

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 JUNE 2021

| | | | | |
|-------------------|--|---|----------------|------------|
| 1 | Opening Balance (Number of cases as on first day of the month) | Normal Tickets | 83 | |
| | | i-tickets | 0 | |
| | | e-tickets | 74 | |
| | | Total | 157 | |
| 2 | Number of new cases received during the month | Normal Tickets | 217 | |
| | | i-tickets | 0 | |
| | | e-tickets | 1810 | |
| | | Total | 2027 | |
| 3 | Number of old cases re-opened | Normal Tickets | 3 | |
| | | i-tickets | 0 | |
| | | e-tickets | 2 | |
| | | Total | 5 | |
| 4 | Total number of cases for disposal (1+2+3) | Normal Tickets | 303 | |
| | | i-tickets | 0 | |
| | | e-tickets | 1886 | |
| | | Total | 2189 | |
| 5 | Number of cases disposed of by - a) Payment | Normal Tickets | 87 | |
| | | i-tickets | 0 | |
| | | e-tickets | 412 | |
| | | Total | 499 | |
| | b) Repudiation | Normal Tickets | 87 | |
| | | i-tickets | 0 | |
| | | e-tickets | 1330 | |
| | | Total | 1417 | |
| | b) Otherwise | Normal Tickets | 71 | |
| | | i-tickets | 0 | |
| | | e-tickets | 11 | |
| | | Total | 82 | |
| Total (a + b + c) | Normal Tickets | 245 | | |
| | i-tickets | 0 | | |
| | e-tickets | 1753 | | |
| | Total | 1998 | | |
| 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 | 58 | |
| | | i-tickets | 0 | |
| | | e-tickets | 133 | |
| | | Total | 191 | |
| | GRAND TOTAL | | | 191 |
| | SUMMARY OB: 157 FR: 2027 RO: 5 TOTAL:2189 DIS: 1998 CB: 191 | | | |

| | | | |
|--------------------------|---|----------------|---------------|
| 7 | Average time taken for settlement | Normal Tickets | 5 |
| | | i-tickets | 0 |
| | | e-tickets | 3 |
| | | Total | 3 |
| 8 | Time-wise break-up of cases disposed of during the month | Normal Tickets | 185 |
| | | i-tickets | 0 |
| | | e-tickets | 1753 |
| | | Total | 1938 |
| | i) Within 2 weeks | Normal Tickets | 60 |
| | | i-tickets | 0 |
| | | e-tickets | 0 |
| | | Total | 60 |
| | ii) In 2-4 weeks | Normal Tickets | 0 |
| | | i-tickets | 0 |
| | | e-tickets | 0 |
| | | Total | 0 |
| | iii) In 4-8 weeks | Normal Tickets | 0 |
| | | i-tickets | 0 |
| | | e-tickets | 0 |
| | | Total | 0 |
| | 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 | 2 |
| | | i-tickets | 0 |
| | | e-tickets | 0 |
| | | Total | 2 |
| 10 | More than six months old cases (details of each case to be forwarded) | Normal Tickets | 0 |
| | | i-tickets | 0 |
| | | e-tickets | 1 |
| | | Total | 1 |
| 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 | 185458 |
| | | i-tickets | 0 |
| | | e-tickets | 457840 |
| | | Total | 643298 |
| 13 | Total Amount Paid (in Rs.) | Normal Tickets | 62414 |
| | | i-tickets | 0 |
| | | e-tickets | 307780 |
| | | Total | 370194 |