

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 JANUARY 2023

1	Opening Balance (Number of cases as on first day of the month)	Normal Tickets	19	
		i-tickets	0	
		e-tickets	228	
		<b>Total</b>	<b>247</b>	
2	Number of new cases received during the month	Normal Tickets	130	
		i-tickets	0	
		e-tickets	5866	
		<b>Total</b>	<b>5996</b>	
3	Number of old cases re-opened	Normal Tickets	0	
		i-tickets	0	
		e-tickets	24	
		<b>Total</b>	<b>24</b>	
4	Total number of cases for disposal (1+2+3)	Normal Tickets	149	
		i-tickets	0	
		e-tickets	6118	
		<b>Total</b>	<b>6267</b>	
5	Number of cases disposed of by - a) Payment	Normal Tickets	40	
		i-tickets	0	
		e-tickets	3327	
		<b>Total</b>	<b>3367</b>	
	b) Repudiation	Normal Tickets	65	
		i-tickets	0	
		e-tickets	2596	
		<b>Total</b>	<b>2661</b>	
	b) Otherwise	Normal Tickets	24	
		i-tickets	0	
		e-tickets	2	
		<b>Total</b>	<b>26</b>	
Total (a + b + c)	Normal Tickets	129		
	i-tickets	0		
	e-tickets	5925		
	<b>Total</b>	<b>6054</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	20	
		i-tickets	0	
		e-tickets	193	
		<b>Total</b>	<b>213</b>	
	GRAND TOTAL			<b>213</b>
	<b>SUMMARY OB: 247 FR: 5996 RO: 24 TOTAL: 6267 DIS: 6054 CB: 213</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	Normal Tickets	102
		i-tickets	0
		e-tickets	5925
		<b>Total</b>	<b>6027</b>
	i) Within 2 weeks	Normal Tickets	26
		i-tickets	0
		e-tickets	0
		<b>Total</b>	<b>26</b>
	ii) In 2-4 weeks	Normal Tickets	26
		i-tickets	0
		e-tickets	0
		<b>Total</b>	<b>26</b>
	iii) In 4-8 weeks	Normal Tickets	1
		i-tickets	0
		e-tickets	0
		<b>Total</b>	<b>1</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	216995
		i-tickets	0
		e-tickets	4113705
		<b>Total</b>	<b>4330700</b>
13	Total Amount Paid (in Rs.)	Normal Tickets	28800
		i-tickets	0
		e-tickets	3577270
		<b>Total</b>	<b>3606070</b>