'I/D, Passport, Driving License** or any other such document to prove the 'relationship'. If no such document is available with the passenger, he has to file an affidavit with a 'notary public' and a copy to be attach with the original application. In this case too **post facto** approval is necessary.

### REFUND OF FARE

- ❖ **UNUSED UNRESERVED TICKET (CT – 213.5):**
  - Refund is permitted within 3 hours after the actual departure of the train for which the ticket is issued.
  - If the ticket is valid for the whole day, refund is permitted within 3 hours after the departure of the last train on the day for that destination station.
  - Fare is refunded after deducting the clerkage charge.
  - The clerkage for II class is Rs. 10/- for other class Rs. 20/-.
  - If the cost of the ticket is below Rs. 10/- or Rs. 20/- no refund is allowed.
- ❖ **UNUSED RESERVED TICKET (CT – 213.6):**

Time of Cancellation	Cancellation Charge	Class of ticket			
		1A Rs.	2A, 3A, FC, CC Rs.	SL Rs.	II Rs.
More than 1 day in advance excluding the day of journey (up to 31/7/06) <b>W.E.F. 01/8/06 – more than 24 hrs. before the scheduled departure of the train.</b>	Flat Rate	70	60	40	20
Within 1 day and up to 4 hours	25% of fare	Subject to a minimum of			

before the scheduled departure of the train (up to 31/7/06) <b>W.E.F. 1/8/06 – within 24 hrs and up to 4 hrs. before the scheduled departure of the train</b>		70	60	40	20
Within 4 hours before the scheduled departure, and after the actual departure of the train, <u>Up to Tickets of distance</u> 3 hours upto 200 kms. 6 hours 201 – 500 kms. 12 hours Above 500 kms.	50% of fare	Subject to a minimum of			
		70	60	40	20

Note:

- Fare includes reservation charge and supplementary charge and safety surcharge.
- The cancellation charges are rounded off to the nearest rupee.
- For night trains leaving between 21 hours and 6 hours (actual departure), refund shall be given within the time limit given above or within four hours of the opening of the reservation office on the following day, whichever is later.
- For ticket issued for travel from some other station, refund will be given at the ticket issuing station up to the scheduled departure of the train from the station from where the ticket is valid.

❖ **UNUSED RAC / WL TICKETS (CT – 213.7):**

- If the RAC / WL ticket is not confirmed up to the preparation of chart, only clerkage charge of Rs. 20/- will be collected.
- If confirmed, cancellation charges are collected.
- The ticket may be surrendered within the same time limit allowed for reserved tickets.

❖ **WHEN MORE THAN ONE LEG OF JOURNEY INVOLVED (CT – 213.8):**

- When more than one leg of journey is involved, refund is given as follows:  
Cancellation charge/Clerkage charge as applicable according to the status of the first lap of the journey will be levied on the total fare of the ticket.
- The cancellation charges are levied only once on the entire amount of the ticket and not separately for each lap of journey.

- ❖ **LATE RUNNING OF TRAINS [CT – 213.11(1)]:**
  - Full refund is given for confirmed, RAC and Waitlisted tickets if the train is running late by more than 3 hours at the journey commencing station for the ticket.
  - The ticket should be surrendered for cancellation within the time limits prescribed for unused reserved tickets.
  
- ❖ **MISSING CONNECTION AT A JUNCTION [CT 213.11(2)]:**
  - If a passenger misses a connection train at a junction station due to late running of the train by which he arrived at the junction, refund is given as follows:
    - Fare for the traveled portion is retained.
    - Balance amount is refunded in full.
  - Refund is given up to 3 hours after the arrival at the junction station.
  - Refund is given both for reserved and unreserved tickets.
  
- ❖ **INABILITY TO PROVIDE ACCOMMODATION (CT – 213-12):**
  - When Railway is unable to provide accommodation for a reserved passenger due to any reason, full refund is given.
  - Refund is given up to 3 hours after the actual departure of the train.
  
- ❖ **CANCELLATION OF TRAINS (CT – 213.12):**
  - When train is cancelled at the starting station due to unforeseen circumstances such as accidents, breaches, or floods etc., full refund is given.
  - Refund is given up to 3 days excluding the day of departure of the train.
  
