

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAJYA SABHA
UNSTARRED QUESTION NO. 3956
ANSWERED ON 27.03.2026

REVENUE EARNED FOR CANCELLATION CHARGES ON WAITLISTED TICKETS

3956 SHRI MALLIKARJUN KHARGE:

Will the Minister of RAILWAYS be pleased to state:

- (a) the total revenue earned by Railways from cancellation charges on waitlisted tickets for the last five years, year-wise, travel class-wise i.e., Sleeper Class, 3AC, 2AC, 1AC, Chair Car, etc.;
- (b) whether any internal review, audit or public consultation have been conducted on this matter in the last five years; and
- (c) if so, the details thereof?

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (c) Clerkage is levied on cancellation of all waitlisted tickets including cancelled through IRCTC website as per the Railway Passengers (Cancellation of Tickets and Refund of Fare) Rules, 2015, notified through Gazette notification and as amended from time to time. However, the details of amount credited on account of cancellation of tickets is not maintained separately. Review and rationalization of policy in this regard is a continuous and ongoing process.

Further, Indian Railways strives to provide affordable services to all strata of the society and gave subsidy of Rs. 60,239 crore on passenger tickets in 2024-25. This amounts to concession of 43% on an average, to every person, travelling on Railways. In other words, if the cost of providing service is Rs. 100, then the price of ticket is Rs. 57 only. This subsidy is continuing for all passengers. Concessions beyond this subsidy amount are continuing for many categories like 4 categories of Persons with disabilities (Divyangjans), 11 categories of patients and 8 categories of students.
