

I/483510/2023



मंडल रेल प्रबंधक कार्यालय  
दो बत्ती, रतलाम

सं. सी 157/2/सामान्य (13823)

दिनांक 13.10.2023

प्रति,

समस्त मुख्य टिकट निरीक्षक

समस्त मुख्य आरक्षण पर्यवेक्षक/ आरक्षण पर्यवेक्षक – रतलाम मंडल

समस्त स्टेशन प्रबंधक/ बुकिंग लिपिक (UTS cum PRS)

रतलाम मंडल

विषय :- गाड़ियों में उच्च श्रेणी आरक्षण होने तथा चार्टिंग के समय निचली श्रेणी में स्थान मिलने पर ई-टिकटधारको को किराये के अंतर की राशि का ऑटोमेटिक रिफंड विषयक।

संदर्भ :- मुख्यालय के पत्र सं. C 157/7/IRCTC/2590 दिनांक 29.09.2023 के अंतर्गत जारी वर्ष 2023 की अग्रिम दर अधिसूचना सं. 20 (कोचिंग).

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मुख्यालय के उपरोक्त संदर्भित पत्र की प्रति, सर्व संबंधित की सूचनार्थ तथा अनुपालनार्थ संलग्न कर भेजी जा रही है।

संलग्न : उपरोक्तानुसार

Digitally Signed by Rakesh  
Kumar Dhiman  
Date: 13-10-2023 18:00:37  
Reason: कृते उ. म. प्र. रतलाम  
Approved

**WESTERN RAILWAY**  
**ADVANCE RATES NOTIFICATION NO. 20 (COACHING) OF 2023**  
**PARA FOR RATES ADVICE(COACHING) OF 2023**

Sub :- Automatic refund of difference of fare for e-ticket passengers in case lower class accommodation is provided during preparation of first chart.

Ref :- 1. Commercial Circular no. 65 of 2015 dated 06.11.2015  
 2. This office ARN No. 82 of 2015 dated 06.11.2015 ( C 436/0/Policy Vol.V )

In continuation of above instructions, in order to reduce the compliance burden to individuals and to facilitate passengers, Ministry of Railways have decided to automate the process of granting refund of difference of fare to e-ticket passengers at the time of first charting where ever lower class of accommodation is allotted to passengers for want of accommodation in the class for which the ticket was issued. Accordingly, filling of online TDR shall not be required in such cases.

2. From now onwards, certificate by ticket checking staff shall not be issued to e-tickets passengers in such cases. However, for e ticket passengers, if lower accommodation is provided after first chart is already prepared in that case the existing rules including for issue of Certificate by Ticket checking staff shall be followed.

3. In case auto refund of difference of fare is made at the time of first charting and passenger also does not wish to travel, in that case they will either file TDR/Cancel the same as the case may be as per existing Rule.

4. Difference of fare shall not be refunded to the passengers, who have been provided accommodation out of Emergency quota.

5. For counter tickets/I tickets there shall be no change in refund process & issue of certificates by checking staff and shall continue as per the existing provisions.

6. The above shall be implemented with effect from 01.10.2023.

7. CRIS and IRCTC may take necessary changes in the software.

8. Divisions may kindly issue necessary instructions to all concerned in this regard.

Ensure action accordingly and confirm.

This has reference to Railway Board's letter No. TCII/2003/2015/Refund Policy/1 dated 06.09 2023 (Commercial Circular No. 18 of 2023).

**(Ajay Prakash)**

**Dy.CCM/PM**

**For Pr.Chief Commercial Manager**

No. C 157/7/IRCTC/2590

Date : 29/09/2023

- (1) Sr.DCMs – MMCT / BRC / RTM / ADI / RJT / BVP
- (2) FA&CAO (T)-CCG / Dy.CCM(G)
- (3) CPRO-CCG : To give wide publicity through various media
- (4) Dy.CAO(TA)-AII
- (5) The Principal - Zonal Railway Training School Udaipur.
- (6) The Principal – Railway Staff College - Vadodara.
- (7) The Principal Director of Audit-CCG
- (8) PCCM / CCM(PM) / CCM(PS) / CCM(FM) / CCO / Dy.CCO / ACM(TC)