

EAST CENTRAL RAILWAY
(Coaching Rates Circular No. 28/2020)

Office of the
General Manager (Comml.)
Hajipur
Dated 14.05.2020

No. ECR/CRM/RC&C/380/20
Sr. DCM,
East Central Railway,
DHN, DNR, DDU, SEE & SPJ.

Copy to:-

CPRO/ECR/HJP, PDA/ECR/HJP, Dy.CAO(TA)/ECR/HJP, Dy.CVO(T)/ECR/HJP,
Dy.CCM(Claim)/ECR/HJP, Incharge/PPM Cell/HQ/ECR/HJP, CTI/UTS/ECR/Pama,
Principal/ZRTI/MFP.

Sub:- Revised guidelines on the subject cancellation of tickets and refund of fare, due to Covid-19 situation.

Ref:- (1) This office letter of even no. dated 23.03.2020 (CRC No.21/2020), 25.03.2020 (CRC No. 22/2020), 28.03.20 (CRC No. 23/2020), 14.04.20 (CRC No.24/2020) & dated 01.05.20 (CRC No. 25/2020)
(2) Railway Board's letter no.TC-II/2003/2020/Refund Corona Dated 13.05.2020.

Relevant extract of Railway Board above referred letter no. (2) is reproduced below for kind information and necessary action please.

"In reference to the instructions mentioned above, revised guidelines on the subject cancellation of tickets and refund of fare, due to COVID-19 situation are as under:-

A. Relaxation in provision of Refund Rules for PRS counter generated tickets/E-tickets, (already booked), as a special case, for journey starting w.e.f 21st March 2020 till resumption of Passenger services or till further orders: (Ref. Instructions dated 21.03.2020 & 14.04.2020)

For Trains cancelled by Railways:

PRS Counter Ticket: Refund across counter can be taken on submission of Ticket upto six (6) months from date of journey (instead of 3 days excluding day of journey)

E-Ticket: Auto refund.

For Train NOT cancelled, however, Passenger does NOT want to perform journey: As a special case, full refund for already booked reserved tickets, both PRS counter generated and E-tickets shall be given.

PRS Counter Ticket:

Passenger can file TDR (Ticket Deposit Receipt) within six (6) months from date of journey (instead of 3 days) at the station and submit the detailed TDR within next sixty (60) days (instead of 10 days) to Chief Claims Officer/CCM Refund's office for getting the refund amount, subject to verification.

E-tickets: Online cancellation and refund facility is available.

Passengers can also cancel PRS counter ticket through 139 or through the website of IRCTC get refund across the counter within six (6) months from date of journey (instead of, upto schedule departure of the train).

B. Full refund of cancellation amount so deducted, on cancellation of already booked reserved tickets, for journey period starting from 21st March 2020. (Ref: Instructions dated 27.03.2020 & 14.04.2020/para 3(i) revised)

PRS Counter Tickets:

Passenger who have already cancelled their tickets for the said journey period starting from 21st March 2020, can apply for refund of balance amount of cancellation charge so deducted, to the office of Chief Claims Officer (CCO) or Chief Commercial Manager/Refund (CCM-Refund) of concerned Zonal Railway Head Quarters. The application for the claiming refund of balance amount of cancellation charge so deducted can be made through post in the prescribed format (enclosed) within six (6) months of scheduled date of journey.

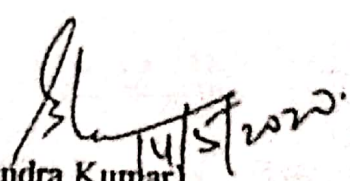
CRIS shall provide a utility for all such tickets to be accessed by CCO/CCM/Refund's office through which the refund of remaining amount of cancellation charge so deducted can be made to the passengers.

E-Tickets:

Refund of balance amount of cancellation charge so deducted shall be credited to the account of the passengers from which ticket was booked. CRIS and IRCTC shall prepare a utility for providing the balance refund amount of cancellation charge.

Data of cancelled train may be updated in ICMS for enabling refund. CRIS and IRCTC may take action as per the instructions above.

Necessary action may please be taken accordingly. Wide publicity may be given through different print & electronic media, SMS etc.


(Birendra Kumar)

Dy.CCM/PS

For General Manager (Comml.)