



CENTRAL RAILWAY
Chief Commercial Manager (PM)
PRS Building, 3rd & 4th Floor,
Mumbai CST - 400001

ADVANCE RATES NOTIFICATION No. 43 OF 2017 (Cog)

Sub:- 100% refund against e-ticket in case of train late by more than 3 hours and passenger not travelled.

Ref: - Railway Board's letter No. 2016/TG-I/42/Policy file/I
dt.22/09/2017.

Enclosed please find herewith a copy of notification issued vide Board's letter No. quoted in the reference on the above subject for information & necessary action.

Please circulate the instructions to all concerned staff and ensure strict compliance.

Encl-As stated.

(R.P.Gupta)

/Chief Commercial Manager (PM)

Memo No. . (C/636/R-Cog/ARN/2016 -2017)

Date:- 13/ 10/2017.

Copy forwarded for information & necessary action to :-

Sr.DCM-CSTM/BSL/NGP/SUR/Pune

FA&CAO/FA&CAO(T)/FA&CAO(F)/COM/CCM/CPTM/Principal Dir. Of Audit/DGM(G)
/CVO(T))/(CPRO....To publish the matter through various media)

CPO/CE/CME/Sr. EDPM /CCO/CEE/CCM (FM)/CCM (PS)/Dy.COM(Cog)/
PZRTI-BSL/GS, IRCA, New Delhi/ CGM-CRIS/GGM-IRCTC/

Sr. AFA (T)/AFA(T)Cog/SCM(G)/ACM(Ref/Cog.)/ACM
(T/C)/ACM(PM)/ACM(Reservation/ACM(HQrs)

OS-Refund/Claim/CRD/G/P/D/Time-Table, CCOR (Hqrs)/AOT(indent)/
CCI-PM/FM DBS-CSTM,

303 - 10
24/10/2017

GOVERNMENT OF INDIA (Bharat Sarkar)
MINISTRY OF RAILWAYS (Rail Mantralya)
(RAILWAY BOARD)

4 OCT 2017

No. 2016/TG-I/42/Policy file/1

New Delhi, the 22nd September, 2017

Chief Commercial Managers CR
All Zonal Railways.

Chairman & Managing Director
Indian Railway Catering & Tourism Corpn.
New Delhi.

Managing Director
Centre for Railway Information Systems
Chanakyapuri
New Delhi.

Sub: 100% refund against e-ticket in case of train late by more than 3 hours and passenger not travelled.

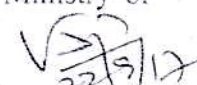
In terms of Rule-13 of Railway Passengers (Cancellation of Ticket and Refund of Fare) Rules, 2015, full fare is to be refunded to all passengers holding reserved, RAC and wait-listed tickets, if the journey is not undertaken due to late running of the train by more than three hours of the scheduled departure of the train from the station commencing journey subject to the condition that (i) the ticket is surrendered upto actual departure of the train; and (ii) in case of e-ticket the TDR is filed online before actual departure of the train for availing full refund.

While the passenger holding PRS ticket gets full refund on surrender of the ticket, in the case of e-ticket, passenger is refunded 50% of the due amount by IRCTC and remaining 50% is paid on receipt of confirmation of passenger not travelled from the concerned Zonal Railway.

In case of late running of trains by more than 3 hours, Ministry of Railways have now decided that the passenger can be paid full refund by IRCTC subject to fulfillment of the conditions stipulated in Rule-13 ibid i.e. confirmation of delay of train by more than 3 hours of the scheduled departure from the journey commencing station and actual time of departure of the train; confirmation of passenger not travelled (from EDR system); and filing of TDR upto actual departure of the train.

These instructions shall be made applicable from the date of issue of this letter.

This issues with the concurrence of the Finance Directorate of the Ministry of Railways.


(Vikram Singh)

Director Passenger Marketing
Railway Board

Copy to:-

1. All FA&CAOs and CCMs of Zonal Railways;
2. Dy. Comptroller and Auditor General of India (Railways), Room No. 224, Rail Bhawan, New Delhi;
3. Principal Director of Audit, All Zonal Railways