

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

No. TC-11/2910/2020/new train Covid-19

New Delhi, 13.05.2020.

**Principal Chief Commercial Managers,  
All Zonal Railways.**

**Sub:** Refund of fare in case passenger is not found fit for travelling due to symptoms of Corona.

**REF:** This office letters of even no., dated 11.05.2020 and MHA guidelines dated 11.05.2020.

As per MHA guidelines all passengers shall be compulsorily screened and only asymptomatic passengers shall be allowed to enter/board the train.

If during screening a passenger has very high temperature/symptoms of Covid-19 etc., he shall not be allowed to travel despite having confirmed tickets. In such case full refund shall be provided to passenger as under:-

- (i) On PNR having single passenger
- (ii) On a party ticket if one passenger is found unfit to travel and also all other passengers on the same PNR do not want to travel in that case full refund shall be granted for all passengers.
- (iii) On a party ticket if one passenger is found unfit to travel however other passengers on the PNR want to travel in that case full refund of fare shall be granted to passenger who was not allowed to travel.

For all the above cases, TTE certificates as per extant practice shall be issued to the passenger at the entry/checking/screening point itself mentioning "Number of passengers not travelled due to symptoms of Covid 19 in one or more passengers"

After getting TTE certificates, online TDR shall be filed for refund of not travelled passengers, within 10 days from the date of journey and the original TTE certificate issued shall be sent by the passenger to IRCTC as per extant provision and full fare for the part passenger/full who have not travelled shall be refunded by IRCTC in the customer's account.

For the above purpose, CRIS and IRCTC shall make necessary changes for filing of TDR for non-travelling passengers due to covid-19 symptoms.

One option '*part/full passenger not allowed to travel by Railways due to very high temperature/covid-19 symptoms*' may be created.

Each Zonal Railways shall ensure that necessary arrangements are made to make the details available to all the concerned staff well in advance

This issues with the concurrence of finance directorate of ministry of Railways.

  
Director Passenger Marketing  
Railway Board

Copy forwarded for information & necessary action to:

1. CRB, MT, FC, Secretary, Railway Board.
2. AM(IT), PED(A), PED/CHG, EDIP Railway Board.
3. MD, Centre for Railway Information System (CRIS), Chanakyapuri, New Delhi for necessary software changes.
4. MD, IRCTC, Statesman House, Barakhamba Raod, New Delhi-110001
5. Managing Director, Konkan Railway Corporation LTD, Belapur Bhavan, Plot no. 6, sector-11, CBD Belapur, Navi Mumbai-400014.