

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

Commercial Circular No. 6 of 2019

No.TCII/2003/2018/3/Refund

New Delhi, dated 07.02.2019

The Principal Chief commercial Managers
All Zonal Railways

Sub: Provision of linking of PNRs for two connecting Journeys and cancellation of such tickets and refund of fare rules in case of misconnection of trains.

Ref: Rule No. 13(3) of Railway Passengers (cancellation of Ticket and Refund of Fare) Rules 2015

As per rule no. 13(3) of Railway Passengers (Cancellation of tickets and refund of fare) Rule, 2015, cancellation of continued journey tickets and refund of fare in case of misconnection of subsequent trains due to late running of first train is made as under:-

'Where a passenger holding a ticket, with or without reservation, misses connection for continued journey by another train at any junction station owing to late running of the train by which he had been travelling, the fare for travelled portion shall be retained and the balance amount of ticket shall be refunded as the fare for untraveled portion, without levying any cancellation or clerkage charge, if he surrenders the ticket for such refund within three hours of the actual arrival of the train by which he had travelled and the refund shall be granted at the junction station.'

- Instances have occurred where due to non linkage of two PNRs for connecting journey, problems are faced by Railway Passengers for cancellation of ticket in case of misconnection of train due to late running of first train.
- In passengers interest, it has now been decided to allow linking of two PNRs for connecting journey for both e-ticket and PRS counter tickets or combination of both, without giving any telescopic benefit. Hence, facilitating rail passengers in case of misconnection of train due to late running of first train applicability of rule no. 13(3) of Railway Passengers (Cancellation of tickets and refund of fare) Rule, 2015 as mentioned in para 1 above.
- This scheme shall be implemented w.e.f. 01.04.2019.

5. Wide publicity should be given through different media at regular intervals and changes may also be updated on the different locations on the website of Zonal Railways, Indian Railways, CRIS, IRCTC website etc.

This issues with the concurrence of the Finance directorate of Ministry of Railways.

CRIS & IRCTC may make necessary changes in the software.

Necessary instructions shall be issued to the all concerned.



(Shelly Srivastava)
Director Passenger Marketing
Railway Board

No.TCII/2003/2018/3/Refund

New Delhi, dated 07.02.2019

Copy forwarded to:

1. Dy. Comptroller & Auditor General of India (Railways), Room No.224, Rail Bhavan, New Delhi.
2. Principal Financial Adviser, All Zonal Railways.
3. Principal Directors of Audit, All Zonal Railways.



For Financial Commissioner Railways

No.TCII/2003/2018/3/Refund

New Delhi, dated 07.02.2019

Copy forwarded for information & necessary action to:

1. CCM(PM)s, All Zonal Railways.
2. CRB, MT, FC, Secretary Railway Board.
3. Adv (Vig), EDF(C), ED(C&IS), DPR Railway Board.
4. Managing Director, Centre for Railway Information System (CRIS), Chanakyapuri, New Delhi.
5. Managing Director, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot No.6, Sector 11, CBD Belapur, Navi Mumbai-400 014.
6. CMD, IRCTC, B-148, 11th Floor, Statesman House, Barakhamba Road, New Delhi.



(Shelly Srivastava)
Director Passenger Marketing
Railway Board