

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

Commercial Circular No. 38 of 2015

No.. TCII/2003/2015/Refund Policy

Rail Bhavan, New Delhi, dt. 30.06.2014

The General Managers (Commercial)
All Zonal Railways


Chairman & Managing Director
Indian Railway Catering and Tourism Corporation limited
9th Floor, Bank of Baroda Building,
16, Parliament Street,
New Delhi-110001.

The Managing Director,
CRIS,
Chanakyapuri,
New Delhi.

Sub: Automatic refund of Confirmed/RAC tickets e-tickets on cancellation of trains like waitlisted tickets.

Ministry of Railways have decided to grant automatic refund of Confirmed/RAC e-tickets on cancellation of trains similar to waitlisted e-tickets. There shall not be any requirement for cancellation/filing of TDR for refund of e-tickets in case of cancellation of trains.

In case of cancellation of trains, PRS counter ticket shall continue to be refunded across the reservation counter as per the existing provisions.

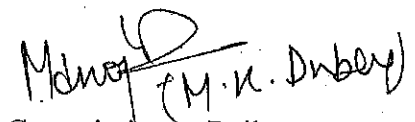

(Vikram Singh)
Director Passenger Marketing
Railway Board

No.. TCII/2003/2015/Refund Policy

New Delhi, dated 30.06.2015

Copy to:-

1. DAI (Railways).
2. FA & CAOs, All Indian Railways.
3. Principal Director of Audit, All Indian Railways.

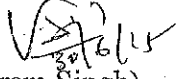

for Financial Commissioner, Railways

No.. TCII/2003/2015/Refund Policy

New Delhi, dated 20.06.2015

Copy forwarded for information & necessary action to:

1. CCM (PM)s, All Indian Railways.
2. CRB, MT, FC, Secretary, DG/RHS, Railway Board.
3. AM(B), Adv (Finance), AM(IT), AM(C), Adv (Vig), Adv(Rates), ED(A), EDF(C), ED(C&IS), EDV(T), ED/Safety, ED(H), ADG/PR, DFC, DTC(G), DTC(G)-II, and TC(CR), V(SS), PR, TG-I, TG-II, TG-IV, TG-V & F(C) Branches, Railway Board.
4. **GM/PRS** for Railway Information System (CRIS), Chanakyapuri, Near National Rail Museum, New Delhi, for making necessary changes in the PRS.
5. GGM/IT, IRCTC, 9th Floor, Bank of Baroda Building, 16, Parliament Street, New Delhi-110001.
6. Director General, Railway Staff College, Vadodara.
7. Managing Director, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot No. 6, Sector 11, CBD Belapur, Navi Mumbai – 400 014.
8. General Secretary, IRCA, Chelmsford Road, New Delhi


(Vikram Singh)
Director Passenger Marketing
Railway Board