



STATE CONSUMER HELPLINE KNOWLEDGE RESOURCE MANAGEMENT PORTAL

Centre for Consumer Studies, Indian Institute of Public Administration, New Delhi
Sponsored by Department of Consumer Affairs, Govt. of India



Cancellation of Railway Ticket

Normally 3 modes are used for ticket booking and hence there are corresponding modes to cancel the tickets;

Reservation	Cancellation
Booking at PRS Counters/ Current counters	Cancellation at PRS Counters/ Current Counters/Special counters / Online at IRCTC Website/ 139 (IVR/SMS)
Booking e-tickets online at IRCTC website	Cancellation online at IRCTC website
Booking I-tickets through IRCTC	Cancellation can be done at any computerize reservation counter

The ticket cancellation for reserved tickets booked at PRS Counters until now used to be tedious as one need to visit PRS Counter/Current Counters/ Special Counters at Railway Stations and stand in long queues. This was not only tedious/ inefficient but also causing financial loss to the reserved ticket holder. Now the tickets booked at PRS Counters can also be cancelled online at IRCTC website without formally logging in their site.

◆ Online cancellation of confirmed/RAC/Waitlisted ticket booked at counter.

Now the passengers have the facility of cancelling their train ticket (confirmed/RAC/wait-listed) booked from the Passenger Reservation System (PRS) counters. The options to cancel the ticket are through:

- Online Cancellation using internet/ smart phone through IRCTC website www.irctc.co.in
- 139 (IVR)
- 139 (SMS)

These options could be exercised only if:

- Passenger has provided Mobile Number in the reservation form at the time of ticket booking.
- Ticket is being cancelled in normal condition i.e. not in the condition of late running of the train or cancellation of train.
- Passengers will be required to collect the refund of fare amount only at the journey commencing station or nearby satellite PRS location.
- Refund of fare amount shall be collected as per following schedule:

Train tickets with scheduled departure time	
18.01 to 06.00 hrs.	During first two hours of the opening of PRS counter on the next day of cancelling the ticket
06.01 to 18.00 hrs.	Upto 4 hrs. after the scheduled departure of the train during the working hours of PRS counter/ current counter/ special counters where cancellation is permitted round the clock
Amount will not be refunded after the above mentioned prescribed time limits	

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**ANDHRA PRADESH-1800-425-0082, 800-425-2977 ARUNACHAL PRADESH-1800-345-3601 ASSAM-1800-345-3611 BIHAR-1800-345-6188
CHHATTISGARH-1800-233-3663 GUJARAT-1800-233-0222, 079-27489945/46 HARYANA-1800-180-2087 HIMACHAL PRADESH-1800-180-8026
KARNATAKA-1800-425-9339 KERALA-1800-425-1550 MADHYA PRADESH-0755-2559778/155343 MAHARASHTRA-1800-2222-62 MIZORAM-1800-231-1792
NAGALAND-1800-345-3701 ODISHA-1800-345-6724, 1800-345-6760, 0674-2351990/2350209 RAJASTHAN-1800-180-6030 SIKKIM-1800-345-3209,3236
TAMIL NADU-044-28592828 UTTAR PRADESH-1800-1800-300 WEST BANGAL-1800-345-2808 PUDUCHERRY-1800-425-1082, 83, 84, 85
MANIPUR -1800-345-3821, 0385-2443924 TRIPURA -1800-345-3665**

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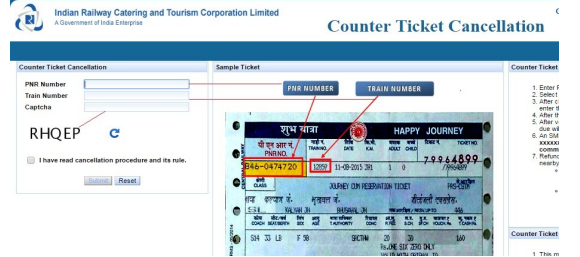
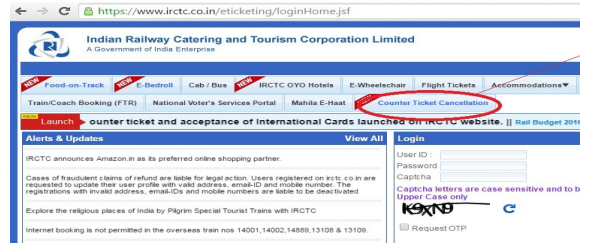
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Online cancellation through internet/ smart phone

1. Open IRCTC Website www.irctc.co.in
2. Click Tab/Button "counter ticket cancellation"
3. Enter details of PNR and Train Number and Captcha
4. Before clicking on button "submit", check box by (a) "I have read cancellation procedure and its rule."
5. Click "submit" button.
6. Passenger will get OTP (one time password) on the mobile number registered at the time of booking ticket.
7. Enter OTP on the web page and then click "validate"
8. After validation of OTP, ticket will be fully cancelled displaying "PNR as cancelled but not refunded". System will also display "refund amount due".
9. Passenger will be receiving SMS with PNR and fare details "your ticket has been cancelled, PNR ***** , Amt xxxxxx.
10. Passenger will be required to collect the refund of fare amount only at the journey commencing station or nearby satellite PRS locations as per schedule in the above table.



Cancellation of ticket through 139 (IVR)

1. Call 139 and select option '6' option from IVR main menu
2. You will get an option to Press '1' for ticket booked at counter and Press '2' for e-ticket booking.
3. In case of pressing '2' for e-ticketing booking IVR will play a message '**currently ticket booked through Railway Reservation counter can be cancelled through 139. Press 8 to go back to main menu.**'
4. In case of pressing '1' for counter ticket option, the call will be transferred to the agent .The agent would ask for PNR Number and Train Number. The agent after opening the ticket would confirm the details of the ticket from caller.
5. After ticket confirmation, agent will generate OTP. IVR System will validate the calling number of passenger with the number mentioned in the ticket.
6. If the validation fails i.e. number mismatch, the agent would ask the passenger to call from the number used at the time of booking the ticket.
7. If the validation is validated, OTP will be delivered to the caller. Agent would seek the OTP from the caller.
8. Agent will enter OTP on CRM . If the OTP given by the caller matches with the system, the ticket will be cancelled and refundable amount shall be shown on the system. The agent would confirm the same to the caller.
9. The refund amount can be collected from PRS counter or train originating station as detailed in the above table.

Cancellation of Ticket through 139 (SMS)

1. The Passenger should send SMS to 139 giving details of PNR and Train Number as:
Cancel < PNR Number><Train Number> and send to 139.
e.g. Cancel 012345689 12850 send to 139
2. User will get following message
"Dear user, we have received cancellation request against PNR Number 0123456789. OTP against this request is 123456. To confirm the ticket cancellation, send SMS OTP 123456 to 139"
3. User will be required to send given OTP back to 139 for second level of confirmation as: OTP <OTP Number> to 139 e.g. SMS 123456
4. User will get response as below:
"Dear User, your ticket with PNR Number 0123456789 has been cancelled, refundable amount is Rs"
5. Passenger will be required to collect the permissible refundable amount within Prescribed time limit as mentioned in the above table.

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