

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No.2015/TG-I/10/P/Payment through electronic means(Pt.II)

New Delhi, dated 19.01.2017

**The General Managers
All Zonal Railways.**

MD/CRIS, Chanakyapuri, New Delhi.

MD/IRCTC, Parliament Street, New Delhi

(COMMERCIAL CIRCULAR NO. 12 OF 2017)

Sub: Procedure regarding refund/Cancellation of PRS and UTS tickets booked through POS.

**Ref: Railway Board's letter of even number dated 12.01.2017
(Commercial Circular no.8 of 2017)**

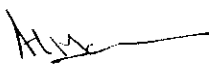
Reference Board's letter of even number dated 12-01-2017 stipulating procedure for feeding data for booking of tickets through Point of Sale (POS) machines installed by SBI at different locations.

For refund, the RRN shall be the reference number. In case of wrong feeding of RRN, it will not be possible to process the refund. Correct feeding of RRN is thus of utmost important for proper accountal and refund process. In continuation of the above mentioned commercial circulars, the following procedure is laid down with regard to cancellation of the tickets booked through these POS machines.

1. Cancellation cum refund procedure for UTS/PRS tickets booked using SBI POS for payment:

Refund of PRS/UTS tickets shall be done using the offline process as detailed below:

- i) The offline process of refund shall be followed in case of tickets booked using SBI POS for payment which means that the refund amount shall be credited to the account of card holder without any need to swipe his card at the time of cancellation at the counter.
- ii) The customer can approach any counter anywhere for cancellation of ticket booked from SBI POS. Needless to mention that PRS ticket can be



cancelled only at any PRS/PRS cum UTS counter and UTS ticket shall be cancelled only at any UTS/PRS cum UTS counter. The ticket can be cancelled at non POS location also.

iii) **Responsibilities of the Booking/reservation clerk**

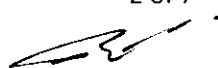
- a. The booking/reservation clerk shall follow the existing procedure for cancellation of the ticket except no cash refund should be made. The ticket shall be cancelled and accounted for in the PRS/UTS application as the case may be.
- b. The booking/reservation clerk needs to ensure that if customer approaches a counter for cancellation of ticket issued from SBI POS, he should not swipe the card. CRIS shall do changes in software to alert operator not to swipe the card as refund would be given offline.

iv) The print of cancelled PRS ticket would have a message indicating that “**Electronic Refund**” for the information of the customer. The customer may also be informed verbally or through information board that the refund shall be credited to the account of card holder within 7 days.

v) **Responsibilities of CRIS/SBI**

- a. A ‘refund file’ shall be generated by CRIS on T+1 day for each ‘SBI Service provider’ in the format as at Annexure A. This will be uploaded on CRIS dashboard on daily basis which shall be downloaded by the respective SBI service provider to process the refund. Here, T is that day on which ticket has been cancelled.
- b. The SBI service provider through whose POS the ticket was booked shall process the refund for crediting the refund to the customer account and upload a refund validation file with refund status at CRIS dashboard against the refund file for each transaction date. The refund validation file format is enclosed as Annexure-B.
- c. Thereafter, the SBI service provider shall debit Railway pooling account being maintained with SBI for respective zonal railways.
- d. SBI shall provide statement for each credit and debit transaction to Railways as per format given in Annexure C.
- e. CRIS shall process the refund validation file to provide MIS for refund reconciliation and accounting. The format for MIS file is enclosed as Annexure-D.

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- vi) The same procedure shall be followed in case of partial cancellation of the ticket.
- vii) In case of cancellation is advised by the customer on 139, cancellation can be done as per existing process and the refund shall be processed only after submission of ticket at the counter.
- viii) In case of Non issue transaction the operator has to use void option available in POS. This transaction shall not be processed for offline refund; Operator has to ensure correct feeding of invoice number to void the last transaction. The invoice number is printed on the 'charge slip' printed by the POS machine for every transaction.
- ix) The modification in ticket like pre-ponment or post-ponment of journey shall not be allowed on tickets issued for time being.
2. In case , the cancellation amount does not match with refund amount as some refund may fail due to card block, account close, wrong RRN etc an exception report may be generated and this issue may be taken up with SBI for making necessary adjustment separately.
3. IRCTC customer care dealing with the refund issues of e-tickets is entrusted with the responsibility to address refund related complaints of tickets issued using POS. The IRCTC shall have to coordinate with SBI, CRIS and concerned Zonal Railways to monitor the processing of refunds on daily basis and to resolve the issues/complaints in expeditious manner.
4. **Cancellation cum refund procedure for PRS tickets issued from POS of other banks**

