

Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralaya)
Railway Board

F No. TC-II/2003/2020/Refund Corona New Delhi,

dated 14.04.2020

To,

The General Managers, All Zonal Railways

Sub: Extension of currency of instructions issued from 21.03.2020 onwards on the subject cancellation of tickets, refund of fare, booking of tickets and closure of booking counters.

- Ref. 1. This office letter of even no. Dated 21.03.2020 and 27.03.2020
2. Letter no. 2020/TG-1/10/P/COVID 2019 dated 25.03.2020
3. JDTT/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

In reference to above instructions and further health advisory issued to contain the spread of Covid-19, it has been decided to extend the currency of the instructions as under:-

SL No.	Letter no. & date of issue	Current Guidelines: Subject Content & existing validity due to lockdown upto 14 th April 2020.	Revised Guidelines: Subject Content and Revised validity due to extension of lockdown upto 3 rd May 2020.
1.	TC-II/2003/2020/Refund Corona dated 21.03.2020	<p><u>Sub: Relaxation in provisions of Refund Rule relax for PRS counter generated tickets as a special case for 3 months journey period i.e. from 21st March - 21st June 2020.</u></p> <p>1) CASE 1- Train cancelled by Railways for journey period 21 March - 21st June 2020.</p> <p>• Refund across counter can be taken on submission of Ticket upto 3(three) months from date of journey. (Instead of 3 days excluding day of journey)</p>	<p><u>Sub: Relaxation in provisions of Refund Rule for PRS counter generated tickets/ E-tickets already booked, as a special case, for journey period from 21st March 2020 till resumption of Passenger services or till further orders.</u></p> <p>1) CASE 1- Train cancelled by Railways.</p> <p>• Refund across counter can be taken on submission of ticket upto 3(three) months from date of journey. (Instead of 3 days excluding day of journey).</p> <p>E-Ticket : Auto Refund</p>


		<p>CASE 2: Train NOT cancelled. Passenger does NOT want to perform journey.</p> <ul style="list-style-type: none"> • TDR (Ticket Deposit Receipt) can be filed within 3 months from date of journey at the station. (Instead of extant rule of 3 days) • TDR can be submitted to Chief Claims Officer/ CCM Claims office for getting the refund with 60 days of filing of TDR subject to verification from Train chart. (Instead of extant rule of 10 days) • for passengers who want cancel ticket through 139 can get refund across the counter within 3 months from date of journey. (Instead of extant rule of upto scheduled departure of the train). 	<p>CASE 2: Train NOT cancelled. Passenger does NOT want to perform journey.</p> <p>PRS Counter Ticket:</p> <ul style="list-style-type: none"> •TDR (Ticket Deposit Receipt) can be filed within 3 months from date of journey at the station. (Instead of extant rule of 3 days) • TDR can be submitted to Chief Claims Officer / CCM Claims office for getting the refund with 60 days of filing of TDR subject to verification from Train chart. (Instead of extant rule of 10 days) • for passengers who want cancel ticket through 139 can get refund across the counter within 3 months from date of journey. (Instead of extant rule of upto scheduled departure of the train). <p>E-Tickets: Online cancellation facility available</p> <ul style="list-style-type: none"> • As a goodwill measure Full refund will be given in this case to all passengers for both PRS counter ticket and E –tickets.
2.	2020/TG-1/1 O/P/COVID 2019 dated 22.03.2020 and 25.03.2020	<p><u>Sub: Suspension of all Passenger Ticket Bookings upto 14th April 2020</u></p> <p>1. Suspension of booking of all types of tickets and closure of booking counters for both reserved/ unreserved tickets upto 24 hrs of 14th April 2020. CRIS &</p>	<p><u>Sub: Suspension of all Passenger Ticket Bookings till further orders.</u></p> <p>1. Suspension of booking of all types of tickets and closure of booking counters for both reserved/ unreserved tickets till further orders.</p>

		<p>IRCTC to disable all ticket booking for the period.</p> <p>2. All counters for booking of rail journey tickets for reserved/ unreserved travel at railway stations and outside railway station premises shall remain closed upto 24 hrs of 14th April 2020.</p> <p>3. E-ticketing facility for booking of reserved ticket for journey period after 24 hrs of 14th April 2020 shall be available online.</p>	<p>2. All counters for booking of rail journey tickets for reserved/ unreserved travel at railway stations and outside railway station premises shall remain closed till further orders.</p> <p>3. E-ticket booking facility for booking of reserved ticket shall remain suspended till further orders. E- ticket cancellation facility shall be available.</p> <p>IRCTC and CRIS to take action accordingly.</p>
3.	<p>TC-II/2003/2020/Refund Corona dated 27.03.2020</p>	<p><u>Sub: Full Refund of tickets booked for journey period from 21st March to 14th April 2020.</u></p> <p>Counter booked PRS Tickets</p> <p>i. <u>Tickets cancelled prior to issuance of the instructions dt 27.03.2020.</u></p> <p>For refund of balance amount passenger shall file TDR (Ticket Deposit Receipt) within three months from date of journey. Within sixty days of filing TDR the passenger can submit the TDR in the office of Chief Commercial Manager (Claims) or Chief Claims Officer of any Zonal Railways Head Quarters for getting balance refund.</p>	<p><u>Sub: Full Refund for cancellation of all already booked reserved ticket for journey period after 21st March 2020</u></p> <p>Counter booked PRS Tickets:</p> <p>i. <u>Tickets cancelled prior to issuance of the instructions dt 27.03.2020.</u></p> <p>For refund of balance amount passenger shall file TDR (Ticket Deposit Receipt) within three months from date of journey. Within sixty days of filing TDR the passenger can submit the TDR in the office of Chief Commercial Manager (Claims) or Chief Claims Officer of any Zonal Railways Head Quarters for getting balance refund.</p>

		<p>ii. <u>Tickets cancelled on or after issuance of the instructions dt 27.03.2020.</u></p> <p>Full refund shall be payable in respect of all such cancellations. The period of availing refund shall be within three months from date of journey.</p> <p>E-tickets</p> <p>i. <u>Tickets cancelled prior to issuance of the instructions dt 27.03.2020.</u></p> <p>Balance refund amount 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.</p> <p>ii. <u>Tickets cancelled on or after issuance of the instructions dt 27.03.2020.</u></p> <p>Full refund shall be payable in respect of all such cancellations for which provision has already been made.</p>	<p>ii. <u>Tickets cancelled on or after issuance of the instructions dt 27.03.2020.</u></p> <p>Full refund shall be payable in respect of all such cancellations. The period of availing refund shall be within three months from date of journey.</p> <p>E-tickets:</p> <p>i. <u>Tickets cancelled prior to issuance of the instructions dt 27.03.2020.</u></p> <p>Balance refund amount 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.</p> <p>ii. <u>Tickets cancelled on or after issuance of the instructions dt 27.03.2020.</u></p> <p>Full refund shall be payable in respect of all such cancellations for which provision has already been made.</p>
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Data of cancelled train may be updated in ICMS for enabling refund. CRIS and IRCTC may take action as per the instructions above.

You are accordingly advised to take necessary action in this regard. Wide publicity may be given through different print & electronic media, SMS etc.


14.04.20
 (Shelly Srivastava)
 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 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-110001



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(Shelly Srivastava)
Director Passenger Marketing
Railway Board