



इंडियन रेलवे केटरिंग एवं टूरिज्म कॉरपोरेशन लिमिटेड  
(भारत सरकार का उद्यम-मिनी रत्न)  
**INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.**  
(A Govt. of India Enterprise-Mini Ratna)

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No. IRCTC/CO/CTRG(SCS)/5/2023/CATG

Date:11.09.2023

Group General Manager,  
NZ, EZ, SZ, SCZ & WZ.

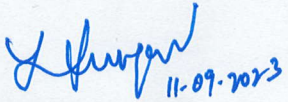
**Sub: Guidelines for refund of EMD and SDs.**

**Ref: CO letter no. 2016/IRCTC/Catg./DCS/Mob Policy (Pt. File) dated 08.02.22.**

CO vide above referred letter issued following guidelines to Zones for future cases of refund of SDs/EMDs:

- The Corporate Office Executive department may forward the case to Zones, for NOC/ outstanding within 7 days of receipt of request from licensee. The case shall be addressed to all concerned by the Executive and Finance Department.
- Based on the same Zonal Executive Department may put up the case with their remarks to Zonal Finance Department for NOC and seek approval of Zonal GGM. Zones shall be bound to convey NOC/outstanding within 15 days of receipt of case from Corporate Office, otherwise it shall be assumed that there is no outstanding against the licensee and can be processed further by CO.
- The Corporate Office Executive department may compile and put up the request for refund along with details of SDs/ EMDs, NOCs/ outstanding received from Zones, within 7 days from completion of 16 days of advice to Zones.
- The Corporate Office Finance Department may arrange for refund/ adjustment within 7 days of receipt of details from Corporate Office Executive Department.
- If the NOCs/Outstanding from any of the Zones are not received within stipulated time, concerned Corporate Office Executive Department may process for refund/ adjustment of SDs/ EMDs, assuming no outstanding from the concerned Zone.
- In case of any outstanding is detected against the licensee, after refund, responsibility shall be fixed on concerned officer who has given the NOC or not given NOC and action shall be taken accordingly.

However, it has been observed that despite the instructions, the same is not being followed in most of the cases thereby resulting in inordinate delay in the refund of SDs and EMDs. Based on the review on the subject matter by the Executive and Associate Finance at Corporate Office, the Zonal GGMs to ensure the above instructions and procedure are followed by the Executive and Finance team in the Zones. If any deviation or delay in the above is reported, the Zonal GGMs may take appropriate action against the official concerned.

  
(Dr. L. Ravikumar)  
Director/CS

- CC: 1. Director/Finance- For kind information please.  
2. GGMs/ Fin., P&T and MCS- For information.  
3. GM/QP&CC and GM/SCS- For information.