

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

No.TC-I/2002/104/SCR/1(3317550)

New Delhi, dt. 8 .02.2023

CAO/FOIS
Camp: CRIS
Chanakyapuri
New Delhi-21


Sub: Process flow for refund in case of E-payment system

CRIS/FOIS may please refer the process flow for refund in case of E-payment system (copy enclosed).

The matter has been examined in consultation with Accounts and Finance directorates of Railway Board. The process flow for refund in case of Electronic Payment System designed by CRIS/FOIS has been found in order. The refund along with the Credit Note (required for GST Compliance) may be linked with ORR. The details of all refunds made should be sent to TA Office along with the Balance sheet for internal check. However, refunds shall be processed only after realisation of the outstanding dues if any, from the customer.

The pilot project may be launched over Central Railway, before implementation over all Indian Railways.

DA: *as above*


(Anshoo Pandey)
Director, Traffic Commercial(Rates)
Railway Board

Copy for information to:

- PCCM, All Zonal Railways
- PED/Accounts; EDF(C&PPP), Railway Board

