

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

No.TC-I/2023/efile/101/5/WRF(3435037)

New Delhi, dt.16.11.2023

Pr. Chief Commercial Manager
Pr. Financial Adviser
All Zonal Railways

Sub: Refund of WRF collected through IRCTC gateway

Ref: (i) Rates Master Circular/e-RD/2019/0 and its corrigendum No.2 dt.29.07.2021

(ii) Board's letter No.TC-I/2020/101/IronOre(3319155) dt.29.07.2021 & 20.05.2022

(iii) Board's letter No.TC-I/2023/efile/101/5/WRF(3435037) dt.26.10.2023

Several representations have been received from freight customers regarding refund of WRF pending for more than two years which were forwarded to concerned Zonal Railways. However, it has come to the notice of Board that cases pertaining to WRF collected through IRCTC gateway are still unresolved.

Please refer to Board's above letters under reference vide which guidelines have been prescribed for settlement of Wagon Registration Fee(WRF) after discontinuation of IRCTC payment gateway w.e.f.17.08.2021.

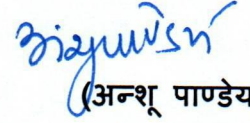
The matter has been reviewed and following methodology has been decided-

1. In terms of Board's letter dt.29.07.2021, it has been prescribed that the refunds for WRF collected through IRCTC shall be made through IRCTC only. However, for those refund cases of WRF collected through IRCTC payment gateway, where IRCTC certifies that the refund cannot be processed since the customer's bank account has been closed, will be processed through respective Zonal Railways.
2. For this purpose, FOIS in consultation with IRCTC will provide the indent-wise Master data containing details of party, WRF amount and zone for all balance WRF cases done through IRCTC. This may be made available to zonal railways. The total WRF amount of this Master Data should match with the balance funds available on this account with IRCTC and TA/NR.
3. If a refund is made by IRCTC to the customer, IRCTC will raise debits to Traffic Accounts Office, Northern Railways while referring to the Master Data entry for which refund has been made.
4. For those cases where IRCTC certifies that the WRF amount is available in the Master Data, however it is unable to make any refund due to closure of bank account, such cases will be processed by concerned Zonal Railways. The respective Zones will follow the extant guidelines for such refunds and will refer the Master Data before processing the payment.
5. After making the payment, the concerned Zone will raise the debit to Traffic Accounts Office, Northern Railways mentioning the Master Data entry for which refund has been made. Northern Railways shall then adjust the debit against WRF Deposit Suspense

balance. No amount shall be debited beyond the Master data either for IRCTC or for respective Zonal Railways.

Zonal Railways are requested to dispose off WRF refund cases in an expeditious manner.

This letter is issued with the concurrence of Finance (Commercial) and Accounts directorates of Railway Board.


(अन्शू पाण्डेय)

निदेशक यातायात वाणिज्य (दर)
रेलवे बोर्ड

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MD/IRCTC; CAO(FOIS)