- ❖ **PARTIALLY USED TICKETS (CT – 213.13):**
  - No refund shall be granted at a station on a partially used ticket.
  - On surrendering the journey ticket, a Ticket Deposit Receipt (TDR) shall be issued.
  - The passenger should apply to DCM of the TDR issuing station enclosing the TDR.
  
- ❖ **DISLOCATION OF TRAIN SERVICE (CT – 213.14):**
  - In case of dislocation of train services en route, refund is given as follows:
    - Full Refund:
      - When the passenger is injured in a railway accident
      - To the kith and kin of dead / injured passengers

- When Railway is unable to make alternative arrangement within reasonable time
- Fare for traveled portion is retained and balance is refunded:
  - When passenger is unwilling to avail the alternative arrangement made the Railways.
  - When dislocation is due to bandh, agitation, rail roko etc.

❖ **FAILURE OF AIRCONDITIONING EQUIPMENT (CT – 213.15):**

- If AC equipment has not worked over a portion of the journey, difference of fare between AC & Non-AC classes for such portion will be refunded as follows:

<b>Class of Ticket</b>	<b>Difference of fare between</b>
1 AC	1 AC & I Class Exp.
Executive class	Executive Class & I Class Exp.
II AC	II AC & SL Exp.
III AC	III AC & SL Exp.
AC Chair Car	AC Chair Car & II M/Exp.

- A certificate should be obtained from the TTE regarding AC failure.
- The ticket and certificate should be surrendered at the destination within 20 hours of actual arrival.
- If AC had failed in more than one portion of journey, such portions will be combined and treated as a single portion for calculation of refund amount.

❖ **TRAVEL IN LOWER CLASS (CT - 213.16):**

- If a higher class ticket holder is made to travel in a lower class for want of accommodation, difference of fare shall be refunded at the originating station, before commencing the journey.
- Refund can be granted at the destination also, if the ticket is surrendered along with a certificate issued by TTE or Guard within 2 days of the date of issue of the certificate excluding the date of issue.

❖ **REFUND AT OTHER THAN TICKET ISSUING STATION (213.3):**

- Refund can be given for tickets issued by other station as follows:
  - Ticket should be surrendered during working hours of the reservation office.
  - The genuineness of the ticket should be verified through computer or through any other record like message etc.
  - The ticket should be surrendered for cancellation at any PRS station all over Indian Railways before the scheduled departure of the train.

- If refund could not be given, a TDR should be issued after collected the ticket.
- ❖ **LESS NUMBER OF PASSENGERS TRAVELLING IN A COMBINED TICKET:**
- At starting station:
    - Before starting journey, original ticket should be collected and free EFT issued to the passengers traveling.
    - Refund is given for the passengers who are not traveling on collection of due cancellation charges.
  - If refund is not obtained before starting journey, TTE shall issue a certificate about the passengers not traveling.
  - The TTE should make remarks in the chart for the passengers not joined.
  - The passengers can get refund by applying to CCM/DCM with the certificate issued by the TTE.
- ❖ **REFUND ON GROUP TICKET WHEN SOME PASSENGERS ARE CONFIRMED AND OTHERS WAIT LISTED (CT – 213.6 Note 2):**
- In a group ticket when some passengers are confirmed and others remain wait listed, refund will be given as follows:
    - Ticket should be surrendered for cancellation within 4 hours before the scheduled departure of the train and up to 3 hours after the actual departure.
    - Reservation for the entire group should be cancelled.
    - A clerkage charge of Rs. 10/- per passenger will be collected, even for the confirmed passengers.
    - This rule will not apply when some are confirmed and others are in RAC.
- ❖ **REFUND ON UNUSED TICKETS WHEN LUGGAGE IS BOOKED:**
- When Luggage is not dispatched:
    - Luggage ticket is cancelled and freight refunded after deducting Rs. 5/- per luggage ticket as cancellation charges.
    - Wharfage charges if any collected, without allowing any free time.
  - When Luggage is already dispatched:
    - Freight charges are collected for the free allowance already granted.
  - The details should be endorsed on the journey ticket.
  - The journey ticket with such cancellation endorsement can be cancelled and fare may be refunded.

