

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 3280
ANSWERED ON 28.03.2025

REVENUE FROM NON-CONFIRMED WAITLISTED TICKETS AND GST

3280 SHRI SANJEEV ARORA:

Will the Minister of RAILWAYS be pleased to state:

- (a) the total number of non-confirmed waitlisted (WL) tickets and revenue from clerkage charges in the last three years, year-wise;
- (b) the total Goods & Service Tax (GST) collected on such tickets during the same period;
- (c) whether GST is refunded for canceled Waiting List (WL) tickets and, if not, the rationale behind it; and
- (d) whether Government plan to revise the refund policy to enhance transparency and passenger benefits?

ANSWER

MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

(a) to (d) During the financial years 2022-23, 2023-24 and 2024-25 (upto February, 2025), approximately 121.51 crore confirmed/Reservation Against Cancellation (RAC) tickets were issued whereas approximately 15.45 crore waiting list tickets were cancelled. However, details of amount credited on account of cancellation of tickets by passengers is not maintained separately.

As per rule, applicable GST amount on due refund amount is also refunded to passenger along with refund amount. However, cancellation/clerkage charge and GST amount on cancellation/clerkage as applicable is retained. GST is applicable in AC and First class only.
