

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

COMMERCIAL CIRCULAR NO. 1 OF 2004

No. TCH/2003/02/Refund/Computerisation.

New Delhi, dated 12.01.2004

General Managers,  
All Indian Railways.

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

As per provisions contained under Rule 213 of IRCA Coaching Tariff No. 25, Part I (Vol. I), refund in most cases of unused tickets is admissible at the stations within the prescribed time limits. In cases when refund is not admissible/granted at the stations on account of expiry of the prescribed time limit or otherwise, a Ticket Deposit Receipt (TDR) is issued to the passenger in lieu of the surrendered ticket. The passenger is required to apply for refund to CCM (Refunds) of TDR issuing Zonal Railway which grants refund, if due, after processing the case. Refund in such cases is granted by TDR issuing Zonal Railway.

2. The above system of granting refund against TDR is cumbersome & time-consuming which has been the reason for a large number of complaints. In order to simplify the procedure, it is proposed to use the PRS so that, even after the prescribed time limits, refund in most of the cases can be granted from the PRS across the counter anywhere in the country. The details of this scheme of coaching refunds are given below :

**3. SYSTEM FOR UPDATING CHART-POSITION IN PRS**

3.1 Railways have already implemented the scheme based on experience of a Pilot Project on South Central Railway where after checking the coach, the TTE prepares an Exceptional Data Report (EDR) (proforma enclosed) showing details of non-turned up passengers, lower class travel, failure of AC in the coach, less number of persons travelling on group ticket, discontinuation of journey by passengers due to dislocation of train services, accommodation not provided and cancellation of train.

3.2 Zonal Railways by now must have already nominated specific stations as Data Entry Points where the data from EDRs brought by TTEs is fed into the PRS. Preferably the change-over stations of TTEs and the data-entry stations should be the same to make the process easier. PRS availability should be checked before nominating the Data Entry Points.

3.3 At the time of feeding the data, if it comes to notice that the ticket has already been cancelled as per PRS, the data should not be fed and the words "already cancelled" should be written on EDR by the Data Entering person along with his full signature and date.

3.4 The data so fed will be kept on-line in PRS for 30 days after the scheduled departure of the train from its originating station to assist the refund office in expediting refund in TDR cases.

3.5 Data will be kept in such a manner so as to include the name of TTE/Conductor who has signed the EDR. This data will be stored for 3 years on computer memory as being done presently for normal PRS data.

4. **CASES OF REFUND TO BE COVERED UNDER THIS SYSTEM**

4.1 Refund under this system shall be granted for Reserved & RAC tickets in cases of non-turned up passengers, 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.

4.2 Refund under this system will also be granted in cases of less number of persons travelling on group tickets.

4.3 Refund shall be granted in those cases only where refund is otherwise admissible in cash at the stations across the counter. In cases where cash refund is not admissible at the stations across the counter (including partially used tickets), refund shall not be given at the stations under this scheme.

4.4 Refund offices should have Coaching Refund terminals to settle TDR refund cases promptly.

5. **WHEN & HOW REFUND WILL BE ADMISSIBLE**

5.1 Refund under this system shall be admissible to a person who is booked on the concerned ticket provided such a person comes personally to claim the refund. While claiming the refund, the claimant must also surrender a photocopy of any document proving his/her identity. The official granting refund should verify the photocopy with the original documents thus produced. Refund will not be granted to any other person. In case a person booked on the ticket is unable to come personally to claim refund, TDR will be issued.

5.2 After verification from the system, refund shall be granted at all PRS centers, during working hours, on presentation of the ticket upto 5 days from the scheduled departure of the train from its originating station.

5.3 The normal cancellation charges, wherever leviable as per refund rules, shall be levied while granting refund.

5.4 Refund shall be granted under this scheme, on the nominated counter and only for those tickets particulars of which have been updated on the basis of EDRs.