❖ **REFUND OF BED ROLL CHARGES:**

- Bed roll is supplied to passengers as follows:

<b>Class of Travel</b>	<b>Bed roll hire charges</b>
I AC	Free
II AC & III AC	Included in the fare
First Class	Supplied on demand by collecting Rs. 20/- per bed roll and subject to availability

- If Bed roll is not supplied to II AC and III AC passengers, the hire charge of Rs. 20/- is refunded.
- Refund is given to fare paying passengers only.
- A certificate issued by the TTE and the original ticket should be surrendered.
- Refund will be given at the destination within 20 hours from the actual arrival.

**SPECIAL POWERS TO SMR/CRS FOR GRANTING REFUND AFTER THE TIME LIMIT:**

- ❖ Station Manager, Dy. SMR (Comml.) and Chief Reservation Supervisors of nominated stations are empowered to permit refund after expiry of time limit prescribed upto 90 days.
- ❖ They can permit refund for tickets issued at their stations (not for Waitlisted tickets).
- ❖ A register has to be maintained by them for such refunds.
- ❖ The passengers should apply in writing with reasons for delay in claiming refund.
- ❖ The SMR/CRS, if satisfied can permit refund.
- ❖ They should ensure that the ticket has not been used for any journey.
- ❖ Orders to grant refund should be passed on, in the application given by the passenger under seal and signature.
- ❖ Such power should be exercised personally and should not be delegated.
- ❖ Cancellation charges otherwise chargeable should not be reduced for any reasons.
- ❖ All charges due must be collected and the balance amount is refunded.

**ISSUE OF DUPLICATE TICKETS ON TORN / MUTILATED & LOST TICKETS (CT-213.17)**

- ❖ When a confirmed / RAC ticket is lost or torn, duplicate ticket will be issued.
- ❖ Duplicate ticket is issued on the basis of status of the ticket at the time of request for duplicate ticket.

- ❖ No duplicate ticket is issued to Waitlisted tickets.
- ❖ The passenger is permitted to avail the same reservation.
- ❖ Charges for duplicate ticket is collected as follows:
  - **Before preparation of chart:**
    - Charges for Torn/Lost - Clerkage charges applicable.
  - **After preparation of chart:**

Ticket Status	Charges	
	Torn	Lost
Conformed	25% of total fare	50% of total fare
RAC	25% of total fare	Not to be issued

- ❖ TTE of the train can allow passengers who are not able to produce their tickets and not obtained duplicate ticket as follows:
  - The name of the passenger should be verified from the chat.
  - The TTE should verify the genuineness of the passenger.
  - Full charges should be collected without excess charge and EFT is issued.
  - All details of the original ticket should be written in the EFT.
  - The same reservation can be given to the passenger.
- ❖ If original ticket is traced and produced before the scheduled departure of the train, the duplicate ticket may be cancelled, on collection of 5% of duplicate ticket charges subject to a minimum of Rs. 20/-.
- ❖ In case of concession tickets, duplicate ticket can be issued on collection of charges as above on the actual fare and other charges & NOT ON CONCESSIONAL FARE.

### **TICKET DEPOSIT RECEIPT (T.D.R.)**

- ❖ If refund could not be given at station, a Ticket Deposit Receipt will be issued on surrendering the original ticket.
- ❖ T.D.R. has 3 foils. (Depositor, DCM and Record).
- ❖ TDR can be issued up to 30 days from the day of journey.
- ❖ After preparing the TDR, the Depositor foil will be issued to the passenger.
- ❖ The passenger should apply to DCM within 90 days for refund.
- ❖ The DCM foil should be sent by the station along with the original ticket to DCM within 15 days.
- ❖ DCM will issue pay order for the amount to be refunded.
- ❖ The pay order can be encashed at the station mentioned in the pay order within 3 months from the date of issue.

- ❖ To encash the pay order, passenger should prove his identity at the station by producing ration card, etc.

### **COMPUTERISED COACHING REFUND SCHEME (CCRS)**

- ❖ Refund can be given at nominated station 5 days from the date of arrival.
- ❖ Refund are arranged in the following situations:
  - AC equipment failure
  - Lower class travel
  - Less no. of persons traveling
  - Passenger alighting en route
- ❖ TTE shall prepare an 'Exceptional Data Report' (EDR) and give to the en route / terminal station CTTI.
- ❖ CTTI shall key in the details into the CCRS terminal.
- ❖ PRS upgrades the data and facilitates refunds.
- ❖ After 5 days refunds are arranged only by the 'claims office'.