

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

COMMERCIAL CIRCULAR NO. 5 OF 2012

No. TCII/2003/03/Refund/Computerisation N.Delhi, dated 11.1.2012

The Chief Commercial Managers,
All Indian Railways.

Sub: Computerized coaching Refund Scheme-EDR proforma

Ref: Board's Commercial circular No. 1 of 2004 dated 12.1.2004.

Computerized Coaching Refund Scheme was introduced in 2004. The purpose of this scheme is to enable expedite settlement of refund cases. It has come to notice that some misuse has been found while feeding of EDRs.

Board desires to make one additional column in the EDR Proforma for Passengers not turned up. The additional column is "Passenger to whom this berth is allotted", Name & PNR/EFT Number and at the end of the proforma Signature of TTE, Identity card Number. The revised standard proforma is enclosed. (Annexure-1).

Zonal Railways are requested to print the revised EDR proforma in sufficient quantity of EDR forms and supplied to TTEs.

It has also come to the notice of the Board that in some Railways TTEs are still submitting the EDRs in plain papers. It is reiterated that EDRs need to be filled on proper format and should be fed within prescribed time limit so as to enable expeditious disposal of coaching Refund cases. It may be ensured the instructions issued vide Board's Commercial Circular No.1 of 2004 dated 12.1.2004 may be followed.

Railways should ensure that the (Standard) Proforma enclosed with this letter may be printed and supplied to the concerned staff immediately. **The feeding of EDR in the revised Standard Proforma should be implemented latest by 15.3.2012. Instructions may be issued to staff (TTEs) to submit the EDRs in the revised Standard Proforma only.**

Necessary instructions may be issued to the staff concerned immediately.



(Dr. Monica Agnihotri)
Director Passenger Marketing
Railway Board.

PROFORMA

Annexure-1

EXCEPTIONAL DATA REPORT (EDR)

Name of TTE :

Beat :

Division to which attached :

Train No. & Date :

Coach I/D No :

(with Painted No.)

(Passengers not turned up)

S. No	Names of passengers	Age & Sex	PNR	Booked		Berth/ Seat No & Coach No.	Remarks	Passenger to whom this berth is allotted	
				From	To			Name	PNR/EFT No.

(A/C failure)

S. No	Names of passengers	Age & Sex	PNR	Booked		Berth/ Seat No & Coach No.	Remarks (stations between which AC failure occurred)
				From	To		

(Lower class travel)

S. No	Names of passengers	Age & Sex	PNR	Booked		Berth/ Seat No & Coach No.	Remarks (stations between which lower class travel occurred)
				From	To		

(Accommodation not provided)

S. No	Names of passengers	Age & Sex	PNR	Booked		Berth/ Seat No & Coach No.	Remarks
				From	To		

(Discontinuation of journey by passengers due to dislocation of train services)

S. No	Names of passengers	Age & Sex	PNR	Booked		Berth/ Seat No & Coach No.	Remarks
				From	To		

Signature of TTE: _____

I.Card No : _____

* The columns not filled should be scored out.
