

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1790
ANSWERED ON:11.12.2008
E-TICKETING
Khanna Shri Avinash Rai

Will the Minister of RAILWAYS be pleased to state:

- (a) the year from which the Railways started E-Ticketing;
- (b) the amount of revenue collected from the E-Ticketing last year and the current year;
- (c) the total number of ticket cancelled and the percentage of cancellation of E-Tickets;
- (d) whether the Railways are planning to form new policy to avoid unnecessary cancellation of E-Tickets; and
- (e) if not, the reasons therefor;

Answer

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

- (a) e-ticketing scheme was started in the year 2005.
- (b) The amount of revenue collected from e-ticketing has been as under:-

Financial Year	Revenue earned
(in Rs. in Crores)	

2007-08	1295.74
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2008-09 (till November)	3909.87
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(c)

Financial Year	No. of tickets cancelled	%age of cancellation of e - tickets
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2007-08	2695695	17
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2008-09(till November)	5624662	24
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(d) & (e): As the percentage of cancellation in e-ticketing is similar to that of normal reserved tickets, presently the need to modify the policy for this purpose has not been felt. However, improvement in ticketing system including e-ticketing is a continuous by evolving process.