

For refund rules visit the below link  
[http://www.indianrail.gov.in/refund\\_Rules.html](http://www.indianrail.gov.in/refund_Rules.html)

## SOUTHERN RAILWAY

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

1	Opening Balance (Number of cases as on first day of the month)	Normal Tickets	0	
		i-tickets	0	
		e-tickets	4	
		<b>Total</b>	<b>4</b>	
2	Number of new cases received during the month	Normal Tickets	316	
		i-tickets	0	
		e-tickets	4415	
		<b>Total</b>	<b>4731</b>	
3	Number of old cases re-opened	Normal Tickets	0	
		i-tickets	0	
		e-tickets	3	
		<b>Total</b>	<b>3</b>	
4	Total number of cases for disposal (1+2+3)	Normal Tickets	316	
		i-tickets	0	
		e-tickets	4422	
		<b>Total</b>	<b>4738</b>	
5	Number of cases disposed of by -  a) Payment	Normal Tickets	182	
		i-tickets	0	
		e-tickets	2451	
		<b>Total</b>	<b>2633</b>	
	b) Repudiation	Normal Tickets	47	
		i-tickets	0	
		e-tickets	1863	
		<b>Total</b>	<b>1910</b>	
	b) Otherwise	Normal Tickets	47	
		i-tickets	0	
		e-tickets	7	
		<b>Total</b>	<b>54</b>	
	Total (a + b + c)	Normal Tickets	276	
i-tickets		0		
e-tickets		4321		
<b>Total</b>		<b>4597</b>		
6	Closing Balance (4-5)	(i) Cases which have been sent to Accounts Department	Normal Tickets	0
			i-tickets	0
			e-tickets	0
			<b>Total</b>	<b>0</b>
	(ii) Pending Cases other than those mentioned in 6 (i) above	Normal Tickets	40	
		i-tickets	0	
		e-tickets	101	
		<b>Total</b>	<b>141</b>	
<b>GRAND TOTAL</b>			<b>141</b>	
<b>SUMMARY OB: 4 FR: 4731 RO: 3 TOTAL: 4738 DIS: 4597 CB: 141</b>				

7	Average time taken for settlement	Normal Tickets	5
		i-tickets	0
		e-tickets	2
		<b>Total</b>	<b>2</b>
8	Time-wise break-up of cases disposed of during the month i) Within 2 weeks	Normal Tickets	204
		i-tickets	0
		e-tickets	4321
		<b>Total</b>	<b>4525</b>
	ii) In 2-4 weeks	Normal Tickets	72
		i-tickets	0
		e-tickets	0
		<b>Total</b>	<b>72</b>
	iii) In 4-8 weeks	Normal Tickets	0
		i-tickets	0
		e-tickets	0
		<b>Total</b>	<b>0</b>
	iv) In 8-12 weeks	Normal Tickets	0
		i-tickets	0
		e-tickets	0
		<b>Total</b>	<b>0</b>
	v) In more than 12 weeks	Normal Tickets	0
		i-tickets	0
		e-tickets	0
		<b>Total</b>	<b>0</b>
9	More than three months old cases (as on last day of the month)	Normal Tickets	0
		i-tickets	0
		e-tickets	0
		<b>Total</b>	<b>0</b>
10	More than six months old cases (details of each case to be forwarded)	Normal Tickets	0
		i-tickets	0
		e-tickets	0
		<b>Total</b>	<b>0</b>
11	Number of refund cases received for partially used tickets during the month	Normal Tickets	0
		i-tickets	0
		e-tickets	0
		<b>Total</b>	<b>0</b>
12	Total Amount Claimed - Ticket Valued (in Rs.)	Normal Tickets	204191
		i-tickets	0
		e-tickets	2762580
		<b>Total</b>	<b>2966771</b>
13	Total Amount Paid (in Rs.)	Normal Tickets	130258
		i-tickets	0
		e-tickets	1886720
		<b>Total</b>	<b>2016978</b>