

Cancellation of All Train Services by Indian Railways in the wake of COVID-19

For trains cancelled by Indian Railways, full refund will be provided automatically by IRCTC. Users need not cancel their e-tickets. Full fare will be credited back into users accounts from which payment was made.

Do I need to cancel ticket if train is cancelled?

No, You don't need to cancel the ticket. In case of cancellation of trains in its complete journey by Indian Railways, there is no need for cancellation of tickets by users. Refund process is fully automatic in such cases. No action required on the part of users. Users are also requested not to give response to any false call received in this regard of claiming fast refund and asking for your credentials in any form. IRCTC never asks for user credentials for making refund.

How much refund will I get if I cancel my train ticket?

If a user cancels his ticket he will get refund as per Railway Refund rules as per the time limits for refund of cancelled tickets. In case of train cancellation by Indian Railways, users are advised not to cancel their tickets as full refund will be processed automatically by IRCTC on the following day of the train journey.

Where will I get refund of my train ticket?

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

When will I get refund of my train ticket?

If train is cancelled, e-ticket refund will be automatically credited to customer's account from which ticket was booked. The refund process will take 3 to 7 working days from the scheduled departure of the train. If the ticket is a PRS Counter Ticket the refund needs to be collected from PRS counter.