



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

"CIN-L74899DL1999GOI101707". E-mail : info@irctc.com, Website : www.irctc.com

No.2015/IRCTC/SOP-Part-III

Date: 28.01.2022

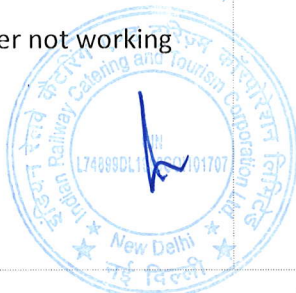
SOP/CS No. 1 /2022

Sub: Revision in S. No. 2 (Other Refunds) of Clause No.7.08 Chapter D of Schedule of Powers (SOP) w.r.t. Internet Ticketing & Corporate IT Procurement of Goods and Services.

Ref:- SoP Circulated vide letter No.2015/IRCTC/SOP-Part-III dated 31.12.2018 & 19.03.2020.

With reference to above-mentioned subject, it is advised that Clause No.7.08, item no. 2 (Other Refunds) of SOP has been reviewed and modified to be read as follows:

S.No	Nature of Power	Director	E-8	E7-E6	F5-E4	E3-E2	Remarks/ Comments
2	Other Refunds						
a)	Special refunds in customer's goodwill and based on faults of IRCTC/Courier/Railways/Payment Gateway/Technical Problem including service charges	25,000 to 50,000 per PNR. The total amount of all bunch of PNR should not be crossed Rs. 500000 per month.	Up to 25000 per PNR. The total amount of all bunch of PNR should not be crossed Rs. 200000 per month.	Up to 10000 per PNR. The total amount of all bunch of PNR should not be crossed Rs.100 000 per month.	Up to 5000 per PNR. The total amount of all bunch of PNR should not be crossed Rs.50000 per month.	Up to 2000 per PNR. The total amount of all bunch of PNR should not be crossed Rs.25000 per month.	With proper justification and speaking orders to be given on file. No finance concurrence required. Detail refund amount with approval copy of concerned department head handed over to TDR refund team for further refund process.
b)	a) Unable to cancel online (system problem). b) Scheduler not working	Full Power	Full Power	Full Power	25,000 to 50,000 per PNR. The total amount of all bunch of PNR should not be	Up to 10000 per PNR. The total amount of all bunch of PNR should not be crossed Rs. 30000	Within existing refund rules (applicable from the date of e-mail of the customer)/written request of customer. Proof/reason and proper justification



					crossed Rs. 100000 per month.	per month.	and speaking order to be given in file. No finance concurrence required. Detail refund amount with approval copy of concerned department head handed over to TDR refund team for further refund process.
c)	Account close case, old cases unable to refund through concerned bank – Refund process through NEFT/Cheque	Full Power	Full Power	Full Power	10,000 per PNR	5000 Per PNR	With proper justification and speaking orders to be given on file. No finance concurrence required. Detail refund amount with approval copy of concerned department head handed over to Finance Team for further refund process.

The above modification would supersede S. No. 2 (Other Refunds) of Clause No.7.08 of SOP circulated earlier vide letter dated 19.03.2020 mentioned above. The above modifications will come in to force with immediate effect.

The issues with approval of Competent Authority.




(Suman Kalra)
Company Secretary

Copy to:

1. PS to CMD for information of CMD
2. DF, DCS, DTM and CVO
3. All GGM's of Corporate office & Zones
4. CRMs/RMs of IRCTC
5. AGM(IT) to upload on the website for access of all employees