

CENTRAL RAILWAY

CCM (PM)'s Office  
Mumbai CSMT  
Dt. 14/06/2019

**ADVANCE RATES NOTIFICATION (ARN) No. 22 of 2019**


Sub: Refund modalities for settlement of outstanding refund claims over ICICI platform for tickets booked through UPI/BHIM payment system.(Ref : Commercial Circular No.75 of 2017 dated 17.11.2017).

Ref:- Railway Board's letter no. 2018/AC-II/45/17 Dated 31.05.2019

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Enclosed please find herewith a copy of notification issued vide Board's letter cited under reference, for information and necessary action. Please note and circulate the instructions to all concerned staff and ensure strict compliance.

Encl: as stated

  
(R.P. Gupta)  
ACM (PM)

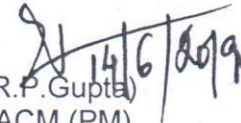
-/ Chief Commercial Manager (PM)

Memo no. C.CRS.BB-430.POS,Pt-II

CCM (PM)'s Office  
Mumbai CSMT  
Dt. 14/06/2019

Copy forwarded for information and necessary action to:-

Sr. DCM/Sr. DFM, CSTM, BSL, NGP, SUR, PUNE,  
FA&CAO/FA&CAO(T)/COM/CCM/CPTM/CPRO/PDA/DGM(G)/CVO(T)/CPO/CE/CME  
CSMT, Sr.EDPM/CCO/CEE/CCM(FM)/CCM(PS)/Dy.COM(Cog)/CGM-CRIS/PZRTI-  
BSL/GS,IRCA,NewDelhi/Sr.AFA(T) Cog/CGM- IRCTC/SCM(G)/ACM(Ref/Cog)  
/ACM(T/C)ACM(PS)/ACM(FM)/ACM(G)OF-Refund/claim/ CRD/G/P/FM/D/CCOR  
(Hqrs)/AOT(Indent)CCI-PM/FM/DBS-CSMT.

  
(R.P. Gupta)  
ACM (PM)

-/ Chief Commercial Manager (PM)

o/c

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Kindly Sign  
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13 JUN 2019

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

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No. 2018/AC-II/45/17

Dated 31.05.2019

Principal Chief Commercial Managers,  
All Zonal Railways.

Managing Director,  
CRIS, Chanakyapuri,  
New Delhi

DGM, Government Banking Unit,  
State Bank of India, Corporate Centre,  
2<sup>nd</sup> Floor, Main Branch Building,  
11, Parliament Street,  
New Delhi-110001

National Manager (Strategy & Policy),  
Institution Banking Group,  
ICICI Bank Ltd., NBCC Place,  
Bhishma Pitamah Marg,  
New Delhi-110003

**Sub: Refund modalities for settlement of outstanding refund claims over ICICI platform for tickets booked through UPI/BHIM payment system.**

**Ref: Commercial Circular No. 75 of 2017 dated 17.11.2017.**

The facility of booking Railway tickets at Railway ticket counters through UPI/BHIM as a payment option has been introduced wherein SBI and ICICI bank were mandated to provide acquiring services.

2. The refund procedure illustrated in CC 75 of 2017 was not effectively operationalised due to certain internal process challenges within SBI and ICICI. Based on the deliberations with CRIS, SBI and ICICI, it has been decided that CRIS will compile the zone-wise outstanding refund claims pertaining to ICICI bank and reconcile the settlement file of ICICI bank ( regarding receipt of amount of original booking) for admitting refund request and generating refund file.

3. The detailed refund modalities for settlement of outstanding refund claims over ICICI platform is as under:-

- ICICI (Acquiring Bank) shall share the settlement file of collection done with CRIS
- For cancellation requests received by CRIS for ICICI booking, CRIS shall do reconciliation in their system for such refund with settlement file.
- Subsequently, CRIS shall call ICICI Bank Refund API.
- CRIS shall provide SBI refund file for ICICI related transaction.
- SBI will pay the refund amount to ICICI Bank (instead of to the customer) and bank report will be treated as refund voucher for accountal in Station Balance Sheet.
- ICICI Bank will arrange refund to customers and generate refund reports to be shared with CRIS and SBI CMP for updation of record

4. Zonal Railways, CRIS, SBI and ICICI bank may implement the procedure to settle outstanding refund claims expeditiously. An action taken report may be sent to Board's office for information.

*pcem*

*Shelly*  
(Shelly Srivastava)  
Director Passenger Marketing  
Railway Board

*Sanjeev Sharma*  
(Sanjeev Sharma)  
Director Finance (Accounts)  
Railway Board

*38*  
*13/6*  
*Advise all concerned*