

No.: PP-17/1/2025-PAP-DO
Government of India
Ministry of Communications
Department of Posts
(P.A.P. Section)

Dak Bhawan, Sansad Marg,
New Delhi-110001.
Date: 09 September, 2025.

To,
The Chief Postmaster General
Maharashtra Circle,
Mumbai – 400 001.

Subject : Clarification regarding reimbursement of Payment Gateway (PG) Charges in air/railway tickets – reg.

Sir,

I am directed to refer to Maharashtra Circle's office letter No. Accts B/Audit/Postal Dte/2024-25 dated 03.04.2025 on the subject cited above and to state that the Department of Expenditure (DoE), Ministry of Finance, vide I.D. Note dated 31.07.2025, has clarified that *the Payment Gateway charges as per the RBI guidelines and GST on Payment Gateway charges, being charged by ATAs during online Air/Railway ticket booking are reimbursable*. Therefore, it is requested to settle the claims accordingly.

This issues with the approval of the Competent Authority.

Yours faithfully



(Krishna Kumar Gupta)
Assistant Director General (Medical)
Link Officer to ADG(PAP)

Copy to :

1. All Chief Postmasters General / Postmasters General
2. Chief General Manager, BD Directorate / Parcel Directorate / 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) / Directors Postal Accounts / DDAP

6. PPS to Secretary (Posts) / PS to Director General Postal Services
7. PPS/ PS to Addl. DG (Co-ordination)/ Member (Banking)/ Member (O)/ Member(P)/ Member (Planning & HRD)/ Member (PLI)/ Member (Tech)
8. Additional Secretary & Financial Adviser
9. Sr.DeputyDirectorGeneral(Vigilance)&CVO / Sr. Deputy Director General (PAF)
10. Director General P&T (Audit), Civil Lines, New Delhi
11. Secretary, Postal Services Board/ All Deputy Directors General
12. Chief Engineer (Civil), Postal Directorate
13. All other Sections of Postal Directorate
14. All recognized Federations/ Unions/ Associations
15. GM, CEPT for uploading the order on the India Post web site
16. Guard File