

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

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

New Delhi, dated 13.05.2020

To,

The General Managers,
All Zonal Railways

Sub: Revised guidelines on the subject cancellation of tickets and refund of fare, due to COVID-19 situation.

- Ref: 1. This office letter of even no. Dated 21.03.2020, 27.03.2020 and 14.04.2020**
2. Letter no. 2020/TG-1/10/P/COVID 2019 dated 25.03.2020
3. JDTP/PUNC message no. DTP/2020/03/23 dated 22.03.2020, No. DTP/2020/03/28 dated 25.03.2020 and message no. DTP/2020/04/22 dated 14.04.2020
4. Message no. DTP/2020/05/08 dated 01.05.2020

In reference to the instructions mentioned above, revised guidelines on the subject cancellation of tickets and refund of fare, due to COVID-19 situation are as under:-

A. Relaxation in provisions of Refund Rules for PRS counter generated tickets /E-tickets, (already booked), as a special case, for journey starting w.e.f. 21st March 2020 till resumption of Passenger services or till further orders: (Ref: Instructions dated 21.03.2020 & 14.04.2020)

For Trains cancelled by Railways:

PRS Counter Ticket: Refund across counter can be taken on submission of Ticket upto six (6) months from date of journey (instead of 3 days excluding day of journey).

E- Ticket: Auto refund.

For Train NOT cancelled, however, Passenger does NOT want to perform journey: As a special case, full refund for already booked reserved tickets, both PRS counter generated and E-tickets shall be given.

PRS Counter Ticket:

Passenger can file TDR (Ticket Deposit Receipt) within six (6) months from date of journey (instead of 3 days) at the station and submit the detailed TDR within next sixty (60) days (instead of 10 days) to Chief Claims Officer / CCM Refund's office for getting the refund amount, subject to verification.

E-tickets: Online cancellation and refund facility is available.

Passengers can also cancel PRS counter ticket through 139 or through the website of IRCTC and get refund across the counter within six (6) months from date of journey (instead of, upto schedule departure of the train).

B. Full refund of cancellation amount so deducted, on cancellation of already booked reserved tickets, for journey period starting from 21st March 2020.(Ref: Instructions dated 27.03.2020 & 14.04.2020/para 3(i) revised)

PRS Counter Tickets:

Passengers who have already cancelled their tickets for the said journey period starting from 21st March 2020, can apply for refund of balance amount of cancellation charge so deducted, to the office of Chief claims Officer (CCO) or Chief Commercial Managers/Refund (CCM-Refund) of concerned Zonal Railway Head Quarters. The application for the claiming refund of balance amount of cancellation charge so deducted can be made through post in the prescribed format (enclosed) within six (6) months of scheduled date of journey.

CRIS shall provide a utility for all such tickets to be accessed by CCO/CCM/Refund's office through which the refund of remaining amount of cancellation charge so deducted can be made to the passengers.

E-tickets:

Refund of balance amount of cancellation charge so deducted 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 of cancellation charge.

Data of cancelled train may be updated in ICMS for enabling refund. CRIS and IRCTC may take action as per the instructions above.

Necessary action may please be taken accordingly. Wide publicity may be given through different print & electronic media, SMS etc.


**Director Passenger Marketing
Railway Board**

Copy forwarded for information and necessary action to:

- 1) CRB, MT, FC Railway Board for kind information.
- 2) PCCMs of All Zonal Railways
- 3) EDIP, Railway Board for wide publicity.
- 4) MD, Konkan Railway Corporation LTD, Belapur Bhavan, Plot no. 6, Sector-11, CBD Belapur, Navi Mumbai-400014.
- 5) MD/CRIS, Chanakyapuri, New Delhi
- 6) CMD/IRCTC, 11th Floor, Statesman House, B-148, Barakhambha Road, New Delhi-1
