

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 3068
TO BE ANSWERED ON 16.03.2016**

CHANGE IN REFUND RULES

3068. SHRI P.P. CHAUDHARY:

SHRI NARANBHAI KACHHADIYA:

SHRI DILIPKUMAR MANSUKHLAL GANDHI:

SHRI GAJENDRA SINGH SHEKHAWAT:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether rules regarding refund of booking amount have been changed;**
- (b) if so, the details thereof and the reasons therefor; and**
- (c) the amount earned by the Railways from passengers who do not claim or file for refund or TDR for journeys that they do not undertake during the last three years, zone and year-wise?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(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.3068 BY SHRI P.P. CHAUDHARY, SHRI NARANBHAI KACHHADIYA, SHRI DILIPKUMAR MANSUKHLAL GANDHI AND SHRI GAJENDRA SINGH SHEKHAWAT TO BE ANSWERED IN LOK SABHA ON 16.03.2016 REGARDING CHANGE IN REFUND RULES

(a)&(b): Yes, Madam. Cancellation charges/clerkage charges have been revised w.e.f. 12.11.2015 as under:-

SI 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:- (i) Unreserved (second class): ₹15. (ii) Second class (reserved) and other classes: ₹30.	Levy of clerkage per passenger for cancellation of unreserved, RAC and waitlisted tickets are as under:- (i) Unreserved (second class): ₹30. (ii) Second class (reserved) and other classes: ₹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:- 1st AC/executive class: ₹120 2AC/1st class: ₹100 3AC/ACC/3A economy: ₹90 Second sleeper class: ₹60 Second class: ₹30	48 hours before the scheduled departure of the train, minimum cancellation charge is levied as under:- 1st AC/executive class: ₹240 2AC/1st class: ₹200 3AC/ACC/3A economy: ₹180 Second sleeper class: ₹120 Second class: ₹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.

Clerkage and cancellation charge are levied to cover the cost of service for issuing & cancellation of tickets which include cost of staff, heavy investment for providing booking/cancellation facility through internet and providing PRS counters even at smaller stations, maintenance cost of the systems etc., This also disincentivizes speculative bookings. Moreover increase in clerkage and cancellation charges has no effect on all the passengers and applies only to the passenger who want to cancel the ticket.

(c) No such data is maintained.