

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 2842
ANSWERED ON 24.03.2023

PNR LINKAGE FOR E-TICKET AND PRS COUNTER TICKET

2842 SHRI NARAYANA KORAGAPPA:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether two PNR linkage is available for e-ticket, PRS counter ticket and combination of both e-ticket and PRS counter ticket;
- (b) if so, the details thereof;
- (c) the procedure for refund due to the reason “missing the connecting train due to late running of first train” for e-ticket and PRS counter ticket, both of which have an independent booking mechanism;
- (d) whether separate step-by-step procedure for refund of e-ticket and PRS counter ticket is available across all railway zone portals, IRCTC portal and IRCTC App in all recognized language; and
- (e) if so, the details thereof?

ANSWER

MINISTER OF RAILWAYS, COMMUNICATIONS AND
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

(a) to (e). A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 2842 BY SHRI NARAYANA KORAGAPPA ANSWERED IN RAJYA SABHA ON 24.03.2023 REGARDING PNR LINKAGE FOR E-TICKET AND PRS COUNTER TICKET

(a) & (b): Linking of two PNRs for connecting journey for both e-ticket and PRS counter tickets or combination of both is allowed.

(c): Cancellation of tickets and refund of fare is governed by Railway Cancellation of tickets and refund of fare Rules 2015. For combined journey PRS counter tickets or linked PNRs for e-tickets, PRS counter tickets or combination of both, in case of misconnection of trains due to late running of first train, refund of fare is granted without levying of cancellation or clerkage charge on surrendering of tickets across reservation counter for PRS counter tickets or filing of TDR (Ticket Deposit Receipt) for e-tickets within the prescribed time limit.

(d) & (e): Railway Cancellation of Tickets and refund of fare Rules 2015 has been notified through Gazette notifications. Important provisions of Refund rules are displayed over booking locations like on IRCTC website & different PRS Locations, Zonal Railways websites etc.
