

Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralaya)
Railway Board

Commercial Circular No. 20 of 2016

No.TCII/2003/2015/Comp Project

New Delhi, dated 19.04.2016

The General Managers
All zonal Railways

Sub: Cancellation of PRS counter tickets through IRCTC website or through 139 and collection of refundable amount across the PRS counter within the prescribed time limit.

It has been decided to allow cancellation of PRS counter tickets through IRCTC website or through 139 and collection of refundable amount across the PRS counter within the prescribed time limit. The detailed procedure shall be as under:-

- (i). Cancellation of tickets and refund of fare shall be permitted only on fully confirmed PRS counter tickets in normal circumstances only and not in case of late running of trains/cancellation of trains etc.,
- (ii). This facility shall be available only in case the mobile number has been given at the time of booking the ticket.
- (iii). Online cancellation or cancellation through 139 shall be permitted only upto 4 hours before the scheduled departure of the train.
- (iv). Refund of fare amount shall be collected only at the journey commencing station or nearby satellite PRS locations defined by Zonal Railway as under:-
 - (a) During first two hours of the opening of PRS counters on the next day for the tickets for the trains whose scheduled departure time is (i) between 1801 hours and 0600 hours.
 - (b) Upto 4 hours after the scheduled departure of the train during the working hours of PRS counters/current counters/special counters where cancellation is permitted round the clock on the tickets for the trains whose scheduled departure time is (i) between 0601 hours and 1800 hours.
 - (c) No refund of amount would be given after the above mentioned prescribed time limit.
- (v). A new page will be given on IRCTC website (www.irctc.co.in) without any login for purpose of cancellation of PRS counter tickets.
- (vi). Passenger will be asked to enter PNR number & Train number on IRCTC website along with captcha.
- (vii). The details entered by passenger shall be validated and an OTP will be sent to the passenger on his mobile no. given at the time of booking the ticket. The OTP received on the mobile will be entered by the passenger in the web page and it will be validated by the system. For this purpose, OTP service of IRCTC shall be used. IRCTC will bear the cost of SMS and also ensure that the quality service is maintained.

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(viii). After receiving the confirmation OTP number from the passenger, full cancellation of PNR will be done and PNR will be marked as Cancelled but not refunded in the system. Seat/berth will be released and would be made available for booking both at PRS & IRCTC Website. Refund amount due will also be displayed to the passenger on the website.

(ix). An SMS will be sent to the passenger with PNR and fare details. Sample format: "Your ticket has been cancelled. PNR, xxxxxx, Amt, xxxxx. Refund of fare amount shall be collected only at the journey commencing station or nearby satellite PRS locations as per the notified time".

(x). All the privilege/duty pass/PTOs/complimentary pass tickets shall be allowed to be cancelled through website or through 139. In the case of privilege/duty pass, zero refund is permissible however, to enable validity of the pass for fresh booking the passenger shall approach the counter within prescribed time limit to get the pass re-validated as per extant instructions by marking the same cancelled against the earlier booked tickets. Such facility shall also be applicable in case of booking on Privilege ticket order, along with admissible refund.

(xi). All types of PNRs including i-tickets (after printing) and system tickets booked across counter/post office/YTSK/Go India terminals/Bank terminals etc.' will be allowed to be cancelled on website except the following:

- (a). Circular Journey tickets and onwards tickets booked against CJT.
- (b). Foreign tourists PNRs against which berth allotment has been done
- (c). ATAS generated new PNR
- (d). Duplicate ticket.
- (e). Cluster ticket and pre-bought ticket.

(xii). For implementing the feature on 139, backend changes will be done by CRIS. However, IRCTC will have to make the front end changes.

(xiii). The above facility shall be started on a pilot basis for six months and the same shall be reviewed based on the feedback & suggestions from the Zonal Railways, CRIS & IRCTC. During this period, no service charge shall be levied for providing this service.

(xiv). This scheme shall be implemented w.e.f. 25.04.2016.

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

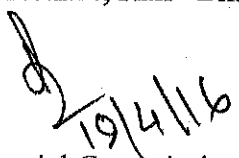

(Vikram Singh)
Director Passenger Marketing
Railway Board

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Copy forwarded to:

1. Dy. Comptroller & Auditor General of India (Railways), Room No.224, Rail Bhavan, New Delhi .
2. FA&CAOs, All Indian Railways.
3. Principal Directors of Audit, All Indian Railways.


For Financial Commissioner/ Railways

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4. General Manager, Centre for Railway Information System (CRIS),
5. Director General, Railway Staff College, Vadodara.
6. Managing Director, Konkan Railway Corporation Ltd., Belapur Bhavan,Plot No.6, Sector11, CBD Belapur, Navi Mumbai-400 014.
7. General Manager, Metro Railway, 33/1, J.L. Nehru Road, Kolkata-700071.
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