5.5 In cases where the refund software has not been updated, the existing system of granting refund from Refund Offices will continue.

5.6 The refund system will start granting refund only after a specific command is given in the PRS. Zonal Railways will nominate persons authorized to give this command and ensure that the requisite command is given in-time at all the data entry points.

5.7 The system of granting refund within the existing normal time limits will also continue.

5.8 The system of refund against TDRs shall also continue as at present. If some passenger does not want to make use of the simplified system of refund and wants a TDR, the same shall be issued and cases of refund processed in Refund Office as at present.

5.9 No claim for refund shall be entertained on already cancelled tickets under this system.

6. **GENERAL INSTRUCTIONS FOR TICKET CHECKING STAFF/  
SUPERVISORS/E&RCS**

6.1 Exceptional Data Reports (EDR) have to be prepared for each coach separately. It will be the responsibility of Train Superintendent or Senior most TTE to ensure that these reports are prepared by the TTEs of their respective coaches. If a coach is unchecked, the senior most TTE will certify this fact on the EDR of the particular coach giving reasons thereof.

6.2 It may be ensured that EDR forms in sufficient quantity are supplied to TTEs to avoid usage of non-standard formats. The EDR should be prepared in triplicate.

(a) The original EDR should be handed over to the refund Supervisor/Shift Supervisor at the nominated points and clear acknowledgement should be obtained on carbon copy of each of these reports from the Supervisor. It will be the responsibility of the senior most TTE to ensure that all staff hand over their copy of EDR including those which are not checked.

(b) One carbon copy will be attached to the original chart and the amended chart and handed over to the outgoing TTE.

(c) The carbon copy of the EDRs along with the copy of the amended chart should be preserved as per existing practice.

6.3 As and when the TTEs handover the EDR, the Supervisor should acknowledge the same by signing and recording the date and time of receipt on the TTEs record copy. He will then record these particulars in his register.

6.4 The supervisor should go through the EDR thoroughly and satisfy himself about the data to be updated. While updating, care should be taken that only the 'relevant reason code' is typed for each entry.

6.5 After feeding all the data for a particular train, the Supervisor should cross check all the entries through the "view updation details" menu option. After feeding the data he should record the time in the register.

6.6 He should file the EDRs coach-wise, train-wise for each date separately. If the EDR for any coach is not handed over within one hour after the arrival of the train, he should immediately report the matter in writing to the higher authorities. The Supervisor should ensure that staff is available to receive the EDRs.

6.7 Refund at stations can be granted using the option of "Refund Issue Form" of Refunds Menu. In this option, refund can be granted on eligible cases only against tickets which are updated or relevant information is available in the system. After the system has granted refund, it will give a print-out of the details of refund. The counter Clerk will sign on the printout and take the signature of the passenger on the ticket and print-out. He will retain the ticket and handover the print out as acknowledgement to the passenger. All such tickets where refund cannot be granted at station level, TDRs should be issued and original tickets collected and sent to Division/CCM office for further disposal.

6.8 At the end of the shift, the Counter Clerk should handover to the cashier the "Refund Statement" taken over from the system attaching the refunded tickets along with the balance cash and obtain his acknowledgement.

## 7. General Instructions

7.1 Instructions of Joint Procedure Order shall be read in conjunction with the related rules of Coaching Tariffs, Military Tariffs, the instructions contained in the Commercial Manuals and the extant circulars/instructions in force. This Joint Procedure Order does not supersede any rule/instructions mentioned above.

7.2 Any change in the rules/tariff/data base notified should be adhered to manually till the changes are incorporated in the system.

7.3 While working on the system, if the operator/supervisor detects any malfunctioning of the system or possibility of manipulation in issue, such information shall be reported to the supervisors concerned immediately.

7.4 Whenever any changes are made in the system, either through hardware or software, printout of the files in the system (like the Refund statement, database, etc.) shall be taken from the system and copy of the report shall be filed safely.

