

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAJYA SABHA
UNSTARRED QUESTION NO. 750
ANSWERED ON 24.07.2026

**EXORBITANT REVENUE GENERATION THROUGH PASSENGER TICKET
CANCELLATION PENALTIES**

750 SHRI CHANDRAKANT DAMODAR HANDORE:

Will the Minister of RAILWAYS be pleased to state:

- (a) the structural rationale for extending the zero-refund window from 4 to 8 hours before departure and increasing the 25 per cent penalty threshold to 72 hours;
- (b) the revenue earned by Indian Railways exclusively through ticket cancellation fees and forfeited fares on uncanceled waitlisted tickets during the last three years, zone-wise;
- (c) whether Government has assessed the severe financial hardship these stringent cancellation slabs impose on lower-income families; and
- (d) whether Government intends to reconsider the said policy, if so, the timeline thereof?

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (d): As per existing rules, for all trains (except Vande Bharat Sleeper Express and newly introduced Amrit Bharat Express trains), cancellation charge and time limit applicable for cancellation of confirmed, waitlisted and partially confirmed tickets are as under:

Status of ticket	Time limit	Applicable cancellation charge	
Confirmed	Upto 48 hours before the scheduled departure of the train.	1 st AC/ Executive Class	Rs. 240/-
		2AC/1 st Class	Rs. 200/-
		3AC/AC Chair Car /3A Economy Class	Rs. 180/-
		Sleeper Class	Rs. 120/-
		Second Class(reserved)	Rs. 60/-
	Between 48 hours and upto 12 hours before the scheduled departure of the train.	25% of the fare subject to minimum cancellation charges as mentioned above.	
	Between 12 hours and	50% of the fare subject to minimum cancellation	

	upto 4 hours before the scheduled departure of train.	charges as mentioned above.
	Less than 4 hours	No refund after above time limit.
Waitlisted or partially confirmed	Upto thirty minutes before the scheduled departure of the train	Rs. 60/- (clerkage charges)

Cancellation charge and time limit applicable for cancellation of confirmed tickets of Vande Bharat Sleeper Express and newly introduced Amrit Bharat Express are as under:

Time limit	Applicable cancellation charge
Upto 72 hours before the scheduled departure of train.	25% of the fare.
Between 72 hours and upto 8 hours before the scheduled departure of the train	50% of the fare.
Less than 8 hours	No refund after above time limit.

Separate refund rule for confirmed tickets of these trains have been made to discourage speculative bookings by unscrupulous people. Also, this has reduced the minimum cancellation charges for confirmed sleeper class tickets of newly introduced Amrit Bharat Express trains for certain distances compared with other train services. For waitlisted or partially confirmed tickets, there is no change in the time limit or charges applicable for these train services.

Zone-wise revenue earned by Indian Railways exclusively through ticket cancellation and forfeited fares on un-cancelled waitlisted tickets is not maintained separately.
