

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
STARRED QUESTION NO. 51
TO BE ANSWERED ON 02.12.2015**

CHARGES ON TICKETS UNDER REFUND RULES

***51. SHRI G. HARI:
SHRI SATAV RAJEEV:**

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways has doubled the charges levied on cancellation of tickets and made the refund valid only till four hours before the scheduled departure of train;**
- (b) if so, the details of amendments made in the ticket reservation and refund rules and the reasons therefor;**
- (c) whether the railways has reduced the window time for cancellation of tickets and if so, the reasons therefor;**
- (d) whether the passengers are likely to be put to inconvenience in the aftermath of such rules; and**
- (e) the corrective steps taken/being taken by the Government in the interest of genuine train passengers?**

ANSWER

MINISTER OF RAILWAYS

(SHRI SURESH PRABHAKAR PRABHU)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF STARRED QUESTION NO. 51 BY SHRI G. HARI AND SHRI SATAV RAJEEV TO BE ANSWERED IN LOK SABHA ON 02.12.2015 REGARDING CHARGES ON TICKETS UNDER REFUND RULES

(a) to (c) With effect from 12.11.2015, certain provisions of Railway Passengers (Cancellation of tickets and refund of fare) Rules have been amended and comprehensive Railway Passengers (Cancellation of tickets and refund of fare) Rules 2015 have been notified through Gazette Notification G.S.R. 836(E). dated 04.11.2015.

The reasons for making the changes are to provide benefit to the passengers as well as check misuse of refund rules by unscrupulous elements as detailed below:

(A) Benefits to Passengers:

- i) Passengers are able to know the final status of their ticket at least 4 hours in advance of the scheduled train departure time.**
- ii) The berths released due to cancellation now become available for booking to passengers till minutes before the actual departure of the train through internet as well as on the PRS counters at the station.**
- iii) Passengers at enroute stations can get available accommodation through the system even after departure of the train from the originating station.**
- iv) Automatic refund of e-tickets for cancelled trains has been provided without requirement for filing of ticket deposit receipt.**
- v) The revised rules will catalyse facility of Mobile ticketing (for PRS tickets) as well as issue of paperless tickets.**
- vi) PRS counter tickets can now be cancelled at relatively smaller stations wherever PRS booking facility is available throughout the day and for granting refunds beyond the working hours of PRS counters/current counters.**

vii) Touting activities/speculative booking by selling of berths at a premium at last minute to gullible passengers would be discouraged since no refund on confirmed ticket is permissible after four hours in advance of the scheduled departure of the train.

(B) Benefits to Railway:

i) Berths going vacant on account of last minute cancellations and after departure of the train are now eliminated.

ii) Vacant berths generated on account of cancellations are allotted through the system in a transparent manner instead of being allotted by Ticket checking staff on the train.

iii) Bogus claims for refunds after travel get eliminated since refund after departure of the train are not permissible.

iv) Cancellation charges have been increased since it involves two transactions, namely, one for booking and another for cancellation. Clerkage and cancellation charge are collected to cover the operating cost of cancellation of tickets. Increases in these charges are expected to disincentivize speculative bookings also.

Important changes made in Railway Passengers (Cancellation of tickets and refund of fare) Rules effective from 12.11.2015 are as under:-

Sl No.	Pre-revised	W.e.f. 12.11.2015
1.	Clerkage charges	
	Levy of clerkage per passenger for cancellation of unreserved, RAC and waitlisted tickets was as under:-	Levy of clerkage per passenger for cancellation of unreserved, RAC and waitlisted tickets are as under:-
	(i). Unreserved (second class): Rs. 15.	(i). Unreserved (second class): Rs. 30.
	(ii) Second class (reserved) and other classes: Rs. 30.	(ii) Second class (reserved) and other classes: Rs. 60.

2.	Refund of fare on unused Confirmed (Reserved) tickets	
(i)	48 hours before the scheduled departure of the train, minimum cancellation charge was levied as under:- 1stAC/executive class: Rs.120 2AC/1st class : Rs.100 3AC/ACC/3A economy: Rs.90 Second sleeper class: Rs.60 Second class : Rs.30	48 hours before the scheduled departure of the train, minimum cancellation charge is levied as under:- 1st AC/executive class: Rs.240 2AC/1st class : Rs.200 3AC/ACC/3A economy: Rs.180 Second sleeper class: Rs.120 Second class : Rs.60.
(ii)	Between 48 hours and 6 hours before the scheduled departure of the train cancellation charge was 25% of the fare subject to minimum charge as per (i) above.	Between 48 hours and 12 hours before the scheduled departure of the train cancellation charge is 25% of the fare subject to minimum charge as per (i) above.
(iii)	Between 6 hours before the scheduled departure of the train and upto 2 hours after the actual departure of the train, cancellation charge was 50% subject to minimum charge as per (i) above.	Between 12 hours and 4 hours before the scheduled departure of the train cancellation charge is 50% subject to minimum charge as per (i) above.
(iv)	No refund after the above time limit was permissible.	No refund after the above time limit is permissible.

3.	Refund on unused RAC/Waitlisted/Partially confirmed tickets	
(i)	If Partially confirmed tickets was presented for cancellation upto two hours after the actual departure of the train, full refund minus clerkage charge was refunded.	If Partially confirmed ticket is presented for cancellation upto half an hour before the scheduled departure of the train full refund minus clerkage charge is refunded.
(ii)	If RAC/Waitlisted tickets was presented for cancellation upto three hours after the actual departure of the train, full refund minus clerkage charge was refunded.	If RAC/Waitlisted tickets is presented for cancellation upto half an hour before the scheduled departure of the train full refund minus clerkage charge is refunded.
4.	Refund on e-tickets on cancellation of trains	
	Before 01.07.2015, for refund of fare online Ticket Deposit Receipt (TDR) had to be filed.	W.e.f. 01.07.2015, automatic refund is credited in the account from which booking transaction took place. Filing of online Ticket Deposit Receipt (TDR) is not required.

(d) & (e) There would be no inconvenience to passengers if tickets are cancelled within the prescribed time limits.
