



(भारत सरकार) **GOVERNMENT OF INDIA**
(रेल मंत्रालय) **MINISTRY OF RAILWAYS**
(रेलवे बोर्ड) **(RAILWAY BOARD)**

No.TC II/2003/2023/Refund Policy

New Delhi, dated 27.12.2023

The General Manager
Southern Railway/Chennai

- Sub: Extension of time period beyond 3 days for refund of PRS tickets across the counters in case of fully cancelled trains in special cases.
- Ref: 1. Commercial Circular no. 65 of 2015 dated 06.11.2015.
2. Relevant provisions of IRCA Coaching Tariff (Part 1) (Vol 1).
3. SR's Letter C.625/ PRS/ REFUND PERIOD dated 19.12.2023.

In reference to above, it has been decided that for the cases of full cancellation of train/s, wherever there are special circumstances such as major civil disturbances, curfew, bandhs, breaches, cyclones, earthquakes etc. due to which the passengers are not able to reach the station to get refund within the stipulated time limits, the Zonal Railways are delegated powers to issue local instructions in consultation with PFA and with the personal approval of General Manager for grant of refund of fare from stations concerned on unused tickets surrendered for refund up to a certain time limit, as decided. Such local instruction will be issued for a minimum number of stations and minimum time period only after they are satisfied of the gravity of the situation. In such cases full refund of fare will be allowed in accordance with Rule No. 14 of Railway Cancellation of tickets and Refund of Fare Rules 2015.

Also, a statement detailing such tickets where full refund has been provided in relaxation to the stipulated timelines may be sent to TA Accounts for scrutiny and accountal thereof.

This issues in consultation with Finance Directorate of Ministry of Railways.

Ensure action accordingly and confirm.

(Vipul Singhal)
Director Passenger Marketing
Railway Board.

- Copy to: 1. MD/CRIS for information and necessary action.
2. GMs/All Zonal Railways for information.
3. PCCMs All Zonal Railways for information.