

Government of India (भारत सरकार)

Ministry of Railways (रेल मंत्रालय)

(Railway Board रेलवे बोर्ड)

(Commercial Circular No. 70 of 2015)

No. TCII/2003/2015/Comp Project

New Delhi, dated 24-11-2015

The Chief Commercial Managers
All Indian Railways.

Chairman Cum Managing Director,
Centre for Railway Information Systems(CRIS),
Chanakyapuri, New Delhi-110021

Sub: Enabling of one of the UTS counter into UTS cum PRS counter at stations only for refund of PRS tickets purchased from counters (PRS counter ticket).

Ref: This office letter of even no. dated 09.10.2015

In supersession of above mentioned Board's letter, Ministry of Railways have now decided that instead of issuing of Deposit receipt through UTS counter, one of the UTS counter at **the existing PRS ticket booking locations** shall be converted into UTS cum PRS counter only for cancellation and refund of PRS Counter tickets during the non-working hours of PRS counters at stations or non availability of current counters at the station.

Cancellation and refund of PRS counter tickets shall be made across the earmarked UTS cum PRS counter (only for refund of PRS counter tickets) beyond the working hours of existing PRS counters or current counters as per refund Rule, under the following circumstances:-

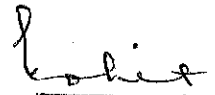
- (a) Refund shall be granted as per refund Rule.
- (b) This facility shall be available on the tickets for those trains whose scheduled departure time is within 24 hours from the time of cancellation of tickets.
- (c) If current counters are not available at the station or no PRS counter is working beyond the working hours of PRS counters in that case PRS counter tickets may be cancelled and refund may be granted across such nominated UTS cum PRS counter.
- (d) In no case during the working hours of PRS or current counters of a particular station such refund shall be granted across UTS cum PRS counter.
- (e) (i) Cancellation ticket shall not be issued in this case and original tickets shall be retained by counter clerk as is being retained at PRS counter for accountal purpose. No UTS roll shall be utilised for this purpose.
(ii). However, if on one PNR all the passengers (say 6 passengers) have confirmed accommodation and out of 6 passengers two passengers do not want to travel and cancel the same in that case new tickets shall require to be issued. For such tickets the printer of existing PRS counters may be utilized.

(iii). if the passenger has already provided mobile number, SMS on the registered mobile number shall be sent for refunded amount. Passenger shall also be asked to provide the mobile number in the cancellation form during the time of cancellation to send the SMS for refunded amount. Adequate number of cancellation forms shall be made available at such counters.

- (f) UTS earnings may be utilised for refund of PRS counter tickets in case adequate PRS cash is not available at the station.
- (g) These instructions shall be implemented **w.e.f 01.12.2015**.

This issues with the concurrence of Finance Directorate of Ministry of Railways.

Zonal Railways should ensure that wide publicity is given through the press, media and announcements at stations.



(Rohit Kumar)


Deputy Director Traffic Commercial-II
Railway Board

No. TCII/2003/2015/Comp Project

New Delhi, dated 24.11.2015

Copy to:-

1. DAI (Railways), New Delhi.
2. FA & CAOs, All Indian Railways.
3. Principal Director of Audit, All Indian Railways.



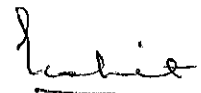
for Financial Commissioner, Railways

No. TCII/2003/2015/Comp Project

New Delhi, dated 24.11.2015

Copy forwarded for information & necessary action to:

1. CCMs, All Indian Railways.
2. CCM (PM)s, All Indian Railways.
3. CRB, MT, FC, Secretary, DG/RHS, Railway Board.
4. AM(B), Adv (Finance), AM(IT), AM(C), Adv (Vig), Adv(Rates), ED(A), EDF(C), ED(C&IS), EDV(T), ED/Safety, ED(H), ADG/PR, DFC, DTC(G), DTC(G)-II, and TC(CR), V(SS), PR, TG-I, TG-II, TG-IV, TG-V & F(C) Branches, Railway Board.
5. Managing Director, Centre for Railway Information System (CRIS), Chanakyapuri, Near National Rail Museum, New Delhi, for making necessary changes in the PRS and UTS softwares.
6. Managing Director, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot No. 6, Sector 11, CBD Belapur, Navi Mumbai – 400 014.
7. General Secretary, IRCA, Chelmsford Road, New Delhi for issue of necessary correction slips.



(Rohit Kumar)

Deputy Director Traffic Commercial-II
Railway Board