

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1649

ANSWERED ON:07.03.2013

ROUNDING OF AMOUNT

Saroj Smt. Sushila;Upadhyay Seema;Verma Smt. Usha

Will the Minister of RAILWAYS be pleased to state:

(a) whether Indian Railways Catering and Tourism Corporation (IRCTC) is deducting more money than the value of a ticket by rounding off the paise in next rupee from the bank accounts of the passengers getting online ticket reservations, consequently the passengers are being charged more amount than the value of the ticket;

(b) if so, the total amount received by the Railways in the said rounding off during the last three years;

(c) whether the passengers have to pay Rs. 10 extra on sleeper ticket and Rs. 20 extra on AC ticket in case of booking through E-ticketing inspite of the fact that E-ticketing process is less cumbersome for the railways and commuters; and

(d) if so, the details thereof and the reasons therefor?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI KOTLA JAYA SURYA PRAKASH REDDY)

(a) and (b): No, Madam. Fare for tickets purchased from the Passenger Reservation System (PRS) counters and for tickets booked on-line through the Indian Railway Catering and Tourism Corporation (IRCTC) website is uniform. However, an additional service charge is levied by IRCTC and the relevant Payment

Gateway charges are collected by the banks/payment gateway service providers on the tickets booked on-line through the IRCTC website.

(c) & (d): Yes, Madam. 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, etc.