

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

No.TC II/2003/20/Refund/Covid/ER (E-3335930)

New Delhi, dated 05.01.2021

The Principal Chief Commercial Managers,
All Zonal Railways

Sub: Extension of time limit beyond six months for cancellation of PRS counter tickets and refund of fare across reservation counter for the journey period 21.03.2020 to 31.07.2020 (Only for cancelled regular time Tabled trains).

Ref: This office letters no. TC-II/2003/20/Refund Corona dated 21.03.2020, 27.03.2020, 14.04.2020 & 13.05.2020.

Vide instruction referred above dated 13.05.2020, comprehensive guidelines for cancellation of tickets and refund of fare, due to Covid-19 situation has been issued. As per instruction for trains cancelled by Railways, relaxation has been given for submission of PRS counter tickets upto six months from the date of journey (instead of 3 days excluding day to journey) and in case the PRS counter tickets cancelled through 139 or through the website of IRCTC, refund across the counter upto six months from the date of journey.

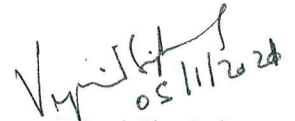
In view of requests received from Zonal Railways, the matter has been reviewed and it has been decided to extend the time limit beyond six months and upto nine months from the date of journey for cancellation of PRS counter tickets and refund of fare across reservation counter for the journey period 21.03.2020 to 31.07.2020 (Only for Regular time Tabled trains cancelled by Railways). In case of ticket cancelled through 139 or through IRCTC website the time limit for surrendering of such ticket for the above mentioned period across reservation counter upto Nine Months from the date of journey.

After lapse of six months from the date of journey, many passengers may have deposited the tickets to Claims office of Zonal Railways through TDR or through general application along with original tickets, full refund of fare on such PRS counter tickets shall also be allowed for such passengers.

This issues with concurrence of the Finance (Commercial) Directorate of the Ministry of Railways.

Wide Publicity through different media may be given.

Ensure action accordingly and confirm.


05/11/2021
(Vipul Singhal)


Director Passenger Marketing
Railway Board.

No.TC II/2003/20/Refund/Covid/ER (E-3335930)

New Delhi, dated 05.01.2021

Copy to:-

1. Dy. Comptroller & Auditor General of India (Railways), RoomNo.224, Rail Bhavan, New Delhi.
2. PFAs, All Zonal Railways
3. Principal Directors of Audit, All Zonal Railways.

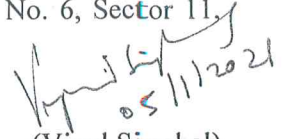

05.1.2021
for Member Finance, Railways.

No.TC II/2003/20/Refund/Covid/ER (E-3335930)

New Delhi, dated 05.11.2021

Copy forwarded for information & necessary action to:

1. PS/MR, EDCC, OSD/Member (O&BD) for information
2. GM/PRS, Centre for Railway Information System (CRIS), Chanakyapuri, near National Rail Museum, New Delhi for necessary Software changes.
3. Managing Director, IRCTC, New Delhi.
4. Managing Director, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot No. 6, Sector 11, CBD Belapur, Navi Mumbai- 400 014.



(Vipul Singhal)

Director Passenger Marketing
Railway Board.