There are around 75 POS machines which were operational at different locations of Indian Railways prior to awarding contract for installing 10,000 POS machines to SBI. The refund is processed through online method in some of these POS machines, wherein, the customer needs to swipe his credit/debit card at the POS machine at the time of cancellation of the ticket and the due refund amount as fed by the booking/reservation clerk is credited to the account of the card holder. However, this process of refund is possible only at locations having POS machines of the same bank from whose POS the payment was made at the time of booking. At non PoS locations, the Ticket Deposit Receipt (TDR) is issued to affect the refund. In case of the POS of other banks, the extant procedure shall continue till further advice. However, the refund of the ticket issued using SBI POS shall not be processed by swiping the card on non SBI POS. While cancelling the ticket, the system shall prompt the booking clerk about the POS (SBI or other bank) which was used at the time of booking and advice the booking clerk not to swipe the card.


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The zonal railways, which have entered into agreement with other banks, may advise the concerned bank to adopt above offline process as explained in Para 4.0 for refund in due course of time.

This issues with the concurrence of the Finance and Accounts Directorates of the Ministry of Railways.


(Amit Kumar Jain)
Director Traffic
Commercial (G)
Railway Board


(T.D. Dwivedi)
Director Finance
(Accounts)
Railway Board


(Rabindra N. Mishra)
Director Finance
(Commercial)
Railway Board

No.2015/TG-I/10/P/Payment through electronic means(Pt.II)

New Delhi, dated 18.01.2017

Copy forwarded to:

1. ADAI (Railways), New Delhi with 36 spares.
2. FA & CAOs, All Indian Railways.
3. Principal Director of Audit, All Indian Railways.
4. Chief Commercial Managers, All Indian Railways.

Copy to:

1. CCM/PMs and CCM/PSs, all Zonal Railways.
2. ADG(PR), EDV (T), EDFC, DF(C), DFM, PPS/FC, OSD/TC, F(C) & V(SS) branches of Railway Board.
3. General Manager/PRS, CRIS, Chanakyapuri, New Delhi.
4. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
5. The Principals, Zonal Training Centers, Central Railway/Bhusaval, Eastern Railway/Bhuli/Dhanbad, Northern Railway/Chandausi, NE Railway/Muzaffarpur, NF Railway/Alipurduar, Southern Railway/Trichy, South Central Railway/Maula Ali, SE Railway/Sini, North Western Railway/Udaipur.
6. Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Lucknow 226 011.
7. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
8. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
9. Secretary General, Federation of Railway Officers Association (FROA), Room No.370, Rail Bhawan, New Delhi.
10. Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
11. Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
12. CTM, Metro Railway, Metro Rail Bhawan, 33/1, J L Nehru Road, Kolkata-71.

File Formats**Refund File**

The format of refund file shall be as follows:

refund_<PaymentMode>_<Bankprovider>_<Service
provider>_<Application>_<Date>_<version no>.txt

for e.g.

refund_POS_SBI_WL_UTS_20120312_V1.txt

Field Name	Data Type & size	Notes
TID	varchar(8)	POS ID on which card has been swiped for booking
RRN	Number(12)	Bank RR_Number received against booking
Last_four_digit_of_card	Number (4)	Last Four digits of card
Refund_txn_date	Date	Cancellation Transaction Date in YYYYMMDD format
Ticket_txn_id	Varchar(21)	Unique transaction id for refund of ticket
Booking_txn_amount	Number (9,2)	Transaction Amount; in Decimal format [for e.g. 100.00 shall be 100.00]
refund_amount	Number (9,2)	Amount to be refunded; in Decimal format [for e.g. 100.00 shall be 100.00]
Rly_ZONE	Varchar (2)	Cancellation zone where Refund is to be processed, NR,SR etc.
Rly_bank_ac_no	Number(16)	Bank Account Number of Railway for settlement

For example:

DL000001,214000000123,0064,20161216,122NBPA005UAA00000011,100.00,70.00,
NR,00003456123897

File Formats**Refund Validation File**

File format

refundvalidation_<PaymentMode>_<Bankprovider>_<Serviceprovider>_<Application>
<Date><version no>.txt

for e.g.

