

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:837

ANSWERED ON:08.08.2013

TICKET CANCELLATION AND REFUND RULES

Bundela Shri Jeetendra Singh;Meghwal Shri Arjun Ram ;Mohan Shri P. C.;Ramkishun Shri ;Shekhar Shri Neeraj;Singh Shri Yashvir

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have changed the reserved and unreserved ticket cancellation refund rules from 1 July, 2013;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether the Railways have received any representation in this regard; and
- (d) if so, the details thereof including the action taken by the Railway Board thereon?

Answer

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

(a) Yes, Madam.

(b) Railway Passengers (Cancellation of ticket and refund of fare) rules have been amended through Gazette notification no. G.S.R.362 (E). dated 06.06.2013 effective from 01.07.2013.

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.

Accessibility of Integrated Train Enquiry System of finding places of train status and ticketing information 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.

(c) & (d): Representations including suggestions/appreciation regarding revised refund rules have been received. Modification/amendment of the policy guidelines including those relating to refunds, (based on the feedback received), is a continuous and ongoing process.