

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

COMMERCIAL CIRCULAR 6 OF 2014

No. TCII/2003/12/Refund Policy

New Delhi, dated 21.02.2014

General Managers,
All Indian Railways.

Sub: Grant of refund from PRS on cancellation of tickets-Computerized
Coaching Refund scheme.

Ref: Commercial Circular No. 1 of 2004 dated 12.01.2004

In partial modification of para 4 of the commercial circular no. 01 of 2004, Board have decided that refund across the counter under Computerized Coaching Refund Scheme will not be granted in the following cases:-

- (i) Non-turned up passengers
- (ii) Less number of persons travelling in groups.

Accordingly para 4.1 of Commercial circular No. 1 of 2004 is modified as under:-

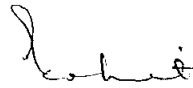
"Refund UNDER THIS SYSTEM SHALL BE GRANTED FOR Reserved & RAC tickets in cases of lower class travel, failure of AC in coach, discontinuation of journey by passengers due to dislocation of train services, accommodation not provided and cancellation of trains. For waiting list tickets, refund will not be granted under this system but will continue to be granted as per existing rules."

Para 4.2 is deleted.

The above changes shall be implemented w.e.f. 01.03.2014. CRIS to make necessary software modifications accordingly.

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

Necessary instructions may be issued to all staff immediately and due publicity be given to make the passengers aware.



(Rohit Kumar)

Deputy Director Traffic Commercial (II)
Railway Board.

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New Delhi, dated 21.02.2014.

Copy forwarded for information to:

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



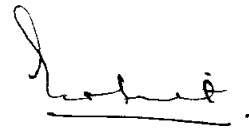
for Financial Commissioner/Railways

No. TCII/2003/12/Refund Policy

New Delhi, dated 21.02.2014.

Copy forwarded for information and necessary action to:

1. CCMs, All Indian Railways.
2. CCM (PM)s, All Indian Railways.
3. CCO, All Indian Railways.
3. The Managing Director CRIS, New Delhi.
4. IRCA Chelmsford Road, New Delhi to issue necessary correction slip to Coaching Tariff No. 26 Part-I (Vol.I) Rule No. 213.A Para 2.
5. MD/IRCTC, New Delhi.
6. Managing Director, Konkan Railway Corporation, Belapur Bhawan, Plot No. 6 Sector 11, CBD Belapur, Navi Mumbai-400614.



(Rohit Kumar)

Deputy Director Traffic Commercial (II)
Railway Board