

Government of India (Bharat Sarkar)
Ministry Of Railways (Rail Mantralaya)
Rail Bhawan

No.2004/TG-I/10/P/Concession/ITS

New Delhi, Dated: 19/11/2004

The Chief Commercial Managers,
All Zonal Railways

(Commercial Circular No. 45 of 2004)

Sub: Provision for exchange of an Internet Ticket with Student concession
Ticket at PRS terminals.

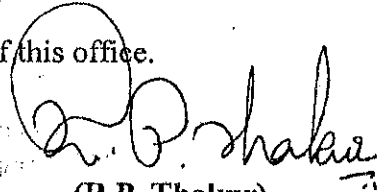
Presently, full fare tickets are permitted to be exchanged for student concessional ticket, if the passenger is eligible for a student concession. However, this facility is not available on tickets booked through Internet.

Ministry of Railways have decided that student concessions will be available on tickets booked through internet as students are regular users of internet. The full fare tickets can be exchanged with students' concessional ticket in the following manner: -

- a) The option presently available in PRS for exchanging fully paid ticket with student concession ticket will be enabled for Internet passengers also.
- b) Clerkage charges as applicable in case of PRS tickets will also be deducted for Internet ticket.
- c) The refund amount (difference of paid and payable alongwith clerkage charge) shall appear in IRFD/IRCTC daily refund file for Internet passengers. No cash refund will be permitted. The refund amount shall be credited to customer's account electronically.
- d) A fresh ticket with the revised fares shall be issued by collecting the old fully paid ticket and concession voucher for sending the same to Accounts office.
- e) The fresh concessional ticket will contain all information including concession number and IRCTC ticket features like "Internet ticket no cash refund".

Necessary action may be taken accordingly.

This issues with the approval of Finance Directorate of this office.


(R.P. Thakur)

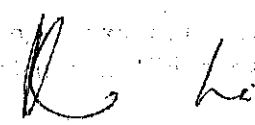
Director Passenger Marketing
Railway Board.

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Copy to:

FA & CAO, All Zonal Railways
Director (Audit) All Zonal Railways


For Financial Commissioner/Rlys

Copy to:

- i. Director/PRS, CRIS, Chanakayapuri, New Delhi
- ii. CCM (PS)s & CCM (PM)s of all Zonal Railways.
- iii. EDV (T), EDFC, OSD/TC, V (SS), TG-V branches of Railway Board.
- iv. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- v. The Principals, Zonal Training Centers, Central Railway/Bhusaval, Eastern Railway Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF Railway, Alipurduar, Southern Railway, Trichy, SE Railway, Sini, Western Railway, Udaipur.
- vi. General Secretary, national Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- vii. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- viii. Secretary General, Federation of Railway Officers Association (FROA), Room No.365-A, Rail Bhawan, New Delhi.
- ix. Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
- x. Secretary General, All India RPF Association, Room No.549, Rail Bhawan, New Delhi.