

COMMERCIAL CIRCULAR No. 61 of 2016

भारत सरकार GOVERNMENT OF INDIA

रेल मंत्रालय MINISTRY OF RAILWAYS

(रेलवे बोर्ड RAILWAY BOARD)

No. TC-II/2003/2016/refund

New Delhi, 15/11/2016

To Chief Commercial Managers  
All zonal Railways

Managing Director/CRIS/Chankyapuri/New Delhi  
Managing/Director/TRCTC/New-Delhi

Sub: Revision in the procedure of cancellation and refund of value of Rs. 5,000/- and above for the PRS counter tickets booked from 16.11.2016 to 24.11.2016.

- REF: 1. Commercial Circular no. 59 of 2016 dated 10.11.2016.  
2. Control message no. 2016/CC/RB/10 dated 11.11.2016  
3. Control message no. 2016/CC/RB/10 dated 14.11.2016

In partial supersession of control message dated 14.11.2016, Ministry of Railways further desire that the procedure for cancellation of tickets (Partial/Full) and refund of ticket of total value of Rs. 5,000/- and above for the PRS counter tickets booked from 16.11.2016 to 24.11.2016 shall be revised as under:-

(i). Cancellation of such tickets (Partial/Full) and refund of ticket of total value Rs. 5,000/- and above shall **NOT** be allowed in cash or through green pay order or by any means involving cash across the counter. The payment shall be only through Cheque/ECS payment.

(ii) Such ticket may be refunded through filing of TDR only on surrendering of original ticket. TDR shall be filed within the prescribed time limit for cancellation of ticket across the counter as per Refund Rule e.g. TDR shall be filed only upto half an hour before the scheduled departure of the train for RAG/WL tickets and for confirmed tickets upto 4 hours before the scheduled departure of the train, for which ticket has been issued etc.,

(iii) In such cases TDR and refund of fare as per refund rule shall be allowed for waitlisted tickets also only through Cheque/ECS payment.

(iv) This shall be implemented with immediate effect.

This issues with the concurrence of Finance (Commercial) and Accounts Directorates of Ministry of Railways.

CRIS may make necessary changes in the software.

Ensure action accordingly and confirm.

(Vikram Singh)

Director Passenger Marketing  
Railway Board

New Delhi, 15/11/2016

No. TC-II/2003/2016/refund

Copy forwarded for information to:-

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

For Financial Commissioner/Railways.

No. TC-II/2003/2016/refund

New Delhi, 15.11.2016

Copy To:

1. CCM(PM) all zonal Railways
2. ADV (Rates), ADV/A, ADG/PR, ADV/F, EDVT, ED(C&IS), EDFC, DTC(G), DTC(R).
3. TC (CR), F(C), PR, V(SS), Budget, branches of Railway Board.
4. General Manager, Centre for Railway Information System (CRIS), Chanakyapuri, Near National Rail Museum, New Delhi – 110021
5. Chairman and Managing Director/IRCTC/New Delhi.



Vikram Singh)  
Director Passenger Marketing  
Railway Board