

Your rights in Rasrang: You can get a refund if the train is delayed by more than 3 hours

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Indian Railways is Asia's largest rail network, in which about 648 crore people travelled last year. Passengers with valid train tickets are considered consumers as per the Consumer Protection Act 2019 and have many legal rights.

Tickets and Reservations

If the train is delayed by more than 3 hours from the scheduled time and the journey has to be cancelled, then full refund of the ticket can be claimed by filing TDR (Ticket Deposit Receipt). If the train gets delayed much after starting the journey, the passenger is not informed about train cancellation, or does not get a connecting train if the train is diverted,

then compensation can be demanded for this also. Considering the allotment of seat to someone else after having a confirmed reservation as deficiency in service, consumer courts have given many orders to award compensation.

Unauthorized vendors in catering and AC

railways have been considered as a breach of security as well as a deficiency in service. Complaints regarding dirty bedsheets, blankets or dirty toilets can be made on number 138. Considering the fan or AC not working during journey as a deficiency in service, the consumer court had ordered the railways to pay compensation in 1991. Considering cases like finding dirt and worms in food and selling soft drinks at a price higher than the MRP as physical and mental torture, consumer courts have ordered the railways to pay compensation.

Passenger safety and theft:

In its 2004 judgment, the Supreme Court held the railway administration responsible for incidents of theft under Section 124-A of the Railway Act 1989. The Chhattisgarh State Consumer Commission considered the entry of unauthorized persons in the compartment and the resulting insecurity and theft as a deficiency in the service of the railway department. But the Maharashtra State Consumer Commission did not hold the railway responsible in such cases under Section 100 of the Railway Act. The Supreme Court said in a judgment that passengers should take responsibility for the safety of their luggage themselves. While according to another judgment, it is necessary to prove the negligence or misconduct of the railway administration to claim accountability and compensation for theft. The passengers injured in the accident and the relatives of the deceased passenger receive compensation from the railway. There are also provisions for medical expenses when the injured passengers are admitted to the hospital.

Such is the complete procedure for complaint and compensation.

Considering the deficiency in service under section 2(11) of the law, a complaint can be lodged in the District Consumer Commission as per section 2(6)(iii). Jurisdiction is determined under section 34. According to this, complaint can be lodged online in the consumer court of the place where the incident took place or where the complainant lives. No court fee has to be paid in cases up to Rs 5 lakh. Without lawyers, the complainant can argue before the commission himself. There are provisions in the law for timely disposal of complaints. If relief is not received from the District Commission, an appeal can be made to the State Commission and then to the National Commission.