

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 1639
TO BE ANSWERED ON 27.07.2022**

ONLINE TICKET RESERVATION SYSTEM

**†1639. SHRI RODMAL NAGAR:
SHRI CHANDRA PRAKASH JOSHI:**

Will the Minister of RAILWAYS be pleased to state:

(a) the additional fee charged from the passengers who book their tickets online through online ticket reservation system as compared to the tickets bought from the railway station window;

(b) the additional revenue collected by the Railways every year through the online ticket system as compared to the tickets bought from the railway station window; and

(c) the details of revenue collected by the Railways through online ticket refunds?

ANSWER

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

(SHRI ASHWINI VAISHNAW)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF UNSTARRED QUESTION NO. 1639 BY SHRI RODMAL NAGAR AND SHRI CHANDRA PRAKASH JOSHI TO BE ANSWERED IN LOK SABHA ON 27.07.2022 REGARDING ONLINE TICKET RESERVATION SYSTEM

(a) 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

In addition, passengers booking e-tickets also pay payment gateway charges to banks /financial institutions depending upon the mode of payment adopted.

(b) The total convenience fee collected by IRCTC during the financial year 2020-21 onwards is as under: -

Year	Convenience Fee collected (in ₹ in crore)
2020-21	299.17
2021-22	694.08
2022-23 (till June, 2022)	207.06

(c) No additional revenue is collected by the Railways through online ticket refund.
