

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:5011  
ANSWERED ON:28.04.2005  
PENDING CASES OF RAILWAY TICKET REFUND  
Aaron Rashid Shri J.M.

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

- (a) the number of cases of railway ticket refunds pending with the Railways, zone-wise;
- (b) the total outstanding amount of refund of rail tickets since January 2004 till date, zone-wise; and
- (c) the corrective measures taken to expedite refund of rail tickets?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R.VELU)

(a) & (b) Details of the number of cases of railway ticket refund pending with Zonal Railways as on 31/03/2005 are as under: -

Name of the Railway	Approximate number of Pending ticket refund cases
Central	1059
Eastern	204
East Central	538
East Coast	187
Northern	3323
North Central	6318
North Eastern	164
Northeast Frontier	4584
North Western	295
Southern	491
South Central	979
South Eastern	856
South East Central	442
South Western	619
Western	481
West Central	5673

It is not feasible to calculate in advance the outstanding amount to be refunded in these cases as the amount of refund granted varies from case to case based on genuineness of the claim.

(c) Railways have been advised to process all the pending refund cases on priority.