

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 MAY 2022

| | | | | |
|-------------------|---|---|----------------|------------|
| 1 | Opening Balance (Number of cases as on first day of the month) | Normal Tickets | 8 | |
| | | i-tickets | 0 | |
| | | e-tickets | 4 | |
| | | Total | 12 | |
| 2 | Number of new cases received during the month | Normal Tickets | 159 | |
| | | i-tickets | 0 | |
| | | e-tickets | 5039 | |
| | | Total | 5198 | |
| 3 | Number of old cases re-opened | Normal Tickets | 2 | |
| | | i-tickets | 0 | |
| | | e-tickets | 9 | |
| | | Total | 11 | |
| 4 | Total number of cases for disposal (1+2+3) | Normal Tickets | 169 | |
| | | i-tickets | 0 | |
| | | e-tickets | 5052 | |
| | | Total | 5221 | |
| 5 | Number of cases disposed of by - a) Payment | Normal Tickets | 58 | |
| | | i-tickets | 0 | |
| | | e-tickets | 1890 | |
| | | Total | 1948 | |
| | b) Repudiation | Normal Tickets | 67 | |
| | | i-tickets | 0 | |
| | | e-tickets | 2987 | |
| | | Total | 3054 | |
| | b) Otherwise | Normal Tickets | 33 | |
| | | i-tickets | 0 | |
| | | e-tickets | 0 | |
| | | Total | 33 | |
| Total (a + b + c) | | Normal Tickets | 158 | |
| | | i-tickets | 0 | |
| | | e-tickets | 4877 | |
| | | Total | 5035 | |
| 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 | 11 |
| | | | i-tickets | 0 |
| | | | e-tickets | 175 |
| | | | Total | 186 |
| | GRAND TOTAL | | | 186 |
| | SUMMARY OB: 12 FR: 5198 RO: 11 TOTAL: 5221 DIS: 5035 CB: 186 | | | |

| | | | |
|--------------------------|---|----------------|----------------|
| 7 | Average time taken for settlement | Normal Tickets | 4 |
| | | i-tickets | 0 |
| | | e-tickets | 3 |
| | | Total | 3 |
| 8 | Time-wise break-up of cases disposed of during the month | Normal Tickets | 126 |
| | | i-tickets | 0 |
| | | e-tickets | 4877 |
| | | Total | 5003 |
| | i) Within 2 weeks | Normal Tickets | 32 |
| | | i-tickets | 0 |
| | | e-tickets | 0 |
| | | Total | 32 |
| | 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 | 166505 |
| | | i-tickets | 0 |
| | | e-tickets | 1780615 |
| | | Total | 1947120 |
| 13 | Total Amount Paid (in Rs.) | Normal Tickets | 79761 |
| | | i-tickets | 0 |
| | | e-tickets | 1375660 |
| | | Total | 1455421 |