

Pl. D. S. S. S.
C. S. S. S.
9/2/2000

S. M. 14

Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralaya)
Railway Board

No. 99/TG.I/42/P

New Delhi, Dated 10-02-2000

The Chief Commercial Managers,
All Zonal Railways.
(Except Central Railway).

COMMERCIAL CIRCULAR NO. 4

Sub: Provision of computerised PRS enquiry terminals in the refund offices.

Please refer to this office letter No. TC-II/2003/89/Rules/Pt.3 dated 09-11-1998 wherein instructions were issued to all Zonal Railways to delegate the powers for granting refunds to the nominated CRSs/Dy.S.S.(Commercial) on your Railway to ensure speedy disposal of refund cases. However, still a large number of refund cases are pending with many Zonal Railways.

On Central Railway, it has been observed that by providing computerised Passenger Reservation System enquiry terminal in refund office, the number of pending refund cases has reduced considerably. Ministry of Railways, therefore, desire that other Zonal Railways should also provide one computerised Passenger Reservation (PRS) terminal in their refund offices from within the existing resources, to ensure speedy and instant (on the spot) disposal of refund cases.

A copy of the procedure order issued by Central Railway along with them for 'A' and 'B' is enclosed for ready reference.

- ① Eastern Rly. Calcutta
- ② N. Rly. New Delhi
- ③ N.E. Rly. Gorakhpur
- ④ N.W. Rly. Guwahati
- ⑤ S.E. Rly. Calcutta
- ⑥ S. Rly. Chennai
- ⑦ S.C. Rly. Secunderabad
- ⑧ W. Rly. Mumbai

(P.K. Goel)

Executive Director, Passenger Marketing
Railway Board

9c

CENTRAL RAILWAY,

No.C-5.1/Y/Office Order/Oct.99/

Dated. 05.10.99

Sub: Refund on passenger tickets by CCM Refund
Coaching section of Central Railway ---
PROCEDURE ORDER.

At present, refunds are arranged by coaching Refund Section
as under:-

- a) Spot refunds.
 - b) Refunds through Station Pay Orders.
 - c) Refunds through cheque/Money orders by FASCAO(T).
2. The format enclosed as Annexure 'A' should be adopted for arranging spot refunds.
 3. The format enclosed as Annexure 'B' should be used for arranging refunds other than spot refunds.
 4. Format 'A' should be prepared in duplicate viz. one office copy and one for S.M. and format 'B' in triplicate in case the payment has to be arranged by FASCAO(T) viz. one office copy, one for claimant and one for FASCAO(T)
 5. The legent "P.Order No. _____ date _____ amount Rs. _____" should be rubber stamped on journey tickets on which refunds are arranged prior to signing the pay order to ensure that duplicate payments are not arranged.
 6. The spot refunds sheet should be numbered separately as under:
Month. Year. Number.
 7. Spot refund calculation-cum order sheets should be filed in serial order on spot refund file and a separate file need not be opened for each case.
 8. The existing forms viz.CCM 558 T & 2/Y-2 should be discontinued.
 9. The existing numbering & filing system for other than spot refunds cases shall continue.
 10. Spot refund cases should also be indexed.
 11. Ticket No. should be mentioned on the Pay Order/Station Pay Order.

(MARLINDRA SINGH)
C.C.M. (S.M.)

CENTRAL RAILWAY.FORMAT 'A'.SPOT REFUND.

Month/Year. No. Date.

1. Name of Applicant:-

2. Address. :-

3. Details of tickets:-

From:-

To:-

PNR No.

Class:-

Date of journey:

Fare-

4. Ticket(Reasons for Refund):-

a) Not travel

d) Lower Class.

b) Partial travel

e) Less No. of persons travelled.

c) AC Failure.

f) Others.

5. TDR Guard's Certificate No. if any:-

Refund Due.

	<u>Full</u>	<u>Half</u>	<u>Others.</u>
1. Fare collected :			
2. Reason for Refund :			
3. Refund at :			

50% - -

25% - -

Cancelled -

Clerkage -

Total:

Name of Dealer:

Signature

Date

Refund of Rs.

Sanctioned

P.O.No.

Date

issued.

Received P.O. for Rs.

Signature:-

A.C.M. (RC)

Name of the Claimant.

Copy to:- Station Manager

Pay order of Rs.

is enclosed for arranging Refund.

/ Chief Comm. Manager.

CENTRAL RAILWAY

No.1-641/Y/

Office of the
Chief Commercial Manager
MUMBAI CST

Date:- January-2000

FORMAT 'B'

1. Details of Tickets :-

From: To : Class:

2. Reason for refund.

Ticket at page No.-

Party's application at Page No.

TDR/GC at Page No.

3. Refundable amount worked out as under :-

4. Fare collected Rs. _____

5. Refund at .. 50%
25%
Cancellation
charges
Clerkage
charges
Total :

6. Net amount refundable : Rs.

7. P.O./S.P.O.No. _____ Date _____

8. Name of dealer :

Signature :

9. ACM(R/C)

Forwarded to:-

1. FA&CAO (T)-Pay Order No. _____ for Rs. _____
is enclosed for issuing cheque for Rs. _____

2. Station Pay Order No. _____ for Rs. _____
is enclosed to be encashed at _____ station.

3. Strike out which ever is not applicable.

M/s. _____
for information.

for Chief Comm. Manager

मध्य रेल

फार्म "जी"

फाइल संख्या:

दिनांक:

