

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

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

New Delhi, dt. 8 .02.2023

CAO/FOIS

Camp: CRIS

Chanakyapuri

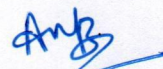
New Delhi-21

Sub: Process flow for refund in case of E-payment system

CRIS/FOIS may please refer the process flow for refund in case of E-payment system (copy enclosed).

The matter has been examined in consultation with Accounts and Finance directorates of Railway Board. The process flow for refund in case of Electronic Payment System designed by CRIS/FOIS has been found in order. The refund along with the Credit Note (required for GST Compliance) may be linked with ORR. The details of all refunds made should be sent to TA Office along with the Balance sheet for internal check. However, refunds shall be processed only after realisation of the outstanding dues if any, from the customer.

The pilot project may be launched over Central Railway, before implementation over all Indian Railways.

DA: *as above***(Anshoo Pandey)****Director, Traffic Commercial(Rates)
Railway Board**Copy for information to:

- PCCM, All Zonal Railways
- PED/Accounts; EDF(C&PPP), Railway Board

Refund Process through e-Payment:

- FOIS/TMS shall mark and generate a Refund Transaction ID for the eligible transactions for Refund that were originally paid through e-Payment against Freight or various Ancillary Charges in FOIS database.
- After validation at FOIS application, System shall initiate the Refunds requests which shall be sent to SBI INB Bank server through an API provided by the Bank.
- Bank System shall process the request against the same transaction id and reply to the FOIS System regarding the Success/Failure status.
- In case of SBI Customers, Bank Application shall validate the Source collection details and initiate a refund process to SBI CMP team which shall initiate refund process to the Customer's account from which the collection was made.
- However, in case of Non-SBI Customers, Bank Application shall initiate a refund process without validating the Source collection details to SBI CMP team which shall initiate refund process to the Customer's account based on the Parameters received in the Refund request from FOIS.
- In cases wherein the Refund Transactions are failed due to closure of Customer's account or any other reason, the said amount shall be credited back in the concerned Railway's bank account, as it is being practiced in Online Payment System. The amount will be refunded once the claim is made by the customer through the CCO office as per the guidelines of Railway Board. Web Claims module shall process the refund and the corresponding changes regarding the GST shall be taken care by the Claims System.

Refund Validation File :

Every day, FOIS application shall receive Refund MIS and Scroll files from SBI server which will provide the transaction status of Refunds of previous day. Based on the response from the Bank Server, the Refund transaction details will be updated in FOIS database.

Kindly issue necessary instructions, Process flow to be followed in FOIS regarding Refunds and reconciliation process/exigencies, so that designing and integration process can be initiated and implemented at the earliest.

This is for information and further necessary action please.