

For refund rules visit the below link
http://www.indianrail.gov.in/refund_Rules.html

SOUTHERN RAILWAY

POSITION OF DISPOSAL OF REFUND CASES PERTAINING TO PASSENGER TRAFFIC FOR THE MONTH OF JANUARY 2021

1	Opening Balance (Number of cases as on first day of the month)	Normal Tickets	139	
		i-tickets	0	
		e-tickets	105	
		Total	244	
2	Number of new cases received during the month	Normal Tickets	365	
		i-tickets	0	
		e-tickets	1893	
		Total	2258	
3	Number of old cases re-opened	Normal Tickets	33	
		i-tickets	0	
		e-tickets	3	
		Total	36	
4	Total number of cases for disposal (1+2+3)	Normal Tickets	537	
		i-tickets	0	
		e-tickets	2001	
		Total	2538	
5	Number of cases disposed of by - a) Payment	Normal Tickets	332	
		i-tickets	0	
		e-tickets	340	
		Total	672	
	b) Repudiation	Normal Tickets	71	
		i-tickets	0	
		e-tickets	1446	
		Total	1517	
	b) Otherwise	Normal Tickets	46	
		i-tickets	0	
		e-tickets	3	
		Total	49	
Total (a + b + c)		Normal Tickets	449	
		i-tickets	0	
		e-tickets	1789	
		Total	2238	
6	Closing Balance (4-5)	(i) Cases which have been sent to Accounts Department	Normal Tickets	0
			i-tickets	0
			e-tickets	0
			Total	0
	(ii) Pending Cases other than those mentioned in 6 (i) above	Normal Tickets	88	
		i-tickets	0	
		e-tickets	212	
		Total	300	
	GRAND TOTAL			300
	SUMMARY OB: 244 FR: 2258 RO: 36 TOTAL: 2538 DIS: 2238 CB: 300			

7	Average time taken for settlement	Normal Tickets	8
		i-tickets	0
		e-tickets	3
		Total	4
8	Time-wise break-up of cases disposed of during the month	Normal Tickets	359
		i-tickets	0
		e-tickets	1789
		Total	2148
	i) Within 2 weeks	Normal Tickets	88
		i-tickets	0
		e-tickets	0
		Total	88
	ii) In 2-4 weeks	Normal Tickets	88
		i-tickets	0
		e-tickets	0
		Total	88
	iii) In 4-8 weeks	Normal Tickets	2
		i-tickets	0
		e-tickets	0
		Total	2
	iv) In 8-12 weeks	Normal Tickets	0
		i-tickets	0
		e-tickets	0
		Total	0
v) In more than 12 weeks	Normal Tickets	0	
	i-tickets	0	
	e-tickets	0	
	Total	0	
9	More than three months old cases (as on last day of the month)	Normal Tickets	0
		i-tickets	0
		e-tickets	0
		Total	0
10	More than six months old cases (details of each case to be forwarded)	Normal Tickets	0
		i-tickets	0
		e-tickets	0
		Total	0
11	Number of refund cases received for partially used tickets during the month	Normal Tickets	0
		i-tickets	0
		e-tickets	0
		Total	0
12	Total Amount Claimed - Ticket Valued (in Rs.)	Normal Tickets	554167
		i-tickets	0
		e-tickets	1779000
		Total	2333167
13	Total Amount Paid (in Rs.)	Normal Tickets	486912
		i-tickets	0
		e-tickets	260720
		Total	747632