

Government of India  
Ministry of Communications  
Department of Posts  
[Establishment Division/P.A.P. Section]

Dak Bhawan, Sansad Marg,  
New Delhi-110001

Dated:  
14<sup>th</sup> January, 2021.

To

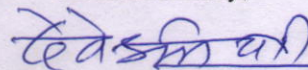
1. All Chief Postmasters General/ Postmasters General
2. Chief General Manager, BD Dte/Parcel Dte/ PLI Directorate
3. Director RAKNPA/ GM CEPT/ Directors of All PTCs,
4. Addl. Director General, Army Postal Service, R.K. Puram, New Delhi
5. All General Managers (Finance)/ DAP/ DDAP

**Sub:** Reimbursement of cancellation/reschedule charges for air/train tickets booked for the purpose of LTC and relaxation of LTC advance due to COVID-19 pandemic- relaxation regarding.

Sir/Madam,

I am directed to forward herewith a copy of Department of Personnel & Training, Ministry of Personnel, Public Grievances and Pensions OM No. 31011/1/2020-Estt (A.IV) dated 07.01.2021 on the subject mentioned above for information and necessary action.

Yours faithfully,



(D.K. Tripathi) 14/01/21  
Assistant Director General (Estt.)

Encl: As above.

Copy to:

1. PPS to Secretary (Posts)/ PS to Director General Postal Services.
2. Addl. DG (Co-ordination)/ Member (P)/ Member (O)/ Member (PLI)/  
Member (Banking)/ Member (Tech)/ Member (Plg & HRD)
3. AS & FA
4. Sr. DDG (Vig) & CVO/ Sr. DDG (PAF)/ Director General P&T (Audit)
5. Secretary, Postal Services Board
6. Chief Engineer (Civil) Postal Directorate
7. Budget / PA Wing/ C&A / STT Sections of Postal Directorate
8. All the other section of Postal Directorate
9. All recognized Federations/ Unions/ Associations
10. GM, CEPT for uploading the order on the India Post website
11. Guard File/Spare Copies.





No. 31011/1/2020-Estt (A.IV)  
Government of India  
Ministry of Personnel, Public Grievances and Pensions  
Department of Personnel and Training  
(Establishment A-IV Desk)

North Block, New Delhi-110001

Dated: 7 January, 2021

**OFFICE MEMORANDUM**

**Subject:-Reimbursement of cancellation/reschedule charges for air/train tickets booked for the purpose of LTC and relaxation of LTC advance due to COVID-19 pandemic- relaxation regarding.**

During the months of March - May, 2020, a Nation-wide Lockdown was implemented across the country in view of the prevailing Covid-19 epidemic. During this period, all domestic flights within India were cancelled but certain airlines have charged the cancellation charges against the pre-booked air tickets. In such a situation, many Government employees who had booked LTC tickets in advance for that period are facing financial difficulties in view of the high cancellation amount charged by the airlines. In this regard, requests are being received in this Department for grant of one-time relaxation for reimbursement of the cancellation charges.

2. It has also been observed that many airlines have not refunded the ticket amount for the air tickets booked in advance for the LTC journey scheduled during the lockdown period. These airlines have kept the booking amount with them in the form of 'credit shell' and have given the option to the passengers to travel within a year. This is causing undue hardships to the Government employees as the LTC advance along with penal interest, is required to be returned if the journey is not undertaken. Requests have been received in this regard for extension of time-limit for settlement of LTC advance and exemption of penal interest till such date the journey is performed by them.

3. The matter has been considered in this Department, in consultation with Department of Expenditure, and the following decisions are conveyed :-

- (i) Ministries/Departments are delegated the power to reimburse the cancellation/ reschedule charges of air/train tickets, as a one-time relaxation, to such Government servants who had booked advance air/train tickets for the purpose of LTC journey during the Lockdown period from 24<sup>th</sup> March, 2020 to 31<sup>st</sup> May, 2020 but were not able to perform the journey due to cancellation/rescheduling of flights/trains during that period. Such government servants seeking