

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

Commercial Circular No. 6 of 2019

No.TCII/2003/2018/3/Refund

New Delhi, dated 07.02.2019

The Principal Chief commercial Managers  
All Zonal Railways

**Sub: Provision of linking of PNRs for two connecting Journeys and cancellation of such tickets and refund of fare rules in case of misconnection of trains.**

**Ref: Rule No. 13(3) of Railway Passengers (cancellation of Ticket and Refund of Fare) Rules 2015**

As per rule no. 13(3) of Railway Passengers (Cancellation of tickets and refund of fare) Rule, 2015, cancellation of continued journey tickets and refund of fare in case of misconnection of subsequent trains due to late running of first train is made as under:-

*'Where a passenger holding a ticket, with or without reservation, misses connection for continued journey by another train at any junction station owing to late running of the train by which he had been travelling, the fare for travelled portion shall be retained and the balance amount of ticket shall be refunded as the fare for untraveled portion, without levying any cancellation or clerkage charge, if he surrenders the ticket for such refund within three hours of the actual arrival of the train by which he had travelled and the refund shall be granted at the junction station.'*

2. Instances have occurred where due to non linkage of two PNRs for connecting journey, problems are faced by Railway Passengers for cancellation of ticket in case of misconnection of train due to late running of first train.
3. In passengers interest, it has now been decided to allow linking of two PNRs for connecting journey for both e-ticket and PRS counter tickets or combination of both, without giving any telescopic benefit. Hence, facilitating rail passengers in case of misconnection of train due to late running of first train applicability of rule no. 13(3) of Railway Passengers (Cancellation of tickets and refund of fare) Rule, 2015 as mentioned in para 1 above.
4. This scheme shall be implemented w.e.f. 01.04.2019.

.....2/-

5. Wide publicity should be given through different media at regular intervals and changes may also be updated on the different locations on the website of Zonal Railways, Indian Railways, CRIS, IRCTC website etc.

This issues with the concurrence of the Finance directorate of Ministry of Railways.

CRIS & IRCTC may make necessary changes in the software.

Necessary instructions shall be issued to the all concerned.



(Shelly Srivastava)  
Director Passenger Marketing  
Railway Board

**No.TCII/2003/2018/3/Refund**

**New Delhi, dated 07.02.2019**

Copy forwarded to:

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

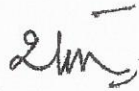
  
For Financial Commissioner Railways

**No.TCII/2003/2018/3/Refund**

**New Delhi, dated 07 .02.2019**

Copy forwarded for information & necessary action to:

1. CCM(PM)s, All Zonal Railways.
2. CRB, MT, FC, Secretary Railway Board.
3. Adv (Vig), EDF(C), ED(C&IS), DPR Railway Board.
4. Managing Director, Centre for Railway Information System (CRIS), Chanakyapuri, New Delhi.
5. Managing Director, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot No.6, Sector 11, CBD Belapur, Navi Mumbai-400 014.
6. CMD, IRCTC, B-148, 11<sup>th</sup> Floor, Statesman House, Barakhamba Road, New Delhi.



(Shelly Srivastava)  
Director Passenger Marketing  
Railway Board

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रेल मंत्रालय / MINISTRY OF RAILWAYS  
रेलवे बोर्ड / RAILWAY BOARD

No.TC-II/2003/2018/3/Refund

New Delhi dt. 29/03/2019

Managing Director,  
CRIS,  
Chankya Puri,  
New Delhi.

**Sub: Provision of linking of PNRs for two connecting Journeys and cancellation of such tickets and refund of fare rules in case of misconnection of trains.**

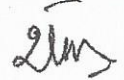
**Ref: (i) This Office letter of even No. dated 07.02.2019  
(ii) CRIS letter No.2019/CRIS/NDLS-HQ/PRS/Railway Bd./189/ Pt.XXV/ 0332  
dt. 13.03.2019**

Kindly connect CRIS letter under ref.(ii) on the cited subject matter, remarks on the issues are as under:-

S.No.	Clarification sought	Remarks
1	If there is no delay in main train and connecting train ticket is presented for cancellation, after departure of connecting train, and within 3 hours of actual arrival of main train, should system block cancellation with message to file TDR? Currently system is allowing cancellation and giving refund to passenger as per refund rule 2015.	When there is no delay in first train that means therefore is no misconnection and accordingly misconnection rule shall not be applicable. In this case subsequent tickets shall be dealt with in accordance with cancellation of tickets as per normal Refund rule 2015.
2	In PRS, mostly delay less than 3 hrs may not be updated and actual delay at destination of train also will not be updated. If delay in first train does not result in missing of connecting train, then also should system grant refund, for cancellation tried after connecting train departure? E.g. In first train schedule arrival time is 01.00 hrs, due to delay, train reaches at 02.00 hrs, connecting train schedule departure is 01.30hrs, but connecting train is also delayed and departed at 2.30. If passenger opted for cancellation, at 3.00 hrs, should system grant full refund or not?	No. Basic rule should be 'missing' of train due to 'late running'. Hence, the conditions of late running is fulfilled however, train not missed. Item No.14 of procedure order also to be taken for consideration.
3	Should system consider delay in both trains to identify refund eligible cases to avoid revenue loss? If so, then is it sufficient to refer PRS delay or should system check NTES timings also?	

Contd..2/-

4 a	Should system grant full refund to connecting train PNR opted for cancellation up to actual train departure time of connecting train OR up to refund time limit permissible for main ticket? (i.e. if main train is cancelled full refund is allowed, for main ticket which is cancelled within 3 days excluding scheduled departure day, in this case for connecting train ticket should system gives full refund only up to actual departure of connecting train OR up to 3 days excluding scheduled departure day of main train?	Till misconnection of connecting train is not arised/finalized., the refund shall be governed by normal refund rule 2015.
b	Should system impose location specific check that full refund needs to be given only, if cancellation of connecting train PNR is tried at boarding station (or satellite of boarding) of main train?	NO. Till misconnection of connecting train is not arised/finalized. the refund shall be governed by normal refund rule 2015.
c	In case of contingency, in main train, if passenger wants to cancel both tickets in web, should system allow both journeys to get cancelled? Should system impose any restriction on system tickets (main/connecting) opted for cancellation in web?	Yes. However, cancellation of such counter ticket of the connecting journey through IRCTC/139 may not be allowed since as per rule tickets have to be surrendered at the originating station for collecting refund amount.
d	In accounting reports and on ticket, should system reflect exact main train contingency reason (like ISL deleted in main train/ main train cancelled) or just reason as "contingency in main train"?	"contingency in main train"
5	It is mentioned that e-ticket and counter ticket can be linked. Should system allow linking of main ticket booked in internet, with connecting train ticket booked at counters and vice versa at counters?	Yes. In case of misconnection of connecting train, Cancellation/TDR shall be filed as per the booking of connecting train ticket (whether e-ticket/counter ticket).



(Shelly Srivastava)  
Director / Passenger Marketing  
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