

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

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

New Delhi, dated 21.03.2020

The Principal Chief Commercial Managers,  
All Zonal Railways.

Sub: Relaxation in certain provisions of Refund Rule in wake of Government advisory to avoid overcrowding and maintain social distancing in wake of Covid-19.

In wake of Govt. advisory to contain the spread of Caronavirus COVID-19, it is advised to avoid crowding and maintain social distancing. Accordingly Indian Railways has decided to relax Refund Rules for PRS counter generated tickets as a special case.

(i) All rules for e-ticket remain same as passenger does not need to come to Station for refund of ticket.

(ii) This relaxation is for 3 months journey period i.e from 21st March - 21st June 2020.

1) CASE 1- Train cancelled by Railways for journey period 21 March - 21st June 2020.

• Refund across counter can be taken on submission of Ticket upto 3(three) months from date of journey. (Instead of extant rule of 3 days excluding day of journey)

2) CASE 2: Train NOT cancelled. Passenger does NOT want to perform journey.

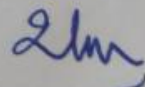
• TDR ( Ticket Deposit Receipt) can be filed within 3 months from date of journey at the station. (Instead of extant rule of 3 days)

• TDR can be submitted to CCO/ CCM Claims office for getting the refund with 60 days of filing of TDR subject to verification from Train chart. (Instead of extant rule of 10 days)

3) For passengers who want cancel ticket through 139 can get refund across the counter within 3 months from date of journey. (Instead of extant rule of upto scheduled departure of the train).

PASSENGERS ARE ADVISED TO AVAIL THE FACILITY AVOID COMING TO RAILWAY STATION DURING SPREAD OF VIRUS.

Ensure action accordingly and confirm. Also Wide publicity should be given in this regard.



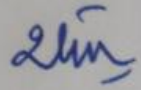
(Shelly Srivastava)  
Director Passenger Marketing-III  
Railway Board

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Copy forwarded for information & necessary action to:

1. CRB, MT, ME, FC, Railway Board for information.
2. EDIP, Railway Board for wide publicity through different media.
3. MD, Centre for Railway Information System (CRIS), Chanakyapuri, near National Rail Museum, New Delhi for necessary Software changes.
4. MD, IRCTC, 11<sup>th</sup> Floor, Statesmans House, B-148, Barakhambha Road, New Delhi-110 001.
5. Managing Director, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot No. 6, Sector 11, CBD Belapur, Navi Mumbai- 400 014.



(Shelly Srivastava)  
Director Passenger Marketing-III  
Railway Board