

Central Railway

CCM [PM]'s Office
Mumbai CSTM

ADVANCE RATES NOTIFICATION NO. 29 OF 2017 (Cog)

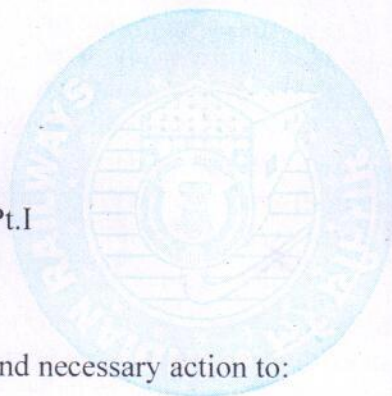
Sub: Failed refund cases for tickets issued using ^{SBT} SBO POS.

Ref: Railway Board's Commercial Circular No.12 of 2017, issued vide letter no. 2015/TC-I/10/P/DT (Pt.-II) dated 19/30.06.2017.

Please find enclosed herewith a copy of Railway Board's letter No. 2015/TC-I/10/P/DT (Pt.-II) dated 19/30.06.2017 (Comm. Circular No. No.12 of 2017) on the above subject for information and necessary action.

Please circulate the instructions to all concerned staff & ensure that the same are followed strictly.

Compliance of these instructions may please be issued



(Handwritten signature)

(V.S.Bandgar)
/CCM (PM)

Memo No. C/CRS/BB-430/POS/Pt.I

CCM [PM]'s Office
Mumbai CSTM

Date:14.07.2017

Copy forwarded for information and necessary action to:

DRM CSTM, BSL, NGP, SUR, PUNE

Sr. DCM/Sr.DFM -- CSTM/ BSL/NGP/SUR/PUNE

COM/CCM/CPTM/CPRO/SDGM/CAO/CPO/ CEE/CCM(PS)/CCM(FS)/CCO

DY.CCM(PS)/DY.CCM(FS)/Dy.CCM(FOIS)/Dy.CCM(Claims)/DY.CCO/DY.COM(Cog)/D

GM(G)/SCM(G) DY.CVO(T).

FA & CAO/ FA & CAO(T)/ SR. AFA(T)/ Insp /AFA (T) Cog.

ACM (Res) Cog/ACM(TC)/ACM(PM)/ ACM(Refund), ACM (Claims)AS(PG), Gen Sec.

IRCA, NDLS/TCO,NAB.

Sr. EDPM, CSTM / PZRTI BSL.

STATASTICAL BRANCH 5TH FLOOR N.A.BLD.

GM, CRIS, Mumbai, CCOR (HQ) GGM/IRCTC, NA Bldg. 2nd Floor CSTM.

Chief Cashier CSTM/ COS Rates (Cog) / DBS, CSTM/Hardware Supdtt.UTS/PRS

(Handwritten signature)
(V.S.Bandgar)
/CCM (PM)

(29)

GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)
(RAILWAY BOARD)

No.2015/TG-I/10/P/DT (Pt-II)

New Delhi, dated 19.06.2017
30

Chief Commercial Managers,
All Zonal Railways.

Sub: Failed Refund cases for tickets issued using SBI POS.

Ref: Commercial Circular No. 12 of 2017 dated 19.01.2017.

Complaints are being received for non-receipt of refund to the customers who have booked their tickets through POS. The facility of online refund has been commenced with effect from 25th of January, 2017. As already advised, the refund for tickets booked through POS prior to 25th of January, 2017 needs to be processed manually. For tickets booked after 25th of January, 2017, an online process of refund is in vogue as per Commercial Circular No. 12 of 2017 dated 19.01.2017. However, in the online process of refund, some of the refunds are getting failed primarily due to wrong RR/TID number.

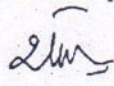
Cases of deduction of wrong amount and multiple swapping of card are also being reported by some Zonal Railways. It is reiterated that staff operating the POS need to be guided properly and trained in using the POS machines. The void button provided in POS can be used to cancel the transaction in such cases. In case of Non-issued tickets, deduction of wrong transaction amount through POS, multiple swapping, the void button can be utilized to nullify the POS transaction and credit the amount back to the customer's account. The void option needs to be exercised before closing the batch by the operator. If the batch has already been closed by the operator, the batch close summary (POS) can be compared with shift summary from PRS/UTS system. If the amount as per batch close summary of POS is more than the shift summary of PRS/UTS, the extra amount may be due to multiple swiping, wrong deduction etc.

Further, it is clarified that after batch closure, refunds for non-issued and special cancellations, double/multiple swapping, have to be granted manually after due verification of the records. The same procedure is to be adhered to in case of transactions where amount is charged but PNR is not generated due to system failure or amount is debited from customer's account but charge slip is not generated due to POS machine failure.

In some cases, the refunds are being processed successfully by the bank as indicated in refund validation file sent by the bank/service provider, however, the amount is not credited in customer's account. As informed by SBI, in such cases amount has been credited to the customer's bank and customer needs to contact his/her bank. The customer may be advised accordingly to get in touch with his/her bank and SBI contact person (Ms. Suchismita, contact no.- 9833313381, email id- suchismita.sadhu@sbi.co.in) for such cases.

In view of increasing number of such cases, you are requested to get the operators trained with the support of SBI and expedite resolution of the pending cases of refunds to avoid public complaints.

रेल मंत्रालय Ministry of Railways रेलवे बोर्ड आयुक्त सचिव (आर.सी.ओ.) जारी की तिथि: 19/06/2017 हस्ताक्षर Signature जारी की तिथि Date of Issue
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(Shelly Srivastava)
Director Traffic Commercial (G)
Railway Board