

**GOVERNMENT OF INDIA
HOUSING AND URBAN AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:591
ANSWERED ON:19.07.2017
Refund Policy
Bala Smt. Anju;Sreeramulu Shri B.

Will the Minister of HOUSING AND URBAN AFFAIRS be pleased to state:

Will the Minister of HOUSING AND URBAN AFFAIRS be pleased to state:

- (a) whether the Government has received representations from Central Government employees regarding no refund policy of online bookings of holiday homes/touring officers hostels;
- (b) if so, the details thereof;
- (c) whether the Government has reviewed the above policy as due to no refund policy, normally cancellations are not done and guest houses remain vacant in spite of heavy demands from other people;
- (d) if so, the details thereof and the Government's reaction thereto; and
- (e) the number of failed transactions during the year 2016-17, its refund and average time taken by the estate office for refunding of failed transaction?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF HOUSING AND URBAN AFFAIRS (RAO INDERJIT SINGH)

- (a) No Madam
- (b) In view of (a) above, question does not arise.
- (c & d) No, the Government has not reviewed the above policy as policy ensures that only serious applicants book the accommodation.
- (e) The number of failed transaction and refund cases during the period 2016-17 is 1526 out of 68948 bookings which comes 2.21% and the average time taken for refund is 2-3 weeks after receipt of refund request.
