

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

Commercial Circular No. 36 of 2016

No.TCII/2003/2015/Comp Project

New Delhi, dated 30.06.2016

The General Managers
All zonal Railways

SUB: Cancellation of PRS counter ticket for Confirmed/RAC/Waitlisted tickets through IRCTC website or through 139 and collection of refundable amount across the PRS counter within the prescribed time limit.

REF: Commercial Circular Nos. 20, 20A & 27 of 2016, dated 19.04.2016, 4.5.2016 & 20.05.2016

In continuation of above commercial circulars, it has further been decided that the following may be inserted below Para(iv) (c) in Commercial circular No. 20 of 2016 as para (d) & (e) as under:-

Para (d) For tickets cancelled (including return journey tickets) before 24 hours of the scheduled train departure time:


Refund of fare as permissible can be collected on submission of original PRS counter ticket from any PRS counter of Indian Railways upto 4 hours before the scheduled departure time of the train in case of confirmed tickets and upto thirty minutes before the scheduled departure time of the train in case of RAC/waitlisted tickets.

Para (e) For tickets cancelled (including return journey tickets) between 24 hours and upto 4 hours for the confirmed tickets and upto thirty minutes for RAC/Waitlisted tickets before the scheduled departure time:

Refund of fare as permissible can be collected only at the journey commencing station or nearby satellite PRS locations defined by Zonal Railways as notified in the commercial circular no. 20 and 27 of 2016.

2. All other terms and conditions shall remain same.

3. This issues with the concurrence of Finance Directorate of Ministry of Railways.


(Vikram Singh)
Director Passenger Marketing
Railway Board

No.TCII/2003/2015/Comp Project

New Delhi, dated 30.06.2016

Copy forwarded to:

1. Dy. Comptroller & Auditor General of India (Railways), Room No.224, Rail Bhavan, New Delhi.
2. FA&CAOs, All Indian Railways.
3. Principal Directors of Audit, All Indian Railways.

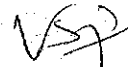

for Financial Commissioner/Railways

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New Delhi, dated 30.06.2016

Copy forwarded for information & necessary action to:

1. CCMs, All Indian Railways.
2. CCMs (PM), All Indian Railways.
3. CRB,MT,FC,Secretary,DG/RHS,Railway Board.AM(B),Adv(Finance),AM(IT),AM(C), Adv(Vig),ED(A),EDF(C),ED(Chg.),ED(C&IS), EDTC(R), EDV(T), ED/Safety, DPR and TC(CR), V(SS), PR, TG-I, TG-V & F(C) Branches, Railway Board.
4. General Manager, Centre for Railway Information System (CRIS),
5. Managing Director/IRCTC/New Delhi.
6. Director General, Railway Staff College, Vadodara.
7. Managing Director, Konkan Railway Corporation Ltd., Belapur Bhavan,Plot No.6, Sector11, CBD Belapur, Navi Mumbai-400 014.
8. General Manager, Metro Railway, 33/1, J.L. Nehru Road, Kolkata-700071.
9. Chief Commissioner of Railway Safety, Lucknow.
10. BEML LTD. Bangalore Complex, P.B.No 7501, New Thippasandra Post, Bangalore-560075.



(Vikram Singh)
Director Passenger Marketing
Railway Board