

The Railway Passengers (Cancellation of Ticket and Refund of Fare) Rules, 2015

CONTENTS

<i>Rules</i>	<i>Pages</i>
1. Short title and commencement	149
2. Definitions	149
3. Station master to refund fares	150
4. Levy of clerkage	151
5. Refund on cancellation of unused unreserved tickets	151
6. Refund on cancellation of unused reserved tickets	151
7. Refund on cancellation of unused RAC or wait-listed tickets	152
8. Refund on cancellation of tickets booked through internet (i and e-tickets)	152
9. Refund on cancellation of unused tatkal tickets	154
10. Refund on cancellation of unused multiple journey tickets	154
11. Postponement or preponement of journey on a confirmed, RAC or waitlisted ticket	154
12. Change of journey from lower class to higher class	155
13. Non-commencement or missing of journey due to late running of trains	156
14. Cancellation of tickets where railway administration is unable to provide accommodation	156
15. Refund on partially used tickets	157
16. Discontinuation of journey due to dislocation of train services	157
17. Refund of certain fare on failure to provide air-conditioning facility in air-conditioned coaches	158
18. Refund of fare when passengers are made to travel in lower class for want of accommodation	158
19. Lost, misplaced, torn or mutilated tickets	158
20. Wait-listed passengers on concession and privilege ticket order tickets	159
21. Unused portion of return tickets	159

<i>Rules</i>	<i>Pages</i>
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	160
23. Application for refund of Passenger Reservation System (PRS) counter tickets in other circumstances	160

The Railway Passengers (Cancellation of Ticket and Refund of Fare) Rules, 2015¹

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 up to 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 super-fast 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;

1. Ministry of Railways (Railway Board), Noti. No. G.S.R. 836(E), dated 4 November, 2015, published in the Gazette of India, Extra., Part II, Section 3(i), dated 4th November, 2015, pp. 11-18, No. 684

- (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 waitlisted 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 or 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 up to 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 up to 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 up to four hours before the scheduled departure of the train irrespective of distance, the cancellation charge shall be fifty per cent of the fare subject to the minimum of the cancellation charge referred to in clause (a);
- (d) the passenger may get the ticket cancelled from any Passenger Reservation System (PRS) counters or designated current counters;

(2) No refund shall be granted on the confirmed ticket after four hours before the scheduled departure of the train.

(3) In case, on a party ticket or a family ticket issued for travel of more than one passenger, some passengers have confirmed reservation and others are on RAC or waiting list, full refund of fare, less clerkage, shall be admissible for confirmed

passengers also subject to the condition that the entire ticket is surrendered for cancellation up to thirty minutes before the scheduled departure of the train.

7. Refund on cancellation of unused RAC or wait-listed tickets.—(1) Where a RAC ticket or wait listed ticket is presented for cancellation, the refund of fare shall be made after deducting the clerkage if the ticket is presented for cancellation up to thirty minutes before the scheduled departure of the train irrespective of the distance.

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

(3) No refund of fare shall be granted on RAC ticket or wait-listed 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 up to 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 e-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 the list of RAC or waiting list, full refund of fare, less clerkage, shall be admissible for confirmed passengers also subject to the condition that the ticket shall be cancelled online or online TDR shall be filed for all the passengers up to thirty minutes before the scheduled departure of the train.

(ii) In case of party e-ticket or family e-ticket issued for travel of more than one passenger, some passengers have confirmed reservation and others are on the list of RAC or waiting list, then in case of passengers on RAC or waiting list not travelling, a certificate shall be obtained from the ticket checking staff to that effect and refund of fare shall be processed online through TDR, indicating the details of the certificate issued by ticket checking staff and the online TDR shall be filed up to seventy-two hours of actual arrival of the train at passengers' destination and the original certificate issued by the ticket checking staff shall be sent through post to Indian Railway Catering and Tourism Corporation (IRCTC), and the fare shall be refunded by Indian Railway Catering and Tourism Corporation (IRCTC) to the customer's account after due verification.

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

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

(9) In case of cancellation of trains, automatic full refund of fare on confirmed or RAC e-tickets shall be directly credited to the account from which booking transaction took place and online cancellation or filing of TDR shall not be required in such case.

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

shall be refunded by Indian Railway Catering and Tourism Corporation (IRCTC) to the customer's account after due verification.

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

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

(3) In case of party tatkal ticket or family tatkal ticket issued for travel for more than one passenger, some passengers have confirmed reservation and others are on waiting list, full refund of fare, less clerkage shall be admissible for confirmed passengers also subject to the condition that entire tatkal ticket is surrendered for cancellation up to thirty minutes before the scheduled departure of the train.

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

(5) Cancellation of ticket 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 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 up to 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 passenger 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 up to 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 un-travelled 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-conditional first class, the difference between the air-conditional first class fare and first class fare;
- (b) if the ticket is for air-conditional II-tier or air-conditioned III-tier class, the difference between air-conditioned II-tier or air-conditional 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-conditional 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 date 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 fact 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 up to the time of departure of the train, on payment of a charge equivalent to ten per cent of the total fare.

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

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

20. Wait-listed passengers on 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 up to three days after the scheduled departure of the train.