

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

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F No. TC-II/2003/2020/Refund Corona

New Delhi, dated 22.06.2020

The Principal Chief Commercial Managers,  
All Zonal Railways.

**Sub: Refund of the tickets booked in regular time-tabled trains  
in operations prior to lock down.**

**Ref: i. Message No. DTP/2020/05/025 dated 11.05.2020.**

**ii. TC-II/2003/2020/Refund Corona dated 13.05.2020.**

1. Vide above referred message of Coaching Directorate, regular time-tabled passenger services including Mail/Express, Passenger and Suburban services have been cancelled until further advice.
2. Vide letter of even number dated 13.05.2020, instructions were issued for cancellation & full refund of tickets booked in the regular time-tabled trains booked for journey upto 30.06.2020. Competent authority has further desired that all the tickets booked for the regular time-tabled trains for the journey date from 01.07.2020 to 12.08.2020 may also be cancelled and full refund generated as per provisions referred to in the letter at (ii) above i.e. TC-II/2003/2020/Refund Corona dated 13.05.2020.
3. Special Rajdhani & Special Mail/Express train services started w.e.f. 12.05.2020 & 01.06.2020 respectively shall, however, continue to operate.

Director Passenger Marketing  
Railway Board

Director Passenger Marketing  
Railway Board

Copy forwarded for information and necessary action to:

- i. MD/CRIS, Chanakyapuri, New Delhi
- ii. CMD/IRCTC, 11<sup>th</sup> Floor, Statesman House, B-148, Barakhamba Road, New Delhi-1

Special Rajdhani & Special Mail/Express train services started w.e.f. 12.05.2020 & 01.06.2020 respectively shall, however, continue to operate.

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

FAX/COIS MAIL  
ISSUED ON 25.06.2020

**THE GENERAL MANAGER**  
**INDIAN RAILWAYS**

**COPY TO:**  
**PCOM & CPTM/INDIAN RAILWAYS & /KRCL**

Message no. DTP/2020/06/168

**Sub:** Refund of the tickets booked in regular time-tabled trains in operation prior to Lock down-**cancellation in ICMS to enable refunds-regarding.**

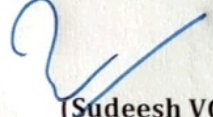
**Ref:** F.No. TC.II/2003/2020/Refund Corona, New Delhi dated 22.06.2020 of Director Passenger Marketing, Railway Board. (copy enclosed)

Vide above referred letter of commercial Directorate, it was instructed that all tickets booked for the regular time-tabled trains for journey dates from 01.07.2020 to 12.08.2020 may be cancelled and full refunds generated. In order to facilitate refunds, it is instructed that these trains be cancelled in ICMS by Zonal Railways. The special Mail/Express trains shall continue to be operated.

Zonal Railways are advised to ensure immediate compliance of the above instructions. Confirm action taken.

**REDDY/RAILWAYS (.)**

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(Sudeesh VC)  
Director/TT/Punctuality  
Railway Board

**Copy to:** AM/Traffic, AM/Commercial, AM/T&C, EDPM, MD/IRCTC, ED/IP, PS/CRB, PPS/MT, PPS/MRS, PPS/MTR, PPS/FC, PPS/ME, PPS/MS and PPS/AM Staff.