



इंडियन रेलवे कैंटरिंग एण्ड टूरिज्म कॉर्पोरेशन लिमिटेड  
(भारत सरकार का उद्यम-मिनी रत्न)

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

(A Govt. of India Enterprise-Mini Ratna)

CIN: L74899DL1999GOI101707

Website: [www.irctc.com](http://www.irctc.com), Email: [info@irctc.com](mailto:info@irctc.com)

2019/IRCTC/CS/STEX/356

April 14, 2020

<b>BSE Limited</b> (Through BSE Listing Centre) 1 <sup>st</sup> Floor, New Trade Wing, Rotunda Building Phiroze Jeejeebhoy Towers, Dalal Street Fort, Mumbai – 400 001  Scrip Code: 542830	<b>National Stock Exchange of India Limited</b> (Through NEAPS) "Exchange Plaza", -1, Block-G, Bandra-Kurla Complex, Bandra (East), Mumbai – 400 051  Scrip Symbol: IRCTC
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**Sub : Extended cancellation of Passenger Train Services**

**Ref : Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015**

In compliance of Ministry of Railway's directive dated 14<sup>th</sup> April, 2020 (Message No. DTP/2020/04/22) (Copy enclosed as **Annexure-1**), the cancellation of passenger trains services has been extended to 3<sup>rd</sup> May, 2020. For the cancelled trains, full refund of fares shall be arranged to passengers.

As advised by Ministry of Railways vide above referred letter, no more advance reservations shall be made and online booking of e-tickets have also been suspended until further advice. The facility of online cancellation will, however, remain functional. The Press Release issued by Ministry of Railways in this regard is also enclosed (**Annexure-2**)

This is for information and record.

Thanking you,

Yours faithfully,

For and on behalf of Indian Railway  
Catering & Tourism Corporation Limited

(Suman Kalra)

Company Secretary and Compliance Officer  
Membership No: F9199

**GOVERNMENT OF INDIA**  
**MINISTRY OF RAILWAYS**  
**RAILWAY BOARD**

FAX/COIS MAIL  
ISSUED ON 14.04.2020

THE GENERAL MANAGER

INDIAN RAILWAYS

Message no. DTP/2020/04/22

COPY TO:

PCOM & CPTM / INDIAN RAILWAYS & MD/KRCL

**Sub: - Extended Cancellation of Passenger Train Services**

In continuation of the measures taken in the wake of **COVID-19**, it has been decided that the cancellation of all passenger train services on Indian Railways, that is, all Mail/Express (including premium trains); passenger trains; suburban trains and trains of Metro Railway, Kolkata shall be extended till 3<sup>rd</sup> May 2020. For the cancelled trains, full refund of fares shall be arranged to the passengers.

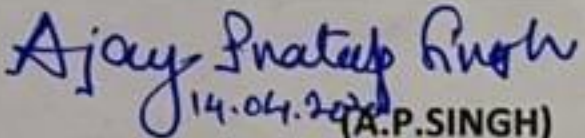
Resumption of train services as may be warranted in consideration of public safety, keeping in view the emergent situation, shall be announced in due course.

No advance reservations shall be made until further advice.

Freight and Parcel operations shall continue, as at present.

Zonal Railways are advised to ensure strict adherence to the above instructions. Arrange wide publicity through print and electronic media. Confirm action taken.

REDDY / RAILWAYS (.)

  
14.04.2020  
(A.P.SINGH)

JT.DIRECTOR/TT/ PUNCTUALITY  
RAILWAY BOARD

**Copy to:** AM/Traffic, AM/Commercial, AM/T&C, EDPM, MD/IRCTC, ED/IP, PS/CRB, PPS/MT, PPS/MRS, PPS/MTR, PPS/FC, PPS/ME, PPS/MS and PPS/AM Staff, PS to Hon'ble MR, PS to Hon'ble MOSR.

**All passenger train services cancelled till 3rd May 2020 in view of COVID 19 lockdown**

**All ticket counters for bookings including UTS &PRS , will remain suspended till further orders**

**No advance reservation of train tickets, including E tickets, till further advice, however, facility of online cancellation will remain functional**

**Full refund for reservation made for the trains cancelled.**

**Full refund will also be there for those cancelling the advance bookings of tickets for trains not yet cancelled**

Posted On: 14 APR 2020 1:58PM by PIB Delhi

In continuation of the measures taken in the wake of COVID-19 Lockdown, it has been decided that all passenger train services on Indian Railways including Premium trains, Mail/Express trains, Passenger trains, Suburban Trains, Kolkata Metro Rail, Konkan Railway etc shall continue to remain cancelled till 3rd May 2020.

To ensure the essential supplies in various parts of the country, movement of goods and Parcel trains will continue.

No booking of any type of tickets, including E tickets shall be done till further advice. However, facility of online cancellation will remain functional for ticket bookings.

All counters for ticket booking for UTS &PRS will remain closed till further orders.

Full refund will be given for tickets for the bookings made for the trains cancelled.

Full refund will also be there for those cancelling the advance bookings of tickets for trains not yet cancelled.

As far as trains cancelled upto 3rd May 2020 is concerned, the refunds would be automatically remitted by the Railways online to the customers while those who have booked across the counters, refund can be taken upto 31st July, 2020.

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**SG/MKV**

(Release ID: 1614272)