

[For refund rules visit the below link
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SOUTHERN RAILWAY

POSITION OF DISPOSAL OF REFUND CASES PERTAINING TO PASSENGER TRAFFIC FOR THE MONTH OF APRIL 2022

1	Opening Balance (Number of cases as on first day of the month)	Normal Tickets	9	
		i-tickets	0	
		e-tickets	8	
		Total	17	
2	Number of new cases received during the month	Normal Tickets	160	
		i-tickets	0	
		e-tickets	4488	
		Total	4648	
3	Number of old cases re-opened	Normal Tickets	0	
		i-tickets	0	
		e-tickets	9	
		Total	9	
4	Total number of cases for disposal (1+2+3)	Normal Tickets	169	
		i-tickets	0	
		e-tickets	4505	
		Total	4674	
5	Number of cases disposed of by - a) Payment	Normal Tickets	60	
		i-tickets	0	
		e-tickets	2144	
		Total	2204	
	b) Repudiation	Normal Tickets	71	
		i-tickets	0	
		e-tickets	2352	
		Total	2423	
	b) Otherwise	Normal Tickets	30	
		i-tickets	0	
		e-tickets	5	
		Total	35	
Total (a + b + c)	Normal Tickets	161		
	i-tickets	0		
	e-tickets	4501		
	Total	4662		
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	8	
		i-tickets	0	
		e-tickets	4	
		Total	12	
	GRAND TOTAL			12
	SUMMARY OB: 17 FR: 4648 RO: 9 TOTAL: 4674 DIS: 4662 CB: 12			

7	Average time taken for settlement	Normal Tickets	3
		i-tickets	0
		e-tickets	3
		Total	3
8	Time-wise break-up of cases disposed of during the month	Normal Tickets	133
		i-tickets	0
		e-tickets	4501
		Total	4634
	i) Within 2 weeks	Normal Tickets	28
		i-tickets	0
		e-tickets	0
		Total	28
	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	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	158470
		i-tickets	0
		e-tickets	1992985
		Total	2151455
13	Total Amount Paid (in Rs.)	Normal Tickets	52271
		i-tickets	0
		e-tickets	1680110
		Total	1732381