॥ 1 ॥ टिकट का ब्यौरा: _____ से _____ तक _____ श्रेणी

गाडी क्र. _____ दिनांक _____

॥ 2 ॥ धनवापसी का कारण : टिकट पु. सं. _____ पर
पाटों का आवेदन पु. सं. _____ पर
टिकट जमा रसीद/गार्ड प्रति _____ पर

॥ 3 ॥ क॥ यात्री से सूचना न मिलने तक कार्रवाई न की जाए, क्योंकि फार्म पर नाम और पता नहीं है।

ख॥ _____ काटकर _____ श्रेणी मेल/साधारण
किराया _____ से _____ तक ॥ _____ कि.मी. ॥

ग॥ निर्धारक का विशेष कथन _____

॥ 4 ॥ देय धनवापसी का हिसाब नीचे लिये अनुसार है।

॥ 5 ॥ लिया गया किराया रु. _____

पुरा टिकट आधा टिकट अन्य

॥ 6 ॥ धनवापसी 50% पर
धनवापसी 25% पर
रद्दीकरण प्रभार -
लिपिकीय प्रभार -

कुल: _____

॥ 7 ॥ लौटावी जानेवाली शुद्ध रक्कम रु. _____

॥ 8 ॥ भुगतान आदेश/स्टेशन भुगतान आदेश सं. _____ दिनांक _____
॥ पीसी/एसपीओ नं. ॥

॥ 9 ॥ संबंधित कर्मचारी का नाम :

हस्ताक्षर

सहायक वाणिज्य प्रबंधक [धनवापसी/कोचिंग] निम्न को अंग्रेषित :-

४ वि. स. एवं मु. ले. अधि. [टी] _____

रु. _____ का भुगतान आदेश क्रमांक _____

रु. _____ का चेक जारी करने के लिए संलग्न है।

४ रु. _____ का स्टेशन भुगतान आदेश संख्या _____ संलग्न है।

४ जो लागू न हो, उसे काट दें।

मेसर्स _____ को सूचनार्थ।

CENTRAL RAILWAY.

Format 'A'.

SPOT REFUND

Month/Year

No.

Date:

1. Name of Applicant :

2. Address :

3. Details of Ticket:-

From:..... To:.....

PNR No..... Class:.....

Date of journey..... Fare.....

4. Tick Reasons for Refund:

A) Not travel

D) Lower Class.

B) Partial Travel

E) Less No. of persons Travelled.

C) A.C. Failure

F) Others.

5. DR/Guard's certificate No. if any :

REFUND DUE

Full

Half

Others.

1. Fare collected:

2. Reason for Refund

3. Refund at : 50% ...

25% ...

Cancell ...

Clerkage ...

Total: ...

4. Name of Dealer :

Signature

Date

Refund of Rs.

Sanctioned.

P.O. No.

Dated

Issued at

Received P.O. for Rs.

A.C. (R/C).

station.

Signature

Name of Claimant

C E N T R A L R A I L W A Y

(Refund Sheet)

File No. 641/4/08482/B1

Date JANUARY 27-2000

1. Name of the Applicant : C DIAS

2. Address : MB 400049

3. Details of Ticket :-

PNR No. : 4103980025 From : ERSC To : CL Class : 2A
 Date of journey : 16-01-20 Partially Travelled From : ERS To : CL

4. TDR/ Guard s Certificate No. if any : 041567 Dated 21-01-20

5. Reason for refund :- Partially used Ticket

6. Refundable amount worked out as under :-

Full Refund granted because PARTY TRVL'D IN LOWER CLASS

Fare collected	Rs. - 3392/-
Fare Deducted due to Partial Trv.	Rs. - 2138/-
Total	Rs. - 1254/-

7. Net amount Refundable Rs. - 1254/-

8. P.O. /S.P.O. No.
at

Station

Dated 27- 1-2000 issued, payable

9. Name of Dealer : PARMAR

Signature

10. Sanctioned Rs. - 1254/-

A.C.M. (Refund Coaching), CSTM

Forwarded to (*) FA&CAO (T) . Pay order No.
 for Rs. - 1254/- is enclosed for
 issuing cheque for Rs. - 1254/-

(*) Station Pay Order No. for
 Rs. - 1254/- is enclosed.

Shri C DIAS for information.

(*) Strike out whichever is not applicable .

Chief Comm'l. Manager (Refund Coaching) -31-

CENTRAL RAILWAY

(Refund Sheet)

File No. 641/4/08482/B1

Date JANUARY 27-2000

1. Name of the Applicant : C DIAS

2. Address : MB 400049

3. Details of Ticket :-

PNR No. : 4103980025 From : ERSC To : CL Class : 2A
Date of journey : 16-01-20 Partially Travelled From : ERS To : CL

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Fare collected	Rs. - 3392/-
Fare Deducted due to Partial Trv.	Rs. - 2138/-

Total	Rs. - 1254/-
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7. Net amount Refundable Rs. - 1254/-

8. P.O. /S.P.O. No. Dated 27- 1-2000 issued, payable
at Station

9. Name of Dealer : PARMAR Signature

10. Sanctioned Rs. - 1254/-

A.C.M. (Refund Coaching), CSTM

Forwarded to (*) FA&CAO (T) . Pay order No.
for Rs. - 1254/- is enclosed for
issuing cheque for Rs. - 1254/-

(*) Station Pay Order No. for
Rs. - 1254/- is enclosed.

Shri C DIAS for information.

(*) Strike out whichever is not applicable .

Chief Comm'l. Manager (Refund Coaching)
C. Rlv. Mumbai CSTM