

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 1903
TO BE ANSWERED ON 03.07.2019**

BOOKING OF TATKAL TICKETS

**1903. DR. SUKANTA MAJUMDAR:
SHRI KHAGEN MURMU:**

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government is aware that during unsuccessful booking of Tatkhal railway ticket through IRCTC Portal, cancellation charges are levied by the system while ticket was cancelled by the system not by the user;

(b) if so, the details thereof including such cases reported during 2018-19 Financial Year and the current Financial Year;

(c) whether the Government is aware that Payment Gateways charges are also deducted during unsuccessful booking of Tatkhal railway ticket through IRCTC Portal;

(d) if so, the details thereof including Government's reaction thereto;

(e) whether the Government is aware that this way users are losing faith in digital transaction in Railways which is likely to derail the PM's digital India Initiatives; and

(f) if so, the details thereof and the action taken thereon?

ANSWER

**MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY
(SHRI PIYUSH GOYAL)**

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (f) OF UNSTARRED QUESTION NO.1903 BY DR. SUKANTA MAJUMDAR AND SHRI KHAGEN MURMU TO BE ANSWERED IN LOK SABHA ON 03.07.2019 REGARDING BOOKING OF TATKAL TICKETS

(a): In order to facilitate the urgent travel needs of passengers, limited number of berths/seats are earmarked under Tatkal Quota. These berths are booked on first come first served basis both through Indian Railway Catering and Tourism Corporation (IRCTC) as well as Railway reservation counters. On exhaustion of confirmed Tatkal accommodation, waitlisted Tatkal tickets are issued. The status of such waitlisted Tatkal tickets get updated against cancellation of tickets booked prior to that ticket. This is a dynamic process. In case the status of Tatkal e-tickets, continues to remain fully waitlisted even after the preparation of first reservation chart, then the names of all such passengers booked on that Passenger Name Record (PNR) are dropped from the reservation chart. In such cases, refund of fare after deduction of nominal clerkage charges is credited directly to the account from which booking transaction is done. Uniform clerkage charges are levied on tickets booked through IRCTC as well as Railway reservation counters. In case of e-tickets, due to auto-refund facility for fully waitlisted e-tickets, the passengers are saved from the botheration of applying for refunds by approaching the Railway reservation counters.

(b): The details of fully waitlisted Tatkal e-tickets dropped from the reservation chart and granted refund of fare automatically is as under:-

Financial Year	Number of fully waitlisted Tatkal e-tickets given auto-refund (in lakh)
2018-19	31.03
2019-20 (upto May)	8.70

(c) & (d): Payment Gateway charges are levied by the banks on its users while booking of e-tickets, including Tatkal. This is collected by the banks irrespective of the booking status of the ticket. However, no online transaction charges are levied by the banks in case of cancellation of tickets. Also, payment gateway charges are not levied by banks in case of failed transactions i.e. cases where payment is deducted but ticket is not issued.

(e) & (f): No, Sir. Online ticketing through IRCTC is gaining popularity and its share vis-à-vis counter tickets is increasing. During Financial Year 2018-19, online tickets booked through IRCTC accounted for 70% of total reserved tickets booked. Various measures have also been undertaken for promotion of digital transactions over Indian Railways including the following:-

- i. The payment for tickets booked through IRCTC website is made through various cashless modes such as net banking, through credit/debit cards, cash cards, e-wallets and Unified Payment Interface (UPI)/Bharat Interface for Money (BHIM).**
- ii. To incentivise payment through digital means, service charge on online booking of tickets was withdrawn for the tickets booked from 23.11.2016. The facility has been extended upto 30.09.2019.**
- iii. User friendly Mobile App is also available for online booking of tickets wherein payment can be made through credit/debit cards, net banking etc.**
- iv. International credit/debit cards issued outside India are accepted for booking of e-tickets through IRCTC website.**