

All DRMs  
By Fax



**SOUTH CENTRAL RAILWAY**  
Office of the Principal Chief Commercial Manager  
First Floor, Rail Nilayam, Secunderabad-500025(Telangana)  
- BSNL(Office) 040-27834275; Railway(Office) 070-86249;  
mail id –ccm@scr.railnet.gov.in

No.C.508/Chg.Ref/Misc/Covid-19

Dt.23-3-2020

**DRMs/SC, HYB, BZA, GTL, GNT, NED**

Sub: Special imprest to stations for managing unprecedented refunds in view of trains/journey cancellation.

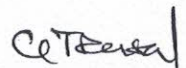
Ref: Railway Board's letter No.TC-II/2910/2020/Imprest to station dt.20-3-2020.

\*\*\*

Since there is an unprecedented refunds in view of cancellation of trains upto 31<sup>st</sup> March, 2020, there is a possibility of mismatch between station earnings and the amount required for refunds. To tide over the crises, Railway Board vide letter cited above with the approval of Railway Board's Finance Directorate issued the accounting procedure for creation of station imprest to stations for managing unprecedented refunds in view of trains/journey cancellation. A copy of Railway Board's letter cited above is enclosed.

Necessary action may be taken accordingly to meet the exigencies on account of unprecedented refunds being arranged in view of trains/journey cancellation.

Encl:as above

  
(G. John Prasad)  
Principal Chief Commercial Manager

Copy to:  
Secretary to GM/SC- for kind information of G.M.  
PFA/SC - for information  
FA&CAO/T/SC - for information

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

No. Tc-II/2910/2020/Imprest to station

New Delhi, dated 20.03.2020

The General Managers  
All Zonal Railways

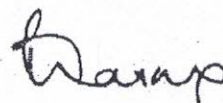
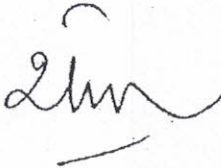
Sub: Accounting procedure for special imprest to stations for managing unprecedented refunds in view of trains/journey cancellation.

A few railways have expressed need for providing special imprest for arranging refunds due to mass cancellation of trains/journeys by Railways/passengers in wake of the Corona pandemic.

The matter has been examined and the following procedure may be followed:

1. Sr. DCM/Sr. DCM incharge shall advise the amount required for refund of tickets on periodical basis station of their Divisions duly taking into account the receipts and likely refunds for the said period. Adequate arrangements for security of cash shall also be ensured at stations.
2. Due diligence may be exercised by Sr. DFM on requirements projected by Sr. DCM/Sr. DCM incharge based on bookings other than internet tickets only.
3. Sr. DCM/ Sr. DCM incharge shall prepare pay order of amount required and send the same to associate Sr DFM to arrange payment.
4. Sr DFM shall arrange payment by operating Transfer Divisional (Traffic Accounts) as under:  
Transfer Div (Tr. Accounts).....Dr.  
Cheques and Bills .....Cr.  
The station wise details of amount shall be sent along with the TC.
5. The amount so withdrawn shall be handed over to Sr. DCM/person nominated for onward distribution to the stations.
6. Traffic Accounts Office shall accept the debit so received as under:  
Transfer Divisional (Traffic Accounts).....Dr.  
Traffic Accounts (Passenger Earnings)... -Cr.
7. Station master shall account for the amount so received in Station Balance Sheet as 'Special Imprest'. Traffic Account will verify that the respective stations have accounted for imprest in their Balance sheets.
8. The imprest shall be used for refunds only when daily traffic receipts received at station fall short of daily refund.
9. The refunds made will be accounted for as refund voucher in usual manner and sent to Traffic Accounts Office along with Balance Sheets.
10. The special cash imprest shall appear as station outstanding in Station Balance and the imprest will be closed, once the need for the same ceases.

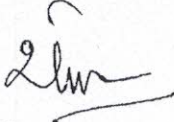
-2/



11. The above is the accounting protocol. Zonal Railways may exercise due diligence in case of need to withdraw cash in unprecedented situation.

The above shall be implemented with immediate effect.

This issues in concurrence of Accounts Directorate of Railway Board.



(Shelly Srivastava)  
Director Passenger Marketing  
Railway Board



(Sanjeev Sharma)  
Director Finance Accounts  
Railway Board

Copy to:

For information and necessary action:

1. PCCMs of all Zonal Railways.
2. PFAs of all Zonal Railways.
3. CMD/KRCL/Navi Mumbai
4. MD/CRIS/New Delhi



By Fax  
All DRMs

SOUTH CENTRAL RAILWAY  
Office of the Principal Chief Commercial Manager  
First Floor, Rail Nilayam, Secunderabad-500025(Telangana)  
- BSNL(Office) 040-27834275; Railway(Office) 070-86249;  
mail id -ccm@scr.railnet.gov.in

No.C/CR/518/UTS

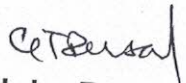
Dt.23-3-2020

DRMs/SC, HYB, BZA, GTL, GNT, NED

Sub: Closure of all Reservation & Unreserved counters,  
Parcel Offices till 31<sup>st</sup> March, 2020 – COVID-19.

\*\*\*

1. In continuation to the measures taken in the wake of COVID-19 and the need to contain spread of Covid-19, it has been decided to close the following till 31<sup>st</sup> March, 2020:
  - a) All Unreserved ticket counters (UTS counters)
  - b) All Reservation counters (PRS counters)
  - c) Parcel/Luggage offices.
2. UTS on mobile App bookings will be disabled till 31<sup>st</sup> March, 2020.
3. Passengers who have obtained tickets across the PRS counters have already been advised through media and bulk messages to avail the liberalized refund rules and avoid rush at stations/PRS counters.
4. If need arises, staff involved in ticketing activities i.e., PRS/UTS, Parcel offices, ticket checking may be nominated skeleton-wise and kept in reserve to meet the day-to-day exigencies. Staff other than the skeleton staff thus nominated, may be advised to work from home/take leave/avail rest or utilized on rotation basis.
5. It is, therefore, requested to take necessary action accordingly.

  
(G. John Prasad)  
Principal Chief Commercial Manager

Copy to:  
Secretary to GM/SC  
PCPO/SC

- for kind information of G.M.  
- for information.