

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 2673
TO BE ANSWERED ON 04.08.2021**

ON DEMAND TICKETS TO PASSENGERS

**2673. DR. JAYANTA KUMAR ROY:
SHRIMATI SANGEETA KUMARI SINGH DEO:**

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government had proposed to provide on demand rail tickets to passengers and if so, the details thereof;**
- (b) whether getting a confirmed rail ticket on many routes is still difficult as reflected in number of waitlisted tickets;**
- (c) if so, the details of waitlisted tickets alongwith the amount during the last three years;**
- (d) whether a large number of tickets are cancelled due to various reasons including long advance booking period of 120 days and if so, the details of tickets cancelled along with the cancellation charge collected during the last three years;**
- (e) whether there is an urgent need for reforms in ticketing system of Railways like reducing the advance booking from 120 to 90 days, gradual release(monthly) of tickets, faster refund, capacity augmentation, etc.; and**
- (f) if so, the other steps being taken by the Government to provide on demand rail tickets to passengers?**

ANSWER

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

(SHRI ASHWINI VAISHNAW)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (f) OF UNSTARRED QUESTION NO. 2673 BY DR. JAYANTA KUMAR ROY AND SHRIMATI SANGEETA KUMARI SINGH DEO TO BE ANSWERED IN LOK SABHA ON 04.08.2021 REGARDING ON DEMAND TICKETS TO PASSENGERS

(a)&(b): On Indian Railways, demand pattern of reserved accommodation is not uniform throughout the year and it varies over lean and peak periods. Moreover trains running on popular and convenient timings with lesser stoppage and running time are generally well patronized and also experience waiting list almost throughout the year. However other trains not having one or all these features are chosen by passengers for travel only as a second alternative and may not be fully patronized.

With a view to provide convenient accommodation to passengers waiting list of the trains is monitored on regular basis and based on demand pattern and operational feasibility, load of existing trains is augmented on temporary or permanent basis, new trains are introduced or special trains are run.

To provide confirmed reserved accommodation to those passengers who have to travel at short notice, Tatkal Reservation Scheme has been introduced in which reservation opens at 10.00 hours and 11.00 hours on the previous day of journey from the train originating station for air conditioned and non air conditioned classes respectively.

(c) The details of number of waiting lists tickets issued, at the time of preparation of first reservation chart, and the total fare value of those

tickets during the last three years are as under.

Financial Year	No. of Waiting List Tickets	Fare value of Waiting List Tickets (in ₹)
2018-19	3,20,02,635	28,89,84,47,399
2019-20	2,93,47,229	26,92,33,53,570
2020-21	75,11,005	6,77,30,64,145

Note: The fare value of tickets excludes concession and voucher amount.

(d)&(e): To cater to the requirements of different segments of passengers, Indian Railways have fixed different Advance Reservation Period (ARP) for different types of trains. In most of the long distance trains and Shatabdi Express trains, reserved tickets can be booked up to 120 days in advance whereas in case of short distance trains, shorter ARP has been prescribed. Further, special trains on special fare can also be run with shorter ARP. To meet the requirement of those passengers who have to travel at short notice, Tatkal reservation scheme is available in which booking is available at an ARP of approximately one day. On Indian Railways Advance Reservation Period for ticket booking is reviewed based on feedback from rail users.

Those passengers who can plan their journey in advance book under general reservation scheme whereas those who have to travel at short notice book tickets under Tatkal Reservation Scheme.

The passengers who have booked the ticket have option to cancel it for any reason including cancellation of programs, change in schedule etc. and take refund as per provisions of Railway Passengers (Cancellation of Ticket and Refund of Fare) Rules, 2015. The details of

number of tickets cancelled and cancellation charges collected during the last three years are as under.

Financial Year	No. of tickets cancelled	Cancellation charges collected (in ₹)
2018-19	8,37,47,306	15,18,62,15,427
2019-20	9,41,57,175	17,21,41,29,130
2020-21	5,63,81,674	7,71,10,15,507

(f) Introduction of new trains, running of special trains/augmentation of load of existing trains and provision of other facilities to the rail passengers based on demand pattern and operational feasibility is a continuous and ongoing exercise.
