

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:1345  
ANSWERED ON:12.12.2013  
POLICY ON RESERVATION CANCELLATION  
Bundela Shri Jeetendra Singh;Patil Shri A.T. Nana

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether the Railways have framed policy on reservation and cancellation of rail tickets;
- (b) if so, the details thereof;
- (c) whether the public is likely to suffer loss due to prescribed time period for cancellation of tickets being short in the new policy;
- (d) whether the Government has received any representation in this regard; and
- (e) if so, the details thereof and the action taken thereon?

**Answer**

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

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO.1345 BY SHRI A. T. NANA PATIL AND SHRI JEETENDRA SINGH BUNDELA TO BE ANSWERED IN LOK SABHA ON 12.12.2013 REGARDING POLICY ON RESERVATION/CANCELLATION

(a) & (b): Indian Railways have a well laid down policy on reservation and cancellation of train tickets, which is amended from time to time.

Reservation fees on reserved tickets have been revised from 01.04.2013 as under:-

Class	Reservation fee (In rupees)	
	Before 01.04.2013	W.e.f. 01.04.2013
Second	15	15 (No change)
Sleeper	20	20 (No change)
AC Chair Car	25	40
AC-3 Economy	25	40
AC-3 Tier	25	40
First Class	25	50
AC-2 tier	25	50
AC First	35	60
Executive	35	60

As regards cancellation, 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.

(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.

(c): The time limits for cancellation of tickets have been rationalized in view of the above developments. There is no loss to public if tickets are cancelled within the prescribed time limits.

(d) & (e): 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.