

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
LOK SABHA
STARRED QUESTION NO. 73
TO BE ANSWERED ON 04.02.2026**

REVENUE EARNED BY RAILWAYS ON TICKET CANCELLATION

**†*73. Shri Ramprit Mandal:
Shri Sunil Kumar:**

Will the Minister of RAILWAYS be pleased to state:

- (a) the details of the revenue earned by the Railways from cancellations of tickets during the last three years;**
- (b) the details of the revenue earned by the Railways from non-refund of money against confirmed tickets and tickets reserved under Tatkal seva in the cases where passengers have not travelled during the last three years;**
- (c) whether the concessions previously granted to senior citizens, women and persons with disabilities (Divyangjan) on the purchase of railway tickets have been discontinued and if so, the details thereof;**
- (d) whether the Government proposes to restore the concessions given by the Railways to senior citizens, women and Divyangjans on tickets and if so, the details thereof;**
- (e) whether the Government has data on the increase in revenue earned by the Railways due to the removal of senior citizen concessions based on the age-wise details of ticket-booked passengers so far and if so, the details thereof; and**
- (f) whether the Government proposes to provide priority to the senior citizens for travelling in trains and if so, the details thereof?**

ANSWER

**MINISTER OF RAILWAYS, INFORMATION & BROADCASTING 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 STARRED QUESTION NO.73 TO BE ANSWERED ON 04.02.2026 IN LOK SABHA

(a) to (f) Cancellation of ticket and refund of fare is governed by the Railway Passengers (Cancellation of Ticket and Refund of Fare) Rules, 2015, as amended from time to time. Revenue earned by the Railways from cancellation of tickets and non-refund of money against confirmed tickets and tickets reserved under Tatkal seva in the cases where passengers have not travelled is not maintained separately.

Indian Railways strives to provide affordable services to all strata of the society and gave subsidy of ₹ 60,466 crore on passenger tickets in 2023-24. This amounts to concession of 45% on an average, to every person, travelling on Railways. In other words, if the cost of providing service is ₹ 100, then the price of ticket is ₹ 55 only. This subsidy is continuing for all passengers. Further, concessions beyond this subsidy amount are continuing for many categories like 4 categories of Persons with Disabilities (Divyangjans), 11 categories of patients and 8 categories of students.

Indian Railways provide various facilities for the convenience of passengers including Senior Citizens. Some of the facilities extended to Senior Citizens are as under:

- i. Allotment of lower berths to male passengers of 60 years and above and Female passengers of 45 years and above automatically, even if no choice is given, subject to availability.**
- ii. Earmarking of a combined quota of six to seven lower berths per coach in Sleeper class, four to five lower berths per coach each in Air Conditioned 3 tier (3AC) and three to four lower berths per coach in Air Conditioned 2 tier (2AC) classes (depending on the number of coaches of that class in the train) for senior citizens, female passengers 45 years of age and above and pregnant women.**
- iii. Allotment of lower berths falling vacant in the train to senior citizens, Persons with Disabilities or pregnant women (who have been allotted middle/upper berth) on priority.**
- iv. Earmarking of unreserved accommodation for senior citizens in 2nd class general compartment on suburban sections of Indian Railways.**
- v. Earmarking of separate counters at various Passengers Reservation System (PRS) centers for dealing with the reservation requisitions received from senior citizens subject to demand pattern and availability of counters.**
