

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

Commercial Circular No. 18 of 2023

No.TC II/2003/2015/Refund Policy/1

New Delhi, dated 06.09.2023

The Principal Chief Commercial Managers
All Zonal Railways

MD/CRIS, Chanakyapuri/New Delhi

CMD/IRCTC, New Delhi


Sub: Automatic refund of difference of fare for e-ticket passengers in case lower class accommodation is provided during preparation of first chart.

Ref: Commercial Circular no. 65 of 2015 dated 06.11.2015

In continuation of above instructions, in order to reduce the compliance burden to individuals and to facilitate passengers, Ministry of Railways have decided to automate the process of granting refund of difference of fare to e-ticket passengers at the time of first charting where ever lower class of accommodation is allotted to passengers for want of accommodation in the class for which the ticket was issued. Accordingly, filing of online TDR shall not be required in such cases. IRCTC shall inform the passengers about such refund through SMS.

2. From now onwards, certificate by ticket checking staff shall not be issued to e-ticket passengers in such cases. However, for e ticket passengers, if lower accommodation is provided after first chart is already prepared in that case the existing rules including for issue of Certificate by Ticket checking staff shall be followed.
3. In case auto refund of difference of fare is initiated at the time of first charting but the passenger does not wish to travel in lower class, in that case they will either file TDR/Cancel the same as the case may be as per existing Rule.
4. Difference of fare shall not be refunded to the passengers, who have been provided accommodation out of Emergency quota.
5. For counter tickets/I tickets there shall be no change in refund process & issue of certificates by checking staff and shall continue as per the existing provisions.
6. The above shall be implemented with effect from 01.10.2023.
7. CRIS and IRCTC may take necessary changes in the software.
8. Zonal Railways shall ensure necessary action in this regard.

Ensure action accordingly and confirm.


(Vipul Singhal)
Director Passenger Marketing
Railway Board.

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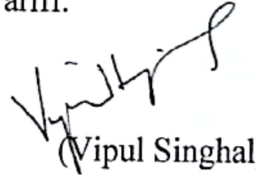


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Copy forwarded for information & necessary action to:

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. GM/PRS, Centre for Railway Information System (CRIS), Chanakyapuri, near National Rail Museum, New Delhi for necessary Software changes.
6. GGM/IT, 11th 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. PCCM/NR, New Delhi for issue of necessary correction slips to Coaching Tariff.



(Vipul Singhal)
Director Passenger Marketing
Railway Board.