

**GOVERNEMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)
(RAILWAY BOARD)**

No.2002/TG-I/10/P/UTS Pt. New Delhi, dated .2.2007

**Chief Commercial Managers
All Zonal Railways.**

Sub: Unreserved Ticketing System (UTS).

(Commercial Circular No 14 of 2007)

Please refer to this office letter of even number dated 24.9.2002(Commercial Circular No.81 of 2002) regarding Rules & Procedures for Unreserved Ticketing System. In last para of above mentioned circular (which pertains to refund), in item (ii) it has been advised that for the current journey day tickets which are offered for refund, the refund should be given at the journey originating stations only, after deducting the clerkage charges. Due to this provision, complaints are being received by the zonal railways as passengers are inconvenienced and unable to get refund on UTS tickets.

Accordingly, the matter has been reviewed in this office and it has been decided that on the day of journey, refund of tickets issued through UTS should be permitted at ticket issuing station or at the cluster stations.

**(U.Hazarika)
Director Passenger
Marketing
Railway Board**

Copy to : GM/PRS, CRIS, Chanakya Puri, New Delhi.