



SOUTH CENTRAL RAILWAY
Office of the Principal Chief Commercial Manager
South Central Railway, Ministry of Railways, Government of India
Rail Nilayam, Secunderabad - 500025 (Telangana)

No: C.508/Chg. Ref./02/2023

Dt.: 26.04.2023.

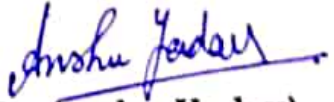
To,

Sr. DCM/SC, HYB, GTL, GNT, NED & BZA,

Sub :- Issue of base fare difference from 3A to 3E - reg.

Ref :- This Office letter No.C.508/Chg.Ref/01/2023 dt:13.04.23.

With reference cited above, it is to reiterate that passengers holding system tickets were approaching claims office with regard to refund of fare claimed against issue of difference of fare from 3A to 3E. Since passengers are made to travel in lower class for want of accommodation and they are not aware of refund rules for claiming difference of fare, it is to sensitize that all **Front line staff** and **on-board TTE's** to educate the passengers that they should claim within two days from the date of issue of lower class certificate (excluding the date of issue), at the destination station, so as to avoid complaints from the passengers.


(Dr. Anshu Yadav)
Dy CCM/Spl./HQrs.