

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 4280  
TO BE ANSWERED ON 21.03.2018**

**INCREASE IN REFUND CASES**

**4280. SHRI A.T. NANA PATIL:**

**Will the Minister of RAILWAYS be pleased to state:**

**(a) whether it is a fact that there has been an increase in the number of refund cases on account of unbooked tickets through IRCTC website;**

**(b) if so, the details of the amount refunded in respect of unbooked online tickets in the last two years; and**

**(c) the steps taken by the Government to ensure that such refund cases are disposed of immediately?**

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF RAILWAYS**

**(SHRI RAJEN GOHAIN)**

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

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF UNSTARRED QUESTION NO.4280 BY SHRI A.T. NANA PATIL TO BE ANSWERED IN LOK SABHA ON 21.03.2018 REGARDING INCREASE IN REFUND CASES**

**(a): The cases where payment is deducted but ticket is not issued during the process of online booking of tickets through Indian Railway Catering and Tourism Corporation (IRCTC) website are referred to as Failed Transactions which occur due to various factors including failure of response from bank, choice of berth preference not met, etc. During the period April,2017 to February 2018, the number of failed transactions constituted approximately 6% of the total ticket booking transactions on IRCTC website as compared to approximately 5% of such transactions during the corresponding period of previous year.**

**(b): The amount on account of refund arising out of failed transactions during the last two years is as under:-**

<b>Financial Year</b>	<b>Amount (₹ in crore)</b>
<b>2015-16</b>	<b>1468.10</b>
<b>2016-17</b>	<b>1786.17</b>

**(c): In case of failed transaction, refund is processed automatically on the following day of the transaction made by user after confirmation through the file of transaction from bank and Passenger Name Record (PNR) generation from Passenger Reservation System (PRS).**

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