

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 2725
TO BE ANSWERED ON 11.12.2024**

CANCELLATION CHARGES ON WAITLISTED TICKETS

2725. MS IQRA CHOUDHARY:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government is aware that the IRCTC website levies cancellation charges on waitlisted tickets even if they are cancelled by the Railways itself due to lack of seats in trains;**
- (b) if so, whether the Government plans to waive off such cancellation charges on said waitlisted tickets cancelled by the Railways;**
- (c) whether the Government has data on the amount of revenue that has been generated from cancellation fees, if so, the details of the same for the last three fiscal years;**
- (d) whether such revenue has been utilized for improving services in passenger trains and introducing new coaches for mail trains, if so, the details thereof; and**
- (e) if not, the details of the utilisation pattern of cancellation charges and similar charges levied on passengers?**

ANSWER

**MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY**

(SHRI ASHWINI VAISHNAW)

(a) and (b): Clerkage charge is levied on cancellation of all waitlisted tickets including cancelled through IRCTC website as per Railway Passengers (Cancellation of Tickets and Refund of Fare) Rules 2015.

Moreover, waitlisted tickets are issued to take care of berths going vacant against cancellation of confirmed/RAC tickets during advance reservation period. Further, waitlisted ticket passengers have also option to get upgraded under upgradation scheme or shifted to alternate train under VIKALP scheme.

(c): The amount credited on account of cancellation of tickets is not maintained separately.

(d) and (e): The revenue generated from all sources including cancellation, forms part of Railways' total receipts which are utilized for working expenses relating to maintenance & operations under Revenue expenditure and Capital expenditure for renewal/replacement of assets, customer amenities and other unremunerative development works.
