Ref:SS&SPL/23-24/056 Date: 03.07.2023

To

ACM/CP/SDAH

DRM Building

Eastern Railway, Sealdah,

Kolkata – 700014 (W.B)

**Sub: Letter for Cancellation Refund of Pre Booked OBHS tickets rejected for the month of March, 2022.**

**Ref: L.O.A. No. MC\_SC\_OBHS\_21/01300030037573 dated 28-06-2021**

Dear Sir,

In reference to our Letter No. SS&SPL/22-23/12 dated 27.06.2022 submitted to Chief Commercial Manager, we would like to inform you that, our letter for the cancellation refund for the trains got cancelled during the month of March, has been rejected by commercial department, saying the reason that the tickets were not submitted within three days of cancellation of train.

As the procedure for cancellation refund of pre booked OBHS tickets were not clearly stated to us, and we were not aware of TDR system, we were supposed to get the refund amount with our monthly bill. But when we came to know the fact that this is not the proper way, we submitted our letter together with the original tickets to the concerned department.

Now, after one and half year or so, they are saying that the amount will not be refunded to us as per their letter enclosed herewith for your kind perusal.

As such we request you to kindly look in the matter and arrange to take necessary action to release our pending payment.

Your kind co operation in this regard will be highly solicited.

Thanking you.

Yours faithfully,

**For Sainath Sales & Services Pvt. Ltd.**

**S V MUKUNDAN**

**(AREA MANAGER)**

**Copy to: Sr. DME/SDAH – for your kind information please**

**DME/SDAH – for your kind information please**

Encl: Copy of Letter No. ER/REF/B/102230402003/04/2023-24 of CCM/REFUND

Copy of our Letter No. NIL dated 06.04.2022 to Sr. DME/SDAH

Ref:SS&SPL/23-24/061 Date: 09.08.2023

To

ACM/CP/SDAH

DRM Building

Eastern Railway, Sealdah,

Kolkata – 700014 (W.B)

**Sub: Letter for Cancellation Refund of Pre Booked OBHS tickets rejected for the month of March, April & May, 2022.**

**Ref: (i) L.O.A. No. MC\_SC\_OBHS\_21/01300030037573 dated 28-06-2021 and our Letter No.**  **SS&SPL/23-24/056 dt.03.07.2023**

**(ii) Our Letter Nos. SS & SPL/23-24/052 dated 07.06.2023 & SS & SPL/23-24/056 dated 03.07.2023**

Dear Sir,

With reference to our Letter Nos. SS&SPL/23-24/052 dated 07.06.2023 & SS&SPL/23-24/056 dated 03.07.2023 (enclosed), and which was self explanatory. We would again like to bring in to your kind attention that we are still awaiting any positive reply from your end as well as from the office of the Sr. Divisional Commercial Manager regarding the refund against cancellation of pre booked OBHS tickets for the month of March, April & May, 2022.

As such we again request you to kindly look in to the matter and arrange to take necessary action to release our pending payment.

Your kind co operation in this regard will be highly solicited.

Thanking you.

Yours faithfully,

For **Sainath Sales & Services Pvt. Ltd.**

**S V MUKUNDAN**

**(AREA MANAGER)**

**Copy to: Sr. DME/SDAH – for your kind information please**

**DME/SDAH – for your kind information please**

**Chief Commercial Manager/Refund, E.Rly. Koilaghat – for your kind information please**

Encl: As above

Ref:SS&SPL/23-24/062 Date: 12.08.2023

To

Dy. Chief Commercial Manager (PM)

Eastern Railway,

Kolkata

**Sub: Refund of pre-booked OBHS tickets rejected for the trains cancelled in the month of**

**March, April & May, 2022.**

**Ref: (i) L.O.A. No. MC\_SC\_OBHS\_21/01300030037573 dated 28-06-2021 and our Letter No.**  **SS&SPL/23-24/061 dt.03.07.2023 to ACM/CP/SDAH**

**(ii)Sr. DCM Letter ref. nos. CC.3/Coa/Genl/16 Dt. 10.08.2023, CC.3/coa/Genl/16 Dt. 14.07.2023 And CC.3/Coa/Genl/16 Dt. 15.06.2023.**

Dear Sir,

This has in reference to the above subject; we are enclosing herewith the above mentioned copy of letters received from ACM/CP/SDAH for your kind perusal, which are self explanatory.

Now, we again request you to kindly look in to the matter and arrange to take necessary action to release our pending payments against the cancellation of pre booked OBHS tickets for the month of March, April & May 2022.

Your kind co operation in this regard will be highly solicited.

Thanking you.

Yours faithfully,

For **Sainath Sales & Services Pvt. Ltd.**

**S V MUKUNDAN**

**(AREA MANAGER)**

**Copy to: ACM/CP/SDAH – for your kind information please**

Encl: As above