

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

Commercial Circular No. 20A of 2016

No.TCII/2003/2015/Comp Project

New Delhi, dated 04.05.2016

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.

REF: Commercial Circular No. 20 of 2016. dated 19.04.2016

In continuation of this office letter of even no, dated 19.04.2016 on the above subject, Ministry of Railways further desires that Refund of fare across the PRS counter within the prescribed time limit shall be permissible only on surrendering of original PRS counter tickets.

All other terms and conditions shall remain same.



(Vikram Singh)
Director Passenger Marketing
Railway Board

No.TCII/2003/2015/Comp Project

New Delhi, dated 04.05.2016

Copy forwarded for information & necessary action to:

1. CCMs, All Indian Railways.
2. CCMs (PM), All Indian Railways.
3. CRB,MT,FC,Secretary,DG/RHS,Railway\Board.AM(B),Adv(Finance),AM(IT),AM(C), Adv(Vig),ED(A),EDF(C),ED(Chg.),ED(C&IS), EDTC(R), EDV(T), ED/Safety, DPR and TC(CR), V(SS), PR, TG-I, TG-V & F(C) Branches, Railway Board.
4. General Manager, Centre for Railway Information System (CRIS),
5. Managing Director/IRCTC/New Delhi.
6. Director General, Railway Staff College, Vadodara.
7. Managing Director, Konkan Railway Corporation Ltd., Belapur Bhavan,Plot No.6, Sector11, CBD Belapur, Navi Mumbai-400 014.
8. General Manager, Metro Railway, 33/1, J.L. Nehru Road, Kolkata-700071.
9. Chief Commissioner of Railway Safety, Lucknow.
10. BEML LTD. Bangalore Complex, P.B.No 7501, New Thippasandra Post, Bangalore-560075.



(Vikram Singh)
Director Passenger Marketing
Railway Board