



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

By Regd. Post

Commercial Circular No. 13 of 2023

No.TC II/2003/2021/Refund on upgraded passengers (E-3370412) New Delhi, dated 14.08.2023

The Principal Chief Commercial Managers  
All Zonal Railways

MD/CRIS, Chanakyapuri/New Delhi

MD/IRCTC, New Delhi

Sub: Rationalisation of time limit for collection of refund of fare on tickets cancelled through 139 or through IRCTC

- Ref: 1. Commercial Circular no. 01 of 2023 dated 03.01.2023  
2. Commercial Circular no. 36 of 2016 dated 30.06.2016  
3. Commercial Circular no. 27 of 2016 dated 20.05.2016  
4. Commercial Circular no. 20A of 2016 dated 04.05.2016  
5. Commercial Circular no. 20 of 2016 dated 19.04.2016

In continuation of above instructions, Ministry of Railways have further decided to rationalize the time limit of collection of refund amount across reservation counters for PRS counter tickets cancelled through 139 or through IRCTC (including return journey tickets) upto 4 hours for the confirmed tickets and upto thirty minutes for RAC/WL tickets before the scheduled departure of the train.

Refund of fare as permissible can be collected on submission of original PRS counter tickets from any PRS counters of Indian Railways upto 4 hours before the scheduled departure of the train, as prescribed in the refund rules and changes made from time to time, in case of confirmed tickets and upto thirty minutes before the scheduled departure of the train, as prescribed in the refund rules and changes made from time to time, in case of RAC/WL tickets. Collection of refund amount beyond this time limit shall continue at journey commencing station or nearby satellite PRS locations identified by Zonal Railways as per the existing instructions. All other terms and conditions shall remain same.

2. The above shall be implemented w.e.f. 01.09.2023 on an experimental basis for six months. The impact of the above changes may please be furnished to this office by 01.02.2024.

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

4. CRIS and IRCTC may take necessary changes in this regard.

Ensure action accordingly and confirm.

(Vipul Singh)  
Director Passenger Marketing  
Railway Board.

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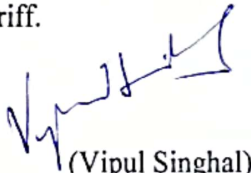
1. Dy. Comptroller & Auditor General of India (Railways), Room No.224, Rail Bhavan, New Delhi.
2. PFAs, All Zonal Railways
3. Director General of Audit, All Zonal Railways.

for Member Finance, Railway Board.

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Copy forwarded for information & necessary action to:

1. CRB & CEO, M(O&BD), Member Finance Railway Board.
2. PS/MR, PS/MoSR (D), PS/MOSR(J) for information to MR, MoSR (D) and MOSR(J).
3. ADV/MR, OSD/MR, OSD/Co-ordination/MR & Addl. PS/MR for information
4. PED(Vig), PED(A), EDTC(R), EDIP of Railway Board.
5. MD, Centre for Railway Information System (CRIS), Chanakyapuri, near National Rail Museum, New Delhi for necessary Software changes.
6. MD, IRCTC, 11<sup>th</sup> Floor, Statesman House, B-148, Barakhambha Road, New Delhi- 110 001.
7. Managing Director, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot No. 6, Sector 11, CBD Belapur, Navi Mumbai- 400 014.
8. Northern Railway, New Delhi for issue of necessary correction slips to Coaching Tariff.

  
(Vipul Singhal)  
Director Passenger Marketing  
Railway Board.