

दक्षिण रेलवे/Southern Railway
चेन्नै मंडल/Chennai Division

No.PUB/MAS/2020/06/01

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प्रेस विज्ञप्ति /PRESS RELEASE

Refund Of Ticket Fares For Trains Cancelled On Account CoVID-19 Pandemic

- 1) In pursuance of Railway Board's instructions, Chennai Division, Southern Railway is arranging full refund to ticket fares for trains cancelled from 22.03.2020 to 30.06.2020 on account of CoVID-19 pandemic.
- 2) Passengers may note that for counter tickets, 100% refund will be made available for all the cancelled trains (After 22/03/2020) upto 180 days from the date of journey. Hence, there is no urgency to come to the counters.

Refunds will be available in Passenger Reservation counters over Chennai division as follows:

1. Dr.MGR Chennai Central	11. Avadi
2. Chennai Egmore	12. Tiruvallur
3. Chennai Beach	13. Arakkonam
4. Thirumailai	14. Katpadi
5. Mambalam	15. Wallajah Road
6. St.Thomas Mount	16. Ambur
7. Tambaram	17. Gudiyatham
8. Chengalpattu	18. Vaniyambadi
9. Tindivanam	19. Jolarpettai
10. Perambur	

PRS Counter working hours for cancellation at the above locations will be from 10:00 hrs to 17:00 hrs.

- 3) The refunds will be made available in a staggered manner as shown below so as to minimize the queues at the counters and to ensure social distancing for the protection of our customers.
- 4) The staggered disbursement of refunds will be carried out at all the above counters in the following manner:

Journey Commencement Date	Date of Refund at PRS counters
Upto 31.03.2020	From 05.06.2020 onwards
01.04.2020 to 14.04.2020	From 12.06.2020 onwards
15.04.2020 to 30.04.2020	From 19.06.2020 onwards
01.05.2020 to 15.05.2020	From 26.06.2020 onwards
16.05.2020 to 31.05.2020	From 03.07.2020 onwards
01.06.2020 to 30.06.2020	From 10.07.2020 onwards

- 5) All CoVID-19 precautions should be strictly enforced at the counters. Social distancing norms should be ensured in queues and between queues. No persons will be allowed at the PRS Counters without wearing the masks. The staffs are instructed to wear gloves and masks and frequent use of sanitizers will be resorted to while handling cash. The counters will also be sanitized frequently.
- 6) Passengers are requested to follow the above precautions keeping in mind that there is time available **upto 6 months from the date of travel for collecting the full refund.**

ए .एलुमलै/(A.Elumalai)
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