

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO.5216  
TO BE ANSWERED ON 02.04.2025**

**REFUND OF CANCELLED TICKETS**

**†5216. SHRI ANANTA NAYAK:**

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

- (a) the number of passengers cancelled their tickets and claimed refund due to train delays in train across the country during the previous year along with the number of passengers out of them received refund successfully;**
- (b) the number of cases noticed where passengers did not get refund despite the delay in train for three hours or more along with the main reasons therefor;**
- (c) whether the Government is implementing any new scheme to make the railway ticket refund process faster, simpler and transparent; and**
- (d) the strategic steps taken/being taken by the Government to ensure punctuality of trains and to reduce inconvenience caused to passengers due to delays?**

**ANSWER**

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

**(SHRI ASHWINI VAISHNAW)**

**(a) to (d) Refund on cancellation of tickets is granted as per provisions of Railway Passengers (Cancellation of Ticket and Refund of Fare) Rules, 2015. Tickets can be cancelled or TDR filed as the case may be under different circumstances.**

**Indian Railways continuously strive to improve the methodology of granting refund to the passengers. The steps taken to expedite refunds in recent past are as under:-**

- In order to expedite refunds, the cancellation transactions are now reconciled on the day of cancellation and refunds are also initiated on the same day.**
- Refund requests are now processed online through integration of multiple Information Technology (IT) Applications viz. National Train Enquiry System (for Train running status), Hand Held Terminal Application (For actual travel status), Passenger Reservation System (for Booking Status) and Next Generation E Ticketing System (For filing of Refund request and processing of refund).**

**Indian Railways makes all efforts to run trains as per their schedule and punctually. Punctuality of trains is dependent on various factors like asset failure, law and order problem, natural calamities, fog, inclement weather conditions, etc.**

**With a view to improve the punctuality of trains, IR has taken a number of steps which include rigorous monitoring of running of passenger carrying trains at Divisional and Zonal levels, standardization of rakes, removal of infrastructure bottlenecks in a planned manner, rationalization of Time Table in a scientific manner, conversion of trains from diesel traction to electric traction wherever feasible, conversion of conventional rakes of Mail / Express trains ICF rakes (Integral Coach Factory design rakes) into LHB rakes (Linke Hofmann Busch rakes), provision of Bye-pass at stations to avoid engine reversal. Further, to ensure real time and realistic reporting of arrival /departure of passenger trains, data-loggers are being used.**

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