

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 3312**  
**ANSWERED ON 28.03.2025**

**AUTOMATED CANCELLATION AND REFUND FACILITY FOR WAITLIST TICKETS**

3312 # DR. MEDHA VISHRAM KULKARNI:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the passengers who have purchased waiting tickets from counter, as opposed to e-tickets are required to visit station before departure of the train for ticket cancellation;
- (b) if so, whether Government is planning to introduce an automated cancellation and refund facility similar to that available for e-tickets;
- (c) whether Government is considering implementing a process to grant refunds even after the departure of the train to those passengers who are unable to cancel their tickets on time; and
- (d) whether Government is going to introduce a facility for the digital cancellation of counter tickets and online refunds, if so, the expected timeline for its implementation?

**ANSWER**

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

(SHRI ASHWINI VAISHNAW)

(a) to (d): Waitlisted PRS counter ticket shall be cancelled across the reservation counter on surrendering of the original PRS counter ticket as per time limit prescribed in Railway Passengers (Cancellation of Tickets and Refund of Fares) Rules 2015.

However, in normal circumstances, cancellation of PRS counter ticket can also be done online through IRCTC website or through 139 within the prescribed time limit as per Railway Passengers (Cancellation of Tickets and Refund of Fares) Rules 2015 and refund amount shall be collected by surrendering Original PRS counter Ticket across Reservation counters as per instructions issued from time to time.