

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड RAILWAY BOARD)

No.TC-I/2002/104/SCR/1(3317550)

New Delhi, dt19.09.2022

**Pr. Chief Commercial Manager
All Zonal Railways**

Sub: E-Payment/Online payment system – same mode for collection and refund

Ref: (i) Rates Master Circular/E-payment/2019/0 and amendments thereto

(ii) Rates Circular No.18 of 2021

(iii) Board's letter No.2020/TC-III/20/01 dated 15.09.2022

Please refer to Board's letter under reference (iii) detailing modalities for collection of additional freight in case of diversion of rake and also for refund wherever due.

Zonal Railways are advised to follow the same mode for collection of additional freight charges, if any, and refund of freight charges, if due.

To say, if freight charges are collected through electronic payment system, then refund, if due, should be done through electronic payment system in the respective bank account of the customer. Similarly, if freight charges are collected through online payment mode, then refund, if due, should be done through online mode in the respective bank account of customer.

(Anshoo Pandey)
**Director, Traffic Commercial(Rates)
Railway Board**

Copy to:

PFA/All Zonal Railways

CAO/FOIS, GM(FOIS)/CRIS