

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:807

ANSWERED ON:08.08.2013

PENDING REFUND CLAIMS

Dhotre Shri Sanjay Shamrao;Mahtab Shri Bhartruhari

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the cases of refund on cancellation of tickets have come to the notice of the Railways which have been pending for more than the stipulated period of three months during each of the last three years and the current year;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether the Railways have conducted any enquiry in such cases;
- (d) if so, the details thereof and if not, the reasons therefor;
- (e) the corrective steps taken/being taken by the Railways in this regard;
- (f) whether the Railways have made any changes in the rules regarding refund on cancellation of untravelled/partially travelled tickets in the recent past; and
- (g) if so, the details and the reasons therefor?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY)

(a) to (g) A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (g) OF UNSTARRED QUESTION NO. 807 BY SHRI BHARTRUHARI MAHTAB AND SHRI SANJAY DHOTRE TO BE ANSWERED IN LOK SABHA ON 08.08.2013 REGARDING PENDING REFUND CLAIMS

(a) Yes, Madam.

(b) Yearwise details of refund cases pending for more than three months are as under:

Years Refund cases pending for more than three months

2010-11	8161
2011-12	6044
2012-13	7320
2013-14	12076
(upto 30th June 2013)	

The main reasons for the pendency of refund cases are as under:-

- (i) Spurt in the number of cancellations during peak periods such as the summer peak;
- (ii) Delayed submission of refund claims for availing refunds across the counter;
- (iii) Time consuming process of verification of genuineness of claims by checking the reservation charts by deploying officials for this purpose;
- (iv) Non-submission of requisite supporting documents along with the claims;
- (v) Submission of incomplete/inaccurate details of address, bank account number, etc; and
- (vi) Bunching of claims arising out of cancellation of services, on account of floods, bandh, agitations, etc.

(c) & (d) Pendency and disposal of refund cases are monitored at the highest level namely at the zonal Headquarters and the Railway Board level and periodical drives are conducted from time to time to clear the backlog of refund cases.

(e) In order to ensure speedy disposal of refund cases, Indian Railways have taken the following steps:-

(i) An Exceptional Data Report (EDR) system has been developed for quick verification of passenger claims.

(ii) Monitoring of the refund cases is being done at the Zonal and Railway Board Level.

(iii) The Computerized Enhanced Coaching Refund System has been developed for faster processing of cases.

(f) Yes, Madam.

(g) Railway Passengers (Cancellation of ticket and refund of fare) rules have been amended and notified through Gazette notification no. G.S.R.362 (E). dated 06.06.2013 effective from 01.07.2013 which have also been published on the Indian Railways website.

The revision of the Railway Passenger Refund Rules was effected due to the following reasons:

(i) The last substantial revision of the refund rules was done in the year 1998. During the last 15 years, the ticketing system of Indian Railways had undergone major changes as under:

Large scale proliferation of Computerized Passenger Reservation System and Computerized Unreserved Ticketing System.

Expansion of internet based ticketing system.

Availability of Integrated Train Enquiry System which facilitates instant information on train running and reservation status through telephone, SMS and internet.

The refund rules required adaptation to developments in the ticketing/enquiry systems.

(ii) The revision was also carried out with the objectives of simplification, bringing efficiency in processing refunds, discouraging scope for last minute cancellations, checking bogus claims for refunds and reducing the misuse of refund process.