## 8. Accounts Procedures & Safeguards

8.1 Traffic Accounts office shall ensure that :-

- (1) Accounting returns as at Annexure-2 are generated.
- (2) The surrendered Passenger tickets bearing signature of party and signature of counter clerk will be received through CR Notes along with statement containing the details viz. PNR No. and date, Train no., Date of Journey, Journey originating station and Destination station, Passenger details, reasons for refund and cash refunded. The procedure will be the same as existing.
- (3) Details contained in the ticket tallies with the details entered in the Refund Issue Form.
- (4) Refund is acknowledged by the party duly counter signed by the counter clerk.
- (5) Refund arranged is in accordance with the refund rules. No refund is entertained on ticket for which cash refund is not permissible otherwise.
- (6) Relevant certificates and EDRs, wherever applicable, are enclosed in case refunds are made on account of travel in lower class, less no. of passenger travelled, AC failure, etc.

(7) Total amount refunded due to refunds granted under computerized coaching refund system tallies with the daily summary statement generated at the end of the day.

(8) TIAs during their inspections shall also see that proper procedure is being followed at stations.

8. This issues with the concurrence of Finance and Accounts Directorates of Ministry of Railways. Adequate publicity among the public may be given so that the passengers can avail this facility. After this system has worked for six months, the feedback on its working may be sent to Board.

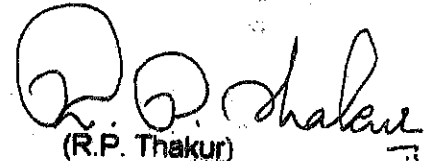
(Hindi version will follow.)



(Dhruv Singh)

Director Finance (Comml.),  
Railway Board.

DA: 2



(R.P. Thakur)

Director (Passenger Marketing),  
Railway Board.

No. TCII/2003/02/Refund/Computerisation.

New Delhi, dated 12.01.2004.

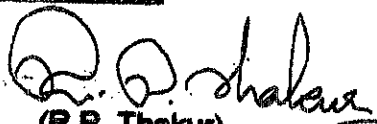
Copy forwarded for information to:

1. CCMs, All Indian Railways.
2. CCM(PM)s, All Indian Railways.
3. CRB, M (Elect), MM, MT, MS, FC, M (Engg), Secretary, DG/RPF, DG/RHS, Railway Board.
4. AM(CE), AM(works), AM(Elect), Addl Chief Economic Adv, AM(S), AM(B), AM(F), Adv Finance (Expenditure), ADG (Dental Service), AM(IT), LA, AM(Mech), AM(PU), AM(P), AM(S&C), AM(Sig), AM(Tele), AM(Stores), AM(Traffic), AM(C), ADV (Vig), Railway Board.
5. ED(A), EDF(C&RM), ED(C&IS), ED(T&C), EDPG, EDTC(R), EDV(T), ED/Safety, DTC(G), JDTC(G), Railway Board.
6. TC(CR), TG-I, TG-II, TG-III, TG-IV, TG-V, V(SS), PR, A/Cs-II, & F(C) & TC-I Branches, Railway Board.
7. The Secretary, RBSS Group 'A' Officers Association, Railway Board,
8. The Secretary, RBSS Group 'B' Officers Association, Railway Board,
9. The Secretary, Railway; Board Ministerial Staff Association, Railway Board.
10. The Secretary, Railway Board Group 'D' Employees Association, Railway Board.
11. The General Secretary, National Federation of Indian Railwaymen, Room No. 256-E, Railway Board.
12. The Secretary General, All India R.P.F. Association, Room No. 256-D, Railway Board.
13. The Secretary General, Federation of Railway Officers' Association, Room No. 256-A, Railway Board.
14. The Secretary General, Indian Railway Promotee Officers' Association, Room No. 268, Rail Bhavan.
15. DPR, Railway Board.

