

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 662
TO BE ANSWERED ON 19.07.2017**

REVENUE FROM CANCELLATION OF TICKETS

**662. SHRI BHAGWANTH KHUBA:
SHRI VENKATESH BABU T.G.:
SHRI D.K. SURESH:**

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways has earned huge amount of money through cancellation of reserved tickets, partly confirmed tickets and window waiting tickets;**
- (b) if so, the details thereof during the last three years, year-wise;**
- (c) whether it is proposed to extend the time schedule for cancellation of window waiting tickets and reduce the cancellation charges;**
- (d) if so, the details thereof and the time by which the above proposals are likely to be implemented; and**
- (e) if not, the reasons therefor?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 662 BY SHRI BHAGWANTH KHUBA, SHRI VENKATESH BABU T.G. AND SHRI D.K. SURESH TO BE ANSWERED IN LOK SABHA ON 19.07.2017 REGARDING REVENUE FROM CANCELLATION OF TICKETS

(a) & (b): Total Cancellation/Clerkage charges collected on cancellation of Confirmed, RAC (Reservation against cancellation) and waitlisted tickets during the last three years are as under:-

Financial year	Total Cancellation/clerkage charges collected (Approx.₹ in crore)
2014-15	908
2015-16	1124
2016-17	1407

(c) & (d): At present, there is no such proposal under consideration.

(e): Clerkage and cancellation charge are levied to cover the cost of service for issuing & cancellation of tickets which include cost of staff, heavy investment for providing booking/cancellation facility through internet and providing PRS counters even at smaller stations, maintenance cost of the systems etc. This also disincentivizes speculative bookings. Moreover increase in clerkage and cancellation charges has no effect on all the passengers and applies only to the passengers who want to cancel the ticket.

As regards extension of time limit it is mentioned that to facilitate cancellation of PRS counter tickets within the prescribed time limit the following facilities have been provided:-

(i) From May 2016, Passenger can cancel PRS counter tickets through IRCTC website or through 139 within the prescribed time limit mentioned in the Refund Rule 2015 and refund amount can be collected across the counter as per guidelines issued upto the prescribed time limit on surrendering the original ticket.

(ii) W.e.f 01.12.2015, PRS counter tickets can be cancelled at relatively smaller stations wherever PRS booking facility is available throughout the day and refund is granted beyond the working hours of PRS counters/current counters within the prescribed time limit as per refund rule.
