

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:4289

ANSWERED ON:06.09.2012

E TICKETS

Banerjee Shri Ambica;Kumar Shri P.

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that the IRCTC has been earning heavily on the cancellation of e-tickets on account of non-confirmation of e-tickets;
- (b) if so, the details thereof and the reasons behind this deduction;
- (c) the total amount realized by IRCTC on this account during the last one year;
- (d) whether it is also true that the IRCTC is gaining heavily in the name of service charges;
- (e) if so, the amount earned during the last one year on this account; and
- (f) the rationale behind levying cess on tickets for safety of passengers inspite of incessant number of rail accidents along with the manner in which the said amount has been utilized during the last three years?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI K.H. MUNIYAPPA)

- (a): No, Madam. Indian Railways Catering and Tourism Corporation (IRCTC) does not levy any charges on cancellation of e-tickets on account of non-confirmation.
- (b) & (c): Do not arise.
- (d): A nominal service charge of `10/- per PNR for e-ticket issued for Sleeper & reserved Second Sitting (2S) and `20/- per PNR for e-tickets in other classes is charged. The service charge realized is used to meet Administrative cost, Maintenance cost of IT Hardware & Software, Technical manpower costs of service providers, Recurring expenditure like rent, electricity charges, internet bandwidth charges, cost for investments in capacity enhancement and also replacement of obsolete IT equipments etc.
- (e): The earnings from service charge on booking of e-tickets through IRCTC website during financial year 2011-12 was Rs.147.57 crores.
- (f): The component of safety surcharge on passenger traffic was discontinued with effect from 01.04.2007.