

North Central Railway

Citizen Charter

5.0 Refund in Divisional/ Chief Commercial Manager's office:

Sl. No.	Service	Time limit	Single Window Agency
5.1	Coaching Refunds (Download Coaching Refund form)	45 days after submission of TDR & claim	SCM/Refunds Mob. No. 9794835957 (scmcat@ncr.railnet.gov.in)
5.2	Goods Refund (Download Form)	180 days	Dy. CCM/Claims Mob No: 9794835965 dccmclaim@ncr.railnet.gov.in
5.3(a)	Claims for non-delivery of Wagons (Download Form)	180 days	Dy. CCM/Claims Mob No: 9794835965 dccmclaim@ncr.railnet.gov.in
5.3(b)	Claims for non-delivery of Parcel (Download Form)	180 days	Dy. CCM/Claims Mob No: 9794835965 dccmclaim@ncr.railnet.gov.in
5.4	Shortage/damage/leading to complaints/open delivery etc. (Download Form)	90 days	Dy. CCM/Claims Mob No: 9794835965 dccmclaim@ncr.railnet.gov.in

APPLICATION FOR REFUND OFFARE

The Chief Commercial Manager(Refunds),

Sir,

Sub: Claim for refund of Fare on Ticket /PNR No.....

1. The TDR was issued on cancellation of the above mentioned tickets at
.....RailwayStation.
Reasons for
2. cancellationofjourney.....
3. Name of passengers for whom the ticket was issued.
 - 1.....
 - 2.....
 - 3.....
 - 4.....
 - 5.....
 - 6.....
4. Out of the above persons, the persons atSl.Nos.....to.....not
travelledfrom.....stationto.....station
Additional information,if
5. any.....
6. I request that the refund due under the rules,may please be sent to me at my followingaddress.
Name of the Railway Station serving my place ofresidence
is.....
7. Preferable mode of payment. Station pay order / cheque / money order /: (Tick/mark anyone).
Full postal address : (in clear
blockletters)Signature of claimant:.....
Name (in block letters) :.....
Date :.....

TICKET DEPOSIT RECEIPT

(TDR)

PASSENGER FOIL
Particulars of Ticket
Surrendered for cancellation

Chief Commercial Manager
Full postal Address of
(Refunds) of TDR issuing
Zonal Railway

No.

Date: Time:

1. Journey ticket PNR No.
2. Class:
3. Train No.
4. Date of journey:
5. Validity of ticket: Station from: Station to station
via
6. No. of passengers
7. Supplementary charge ticket/Excess Fare Ticket/Guard Certificate No.
8. Reservation Ticket No.
9. Reservation status:
10. Total Charge (in words): Rs.
11. Reasons for not granting refund at the
station:

Received TDR
Manager

Signature of Station

Depositor's Signature
Stamp

Station

Guidelines for Passengers:

1. The passenger is required to send an application for refund (in the application form) to the Chief Commercial Manager (Refunds) at the address printed on the top of this TDR. The receipt, in original, must be returned. The application must reach the concerned refund office at the earliest, but not later than 90 days from the date of journey.
2. The certificate issued by TTE/Conductor for lower class travel, AC failure, less number of persons travelling etc. are also required to be enclosed in original with the application.
3. It will be in the interest of passenger to either hand over the application or by registered post and keep a copy of this receipt and other documents.
4. Refund is granted through station pay order (to be encashed at station) or Money Order or Crossed Cheques. However, Money Orders and Crossed Cheques are issued to persons who are residing within as well as outside the jurisdiction of refund granting railway. On receipt of pay order, the passenger should approach the counter of nominated station for encashment within the stipulated period along with proof of his/her identity such as identity card/Driving Licence/Passport/Ration Card etc. In case the applicant wants to collect money through his/her representative, an appropriate authorisation should be made and the authorised person should carry proof of identity at the time of encashment.