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16. General Manager, Centre for Railway Information System (CRIS), Chanakyapuri, Near National Rail Museum, New Delhi.
17. Director General, Railway Staff College, Vadodara.
18. Managing Director, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot No. 8, Sector 11, CBD Belapur, Navi Mumbai - 4000614.
19. General Manager, Metro Railway, 33/1, J.L. Nehru Road, Calcutta-700071.
20. Principal Director of Audit, All Indian Railways.
21. Dy. Comptroller & Auditor General of India (Railways), Room No.224, Rail Bhavan, New Delhi with 36 spares.
22. Chief Commissioner of Railway Safety, Lucknow.
23. FA&CAOs, All Indian Railways.
24. IRCA, Chelmsford Road, New Delhi for issue of correction slip to IRCA Coaching Tariff No. 25, Part I (Vol. I). The correction slip may be prepared for para 3.1 to 5.9 only. The heading to be given will be "COMPUTERISED COACHING REFUND SCHEME". This may be incorporated as a new rule 213-A. The proposed correction slip may be not approved from this office before final printing.

DA/36 spares with item 21.

  
(R.P. Thakur)  
Director, Passenger Marketing  
Railway Board.

**PROFORMA**

**Annexure-1**

**EXCEPTIONAL DATA REPORT (EDR)**

Name of TTE :  
Division to which attached :  
Coach I/D No :  
(with Painted No.)

Beat :  
Train No. & Date :

(Passengers not turned up)

S. No	Names of passengers	Age Sex	PNR	Booked		Berth/ Seat No & Coach No.	Remarks
				From	To		

(A/C failure)

S. No	Names of passengers	Age & Sex	PNR	Booked		Berth/ Seat No & Coach No.	Remarks (stations between which AC failure occurred)
				From	To		

(Lower class travel)

S. No	Names of passengers	Age & Sex	PNR	Booked		Berth/ Seat No & Coach No.	Remarks (stations between which lower class travel occurred)
				From	To		

(Accommodation not provided)

S. No	Names of passengers	Age & Sex	PNR	Booked		Berth/ Seat No & Coach No.	Remarks
				From	To		

(Discontinuation of journey by passengers due to dislocation of train services)

S. No	Names of passengers	Age & Sex	PNR	Booked		Berth/ Seat No & Coach No.	Remarks
				From	To		

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## Annexure-2

Following accounting reports may be generated for effective internal check: -

1. Daily statement of user updation done in Refund Terminal location wise to give the number of operators who worked on various refund terminals to update the data from various exceptional data reports (EDR) submitted by TTE/CORs of various trains at Interchanging points.
2. Statement of Refund Register cases to give number of refunds cases registered at CCM for various reasons.
3. Total refunds of the refund system to give total cash refunds through system.
4. Gross cash refunds for the refund system to give total gross cash refund through system including credit cards, vouchers etc.
5. Statement of refund details for tickets purchased on cash to give PNR No., Train No. From and to station, number of passengers, number of passengers not travelled for tickets purchased on cash and subsequently refund arranged.
6. Statement of refund details for passengers forced to travel in lower class to give PNR No. Train no. Actual class and class travelled and number of passengers.
7. Statement of refund cases for failure of AC equipment to give PNR No. Train no., Date and pair of points where AC failed and amount refunded.
8. Statement of refund details for less number of passengers travelling in a group.
9. Statement of refund details for discontinuance of journey due to late running of trains/dislocation of train services.
10. Statement of refund details for railway unable to provide accommodation to passengers holding reserved tickets due to non-attachment of nominated coaches.
11. Statement of refund details for tickets exchanged against Military Warrants, Police Warrants, RTC Coupons, concessions etc.
12. Statement of refund details for supervisor functions where judicious discretion is applied through refund system by competent authority.
13. Daily summary of refund details for each terminal location to cross check individual transaction-wise
14. Daily periodic and monthly refund reports for all locations to give number of refund cases and amount dealt by each location by the system.

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