

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 2348
ANSWERED ON 08.08.2025

ADDITIONAL CHARGES LEVIED BY IRCTC ON DIGITAL PAYMENTS

2348 # SHRI SANJAY SINGH:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether Indian Railway Catering and Tourism Corporation (IRCTC) levies additional charges on digital payments at the rate of ₹ 10 on non-AC tickets and ₹ 20 on AC tickets booked through UPI or other modes; and
- (b) if so, the rationale behind levying this additional charge on digital transactions despite Government's policy of promoting a cashless economy and usage of UPI?

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) & (b) Indian Railway Catering and Tourism Corporation (IRCTC) has provided the facility to book reserved tickets online saving passengers from the trouble of going to reservation counters to book the tickets thus saving travel time and transportation costs.

IRCTC incurs substantial expenditure on providing online ticketing facility and in order to defray the cost incurred in maintenance, upgradation and expansion of ticketing infrastructure, a very nominal convenience fee is levied by IRCTC.

The online ticket booking facility provided by IRCTC is one of the most passenger friendly initiatives of Indian Railways and at present about 87% of the reserved tickets are booked online.
