

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 1059
TO BE ANSWERED ON 08.02.2023**

INCOME GENERATED BY CANCELLATION OF TICKETS BY IRCTC

1059. SHRI M.K. RAGHAVAN:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government has noticed that ticket cancellation charges being charged by IRCTC is very high, if so, the details in this regard;**
- (b) whether the Government has any data regarding the income generated through cancellation of tickets by IRCTC and if so, the details regarding the same since 2019;**
- (c) whether the Government has any plans to bring in changes to the monopoly of IRCTC in railway sector and if so, the details thereof;**
- (d) whether the Government plans to restore senior citizen reservation in trains and if so, the details of steps taken in this regard; and**
- (e) the steps taken to expedite the station development project at Kozhikode?**

ANSWER

**MINISTER OF RAILWAYS, COMMUNICATIONS AND
ELECTRONICS & INFORMATION TECHNOLOGY**

(SHRI ASHWINI VAISHNAW)

(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.1059 BY SHRI M.K. RAGHAVAN TO BE ANSWERED IN LOK SABHA ON 08.02.2023 REGARDING INCOME GENERATED BY CANCELLATION OF TICKETS BY IRCTC

(a) & (b): Cancellation/clerkage charge is levied on cancellation of tickets as per Railway Passengers (Cancellation of Tickets and Refund of Fare) Rules 2015. However, in addition to normal fare indicated on the reserved tickets issued through computerized Passenger Reservation System counters of Indian Railways, Indian Railway Catering & Tourism Corporation (IRCTC) realizes convenience fee from the passengers who book online reserved e-tickets through IRCTC e-ticketing platform which is as under:

Class	For Payment done using Net banking/Debit-Credit Card (₹ per ticket)	For Payment done using UPI (₹ per ticket)
For air-conditioned classes	30	20
For non-air-conditioned classes	15	10

On cancellation of ticket, this convenience fee is not refunded. The details of convenience fee collected by IRCTC during financial years 2019-20 onwards is as under:-

Year	Convenience fee collected (in ₹ in crore)
2019-2020	352.33
2020-2021	299.17
2021-2022	694.08
2022-2023 (till Dec)	604.40

(c): Cancellation/clerkage charges are collected by IRCTC based on instructions issued by Railways from time to time. Moreover, reserved tickets can also be booked through computerised Passenger Reservation System (PRS) counters of Indian Railways and also through authorised ticketing agents engaged for issuing reserved tickets.

(d): Indian Railways have extended various reservation related facilities to senior citizens which include earmarking of combined reservation quota for senior citizens, female passengers above the age of 45 and pregnant women, automatic allotment of lower berth subject to availability, etc. These facilities are continuing.

(e): Ministry of Railways have undertaken development of Kozhikode Railway Station under Amrit Bharat Station scheme. The work has been entrusted to Rail Land Development Authority (RLDA). Techno Economic feasibility studies for the same has been initiated.

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