

Ministry of Railways letter F.No.TC-II/2003/2020/Refund Corona, dated 14.04.2020

CANCELLATION OF TICKETS, REFUND OF FARE, BOOKING OF TICKETS AND CLOSURE OF BOOKING COUNTERS.

Sub: Relaxation in provisions of refund rules 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.

1) Case-1 Train Cancelled by Railways

Refund can be taken across counter on submission of ticket upto three months from the date of journey.

E-Ticket: Auto Refund

2) Case-2: Train not cancelled. Passenger does not want to perform journey.

PRS Counter Ticket:

Ticket Deposit Receipt (TDR) can be filled within 3 months from the date of journey at the station.

TDR can be submitted to Chief Claims Officer / CCM Claims office for getting the refund within 60 days of filling of TDR subject to verification from train chart.

For passengers who want cancel ticket through 139 can get refund across the counter within 3 months from date of journey.

E-Tickets: Online cancellation facility available.

As a goodwill measure full refund will be given in this case to all passengers for both PRS counter ticket and E-tickets.

Sub: Suspension of all passenger ticket bookings till further orders

1. Suspension of booking of all types of tickets and closure of booking counters for both reserved / unreserved tickets till further orders.

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.

3. E-ticket booking facility for booking of reserved ticket shall remain suspended till further orders.

E-Ticket cancellation facility shall be available.

Sub: Full refund for cancellation of all already booked reserved ticket for journey period after March 2020.

i. Tickets cancelled prior to issuance of the instructions dated 27.03.2020.

For refund of the balance amount passenger shall file TDR 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.

ii. Tickets cancelled on or after issuance of the instructions dt 27.03.2020.

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.

E-tickets:

i. Tickets cancelled prior to issuance of the instructions dt 27.03.2020.

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.

ii. Tickets cancelled on or after issuance of the instructions dt 27.03.2020.

Full refund shall be payable in respect of all such cancellations for which provision has already been made.

Proforma for applying refund of cancellation/clerkage charges if any levied on cancellation of reserved tickets for journey period from 21.03.2020

To,
Chief Claims Officer / Chief Commercial Manager
_____ Railways.

Sub: Refund of cancellation / clerkage charge in any levied for journey tickets already cancelled for journey period from 21.03.2020.

Sir/Madam,

I have cancelled my journey tickets for the journey 21.03.2020 to till resumption of passenger service on which cancellation / clerkage was levied. Kindly refund the amount deducted, details of the tickets are as under:-

1. PNR No. (If Available) :
2. Train Name & Number :
3. Date of Journey :
4. Name of all passengers (as mentioned on the ticket along with valid ID proof of any one passenger)

5. From: To:
6. Class of Travel :
7. Mobile Number :
8. Date of cancellation of tickets:
9. Amount deducted as cancellation / clerakage charge for which refund sought:
10. Account number with IFSC code:
(optional for passengers who want the refund to be transferred directly in their account)
11. Complete postal address with PIN Code (for passengers who want the refund pay order to be sent through post)