

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 4049  
TO BE ANSWERED ON 10.08.2016**

**REFUND FOR E-TICKET AND RAILWAY TICKET PASSENGERS**

**4049. SHRI HARINARAYAN RAJBHAR:**

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

- (a) the time period within which refund is provided to the passengers holding reserved tickets in the event of cancellation of a train;**
- (b) whether there is a difference in time period between e-ticket and the ticket purchased from the counter;**
- (c) if so, the details thereof and the reasons therefor;**
- (d) whether the Railways is planning to increase the time period of getting refund of reserved passenger tickets purchased from the counter; and**
- (e) if so, the details thereof?**

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF RAILWAYS**

**(SHRI RAJEN GOHAIN)**

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

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 4049 BY SHRI HARINARAYAN RAJBHAR TO BE ANSWERED IN LOK SABHA ON 10.08.2016 REGARDING REFUND FOR E-TICKET AND RAILWAY TICKET PASSENGERS.**

**(a): As per extant rule, in case of cancellation of trains, automatic refund of fare on confirmed or RAC or Waitlisted e-tickets is directly credited to the account from which booking transactions took place. Online cancellation or filing of TDR is not required in such case. For PRS counter ticket, when the train is cancelled due to unforeseen circumstances such as accident, breach or flood, refund of fare is permissible across the counter within three days excluding the scheduled day of departure of the train.**

**(b)&(c): Comparative important cancellation & Refund rules for PRS counter ticket and e- ticket are as under:**

<b>PRS COUNTER TICKET</b>	<b>E-TICKET</b>
<b>(i) Cancellation and Refund of fare on confirmed PRS counter tickets is permissible across PRS counter upto 4 hours before the scheduled departure of the train</b>	<b>(i) For refund of fare on e-tickets, online cancellation/TDR have to be filed as the case may be upto 4 hours before the scheduled departure of the train and refund of permissible refund amount is credited to the account from which booking transaction took place.</b>
<b>(ii) Cancellation and refund of fare on RAC/Waitlisted PRS counter tickets is permissible up to thirty minutes before the</b>	<b>(ii) In case of RAC e-ticket, the same can be cancelled/TDR can be filed online upto thirty minutes before the scheduled departure of the train. In case of waitlisted e-ticket on</b>

<p><b>scheduled departure of the train.</b></p>	<p><b>which status of all the passengers is on waiting list after preparation of reservation chart, the refund of fare is directly credited to the account from which booking transaction took place.</b></p>
<p><b>(iii) In case of cancellation of trains, or PRS counter ticket, when the train is cancelled due to unforeseen circumstances such as accident, breach or flood refund of fare is permissible across the counter within three days excluding the scheduled day of departure of the train.</b></p>	<p><b>(iii) In case of cancellation of trains, automatic refund of fare on confirmed or RAC or Waitlisted e-tickets is directly credited to the account from which booking transactions took place. Online cancellation or filing of TDR is not required in such case</b></p>

**(d): At present, there is no such proposal.**

**(e): Does not arise.**

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