refundvalidation_POS_SBI_WL_UTS_20120312_V1.txt

Field Name	Data Type & size	Notes
TID	varchar(8)	POS ID on which card has been swiped for booking
RRN	Number(12)	Bank RR_Number received against booking
Last_four_digit_of_card	Number (4)	Last Four digits of card
Refund_txn_date	Date	Cancellation Transaction Date in YYYYMMDD format
Ticket_txn_id	Varchar(21)	Unique transaction id for refund of ticket
Booking_txn_amount	Number (9,2)	Transaction Amount; in Decimal format [for e.g. 100.00 shall be 100.00]
refund_amount	Number (9,2)	Amount to be refunded; in Decimal format [for e.g. 100.00 shall be 100.00]
Rly_ZONE	Varchar (2)	Cancellation zone where Refund is to be processed, NR, SR etc.
Rly_bank_ac_no	Number(16)	Bank Account Number of Railway for settlement
Bank_Refund_Txn_ID	Varchar(15)	Bank RefundTxn ID
Refund_processing_date	Date	Refund processing Date , YYYYMMDD
Status	Varchar (15)	Refund Processed Status; S or F For Success and Failure respectively
Remarks	Varchar(255)	Success or Reason of Failure

For example:

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DL000001,214000000123,0064,20161216,122NBPA005UAA00000011,100.00,70.00,
 NR,00003456123897,bankrefid123 ,20161216,S,completed successfully.

Annexure - C

Account wise Bank Credit/ Debit Report

Date	FA & CAO Account Number	Service Provider	Booking Txns	Booking Amount	Bank Refund Txns	Bank Refund Amount	Net Amount

Annexure D

Pending Refunds

Cancellation Txn Date	Service Provider	Total Refund Txns	Total Refund Amount	Actual Refunded Txns	Actual Refunded Amount	Pending Txns	Pending Amount

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**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No.2015/TG-I/10/P/Payment through electronic means(Pt.II)

New Delhi, dated 20.01.2017

The Chief Commercial Managers
All Zonal Railways

Sub: Refund for tickets issued using SBI POS

Ref.: Commercial Circular No. 12 of 2017 dated 19/01/2017.

With reference to Commercial Circular 12 of 2017, it is to inform you that the refund functionality is likely to be implemented w.c.f 23/24.0.2017 (mid-night) subject to successful testing of software by CRIS. The date and time of actual implementation will be intimated by CRIS and Commercial Control. Railways are advised to take following actions immediately in this regard :

1.0 Refund Fee:

As jointly agreed between Railways and SBI, the following refund fee will be charged by bank for effecting the refund:

Value of transaction	Refund Fee
Upto Rs 1,000	Rs.5/-
More than Rs 1,000	Rs.10/-

The refund fee will be deducted by the bank directly from the amount payable to the customer. This information shall be conspicuously displayed at the counters having POS machines

2.0 Applicability

The offline procedure for refund as envisaged in Commercial Circular no.12 of 2017 will be applicable for the tickets issued after implementation of refund functionality in the system by CRIS. For tickets issued prior to implementation of refund functionality, the TDR method of refund will have to be followed.

3.0 IRCTC Customer care

IRCTC has been advised to operate a Customer Care cum Monitoring cell to deal with complaints related to tickets issued using SBI POS. Number/email ID will be advised separately.

4.0 Feeding of TID number

The Terminal Identification (TID) numbers of all POS machines shall be fed into the PRS/UTS system by respective consoles else offline processing of refund will not be possible.


5.0 Correct feeding of RRN

The correct feeding of RRN (12 digit reference number printed on charge slip) is essential as RRN will be reference for effecting the refund. Booking clerks need to be advised to be careful while feeding RRN in the UTS/PRS systems. The RRN will be printed on PRS ticket. However, it will not be possible to print RRN on UTS ticket due to space constraint.

In case of PRS tickets, the customer may also be requested (verbally as well as display at booking window) to cross check the RRN printed on the ticket and on the charge slip.

6.0 It will take 3-7 days to process the refund. The customer seeking refund may be advised through display board that the refund amount after deducting refund fee of the bank will be credited to his/her account within 7 days.

All Zonal Railways are requested to ensure compliance of the instructions.


(Amit Kumar Jain)
Director Traffic Commercial (G)
Railway Board