

GOVERNMENT OF INDIA (भारतसरकार)
MINISTRY OF RAILWAYS (रेलमंत्रालय)
(RAILWAY BOARD) (रेलवेबोर्ड)

No.TC-II/2003/2020/Refund- Corona

New Delhi, dated 27.03.2020

The General Manager, All Zonal Railways.

Ref: i) This office letter of even no. dated 21.03.2020
ii) Letter No. 2020/TG-I/10/P/COVID 2019 dated 25.03.2020.
iii) JD/TT/Punctuality's message No. DTP/2020/03/23 dated 22.03.2020 & No. DTP/2020/03/28 dated 25.03.2020

Sub: Refund of Tickets booked for Journey period from 21st March-14th April 2020, due to cancellation of trains and ticket booking facility in wake of spread of COVID-19.

In view of cancellation of all passenger carrying trains and all passenger ticketing upto 14th April 2020, it has been decided by competent authority to give full refund for all tickets for journey period from 21st March -14th April 2020. These instructions shall be in addition to and in continuation of the relaxations in Refund Rule advised vide instructions dated 21.03.2020 (ref-i). The procedure for grant of refund shall be as follows:

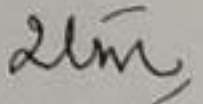
1. Counter booked PRS Tickets

- a. Tickets already cancelled for the journey period from 21st March-14th April 2020: Passengers who have already cancelled their tickets for the said journey period can apply for refund of balance amount to the office of Chief Claims Officer (CCO) or Chief Commercial Manager /Refund (CCM-Refund) of concerned Zonal Railway Head Quarters. The application for said refund can be made through post in the prescribed format (enclosed) within six months of cancellation of ticket for which refund of remaining amount is sought. CRIS shall provide utility for all such tickets to be accessed by CCO/CCM-Refund's office through which the refund of remaining amount so deducted can be made to the passengers.
- b. Tickets cancelled after issuance of this letter: Full refund shall be payable in respect of all such cancellations. The period of availing refund shall as advised vide letter under ref- i.e., within three months from date of journey.

2. E-tickets

- a. Tickets cancelled prior to issuance of this letter: Balance refund amount shall be credited to the account of the passengers from which ticket was booked. CRIS and IRCTC shall prepare a utility for providing the balance refund amount.
- b. Tickets cancelled after issuance of this letter: Full refund shall be payable in respect of all such cancellations for which provision has already been made.

You are accordingly advised to take necessary action in this regard. Wide publicity may be given to the decision through print & electronic media, SMS etc.



(Shelly Srivastava)
Director Passenger Marketing
Railway Board

Proforma for applying refund of cancellation/clerkage charge if any levied on cancellation of reserved tickets for journey period from 21.03.2020 to 14.04.2020.

To,

Chief Claims officer/Chief Commercial Managers
(Name of Zonal Railway as per list)

Sub: Refund of cancellation/clerkage charge if any levied for journey tickets already cancelled for journey period from 21.03.2020 to 14.04.2020.

Sir/Madam,

I have already cancelled my journey tickets for the journey period 21.03.2020 to 14.04.2020 on which cancellation/clerkage charge was levied. Kindly refund the amount deducted, details of the tickets are as under:-

1. PNR No.(If available):
2. Train Name and Number:
3. Date of journey:
4. Name of all passengers (as mentioned on the ticket along with valid id proof of any one passenger).
5. From: _____ To: _____
6. Class of travel:
7. Mobile Number:
8. Date of cancellation of tickets:
9. Amount deducted as cancellation/ clerkage charge for which refund sought:
10. Account number with IFSC code (optional for passengers who want the refund to be transferred directly in their account):
11. Complete Postal Address with Pin Code (for passengers who want the refund pay order to be sent through Post).

List of Zonal Railways:

1. Central Railway/ Mumbai
2. Western Railway/ Mumbai
3. Eastern Railway/ Kolkata
4. South Eastern Railway/ Kolkata
5. Southern Railway/ Chennai
6. Northern Railway/ New Delhi
7. East Central Railway/ Hajipur
8. North East Frontier Railway/ Guwahati
9. North eastern Railway/ Gorakhpur
10. North Central Railway/ Allahabad
11. West Central Railway/ Jabalpur
12. South Central Railway/ Secunderabad
13. South East Central Railway/ Bilaspur
14. South Western Railway/ Hubli
15. East Coast Railway/ Bhubaneswar
16. North Western Railway/ Jaipur
17. Konkan Railway Corporation limited/ Navi Mumbai

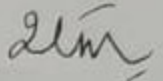
Note: Application for Refund may be addressed to the office of CCO/CCM-Refund of the Zonal Railways where the passenger wants to collect the refund amount from.

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Copy forwarder for information and necessary action to:

- i) CRB, MT, FC Railway Board for kind information.
- ii) CCMs All Zonal Railways.
- iii) EDIP, Railway Board for wide publicity.
- ii) MD, Konkan Railway Corporation Ltd., BelapurBhavan, Plot No. 6 Sector 11, CBD Belapur, Navi Mumbai-400014.
- iii) MD CRIS Chanakyapuri, New delhi
- iv) CMD IRCTC 11th Floor, Statesman House, B-148, Barakhamba Road, New Delhi -110001.



(Shelly Srivastava)
Director Passenger Marketing
Railway Board