

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.3795
TO BE ANSWERED ON 09.08.2017**

REFUND OF CANCELLED TICKETS

†3795. SHRI SANJAY HARIBHAU JADHAV:

Will the Minister of RAILWAYS be pleased to state:

(a) whether the refund of the cancelled tickets reserved through ATM and credit cards by the railway passengers during demonetization has been made;

(b) if so, the number of tickets cancelled and refund paid during the said period;

(c) if not, the reasons therefor; and

(d) the total number of passengers whose refund has not yet been made zone-wise and the time by which their refund is likely to be made?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI RAJEN GOHAIN)**

(a) to (d): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO.3795 BY SHRI SANJAY HARIBHAU JADHAV TO BE ANSWERED IN LOK SABHA ON 09.08.2017 REGARDING REFUND OF CANCELLED TICKETS

(a) to (d): During the period 09.11.2016 to 31.12.2016, 73,20,951 reserved tickets were cancelled out of tickets booked through Debit, Credit Cards and other cashless modes of payment and an amount of approximately ₹838 crore has been refunded. Subsequent to demonetisation, a surge in the number of booking of reserved tickets across booking counters was noticed. Consequently, Zonal Railways were advised that the cancellation of such high value tickets and payment of refund against such cancellation of tickets shall not be allowed in cash across the counter and the payments shall only be made through cheque/ECS (Electronic Clearing Service) through Bank. This has resulted in an extraordinary situation of a large number of refund cases being registered on Zonal Railways and it has not been possible to dispose of all the refund claims in the 90 days limit prescribed for settlement of coaching refund claims. Further, some of the cases are also pending on account of investigation of the refund claims. The number of such pending refund cases is as under:

S.No.	Zonal Railway	No. of refund cases pending
1.	Central	2
2.	Eastern	3649
3.	East Central	432
4.	East Coast	10
5.	Northern	11
6.	North Central	14
7.	North Eastern	1
8.	Northeast Frontier	151
9.	North Western	76
10.	Southern	15
11.	South Central	1
12.	South Eastern	4
13.	South East Central	64
14.	South Western	5
15.	Western	8
16.	West Central	13
	Total	4456

However, Zonal Railways have been advised to finalise the coaching refund claims expeditiously.
