

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAILWAY BOARD)

Commercial Circular No. 11 of 2007

TELEMAX/POST COPY

ISSUED ON 18.1.2007

The General Managers,
Central Railway, Mumbai.
Eastern Railway, Kolkata.
Northern Railway, New Delhi
N.E. Railway, Gorakhpur
N.F. Railway Guwahati
Southern Railway, Chennai
S.C.Railway, Secunderabad.
S.E. Railway, Kolkata
Western Railway, Mumbai

East Central Railway, Hajipur
EastCoast Railway, Bhubaneswar
North Western Railway, Jaipur.
North Central Railway, Allahabad.
South East Central Railway, Bilaspur
South Western Railway, Hubli
West Central Railway, Jabalpur.

No.TCII/2003/98/Rules (.) As per rule 213.14(1) of IRCA Coaching Tariff 25, Part I (Vol. I), when a train is terminated at some enroute station due to unforeseen circumstances, such as accidents, breaches & floods and the Railway administration is unable to carry the passenger to his/her destination station within a reasonable time by arranging transshipment or diversion or otherwise, full fare for the entire booked journey (without any deduction for travelled portion and without levy of cancellation charge) is refundable at the concerned en-route station where train service is terminated (.) **It is clarified that when the decision to terminate the train at enroute (on account of the above mentioned reasons) has been taken before departure of the train from the train originating station and the passenger still undertakes journey, full refund for the entire booked journey will not be given. In such a case, fare for the travelled portion is to be retained and the balance refunded as the fare for the untravelled portion** (.) It is further clarified that **full refund for the entire booked journey is to be given at the train terminating en-route station, only in those cases where the decision had been taken after departure of the train from its originating station** (.) Board desire that suitable instructions may, accordingly, be issued to all concerned immediately and a close watch may be kept in this regard (.) Matter most urgent (.) U. Hazarika/Railways (.)

(U. Hazarika)
Director Passenger Marketing
Railway Board.

