

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.656
TO BE ANSWERED ON 23.07.2025**

QUALITY SERVICE TO RAILWAY PASSENGERS

**†656. SMT. DHANORKAR PRATIBHA SURESH:
SHRI JANARDAN SINGH SIGRIWAL:**

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the railways has increased the ticket price from 1 July 2025, if so, the reasons therefor;**
- (b) the manner in which it is likely to affect the general passenger;**
- (c) whether there has been any change in the Tatkal reservation policy for train seats since 1 July 2025 and if so, the details thereof;**
- (d) whether OTP has been made mandatory for Tatkal ticket booking from 1 July 2025 and the time schedule for Tatkal ticket booking by agents has been changed, if so, the details thereof;**
- (e) whether the quota or number of seats available under the Tatkal scheme has also been changed and if so, the details thereof;**
- (f) whether the eligibility criteria or documentation required for booking Tatkal tickets have also been modified and if so, the details thereof;**
- (g) the details of the steps being taken by the Government to provide quality services to the passengers;**
- (h) whether the Government has observed any positive effect till date due to said changes and if so, the details thereof;**
- (i) the increase likely to be made in the revenue of Railways from these changes; and**

(j) the details of the measures are likely to be taken by the Railway Administration to reduce the increase in railway fares?

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (j) Indian Railways provide affordable transportation service to more than 720 crore passengers. The fares of Indian Railways are among the lowest in the world, even when compared with the neighbouring countries.

Subsidy: The total amount of subsidy given in FY 2023-24 on passenger travel is provisionally estimated at Rs. 60,466 Crore. This amounts to 45 % subsidy on the cost of passenger travel.

Fares have been rationalized w.e.f. 01 July 2025 after a gap of more than 5 years. The increase in fares is very low, ranging from half paise per km to two paise per km for premium classes.

The details of the fare revision are as follows:

- i) No increase in Second Class Ordinary up to 500 km and thereafter Half paisa increase in fare per passenger per kilometer.**
- ii) Half paisa increase in fare per passenger per kilometer in Sleeper Class Ordinary and First-Class Ordinary.**
- iii) 01 Paisa increase per passenger per kilometer in Non-AC Classes in Mail Express.**
- iv) 02 paisa increase per passenger per kilometer in reserved AC- Classes.**

To maintain affordability for low and middle income families, the fares for MST and Suburban travel have not been revised.

Further, the fare revision is likely to have insignificant impact on the total amount of subsidy because the revision ranges from half paise to 2 paise only per kilometer of travel.

It is estimated that less than half the trips will have a marginal increase in fare. For example, for a low-income traveller in general coach, there is no fare increase for 500 km travel.

With a view to have ease of access and transparency in tatkal booking and to curb the malpractices by unscrupulous elements the tatkal ticket booking system has been modified as follows:-

- With effect from 01-07-2025, tickets under Tatkal Scheme can be booked through the website of Indian Railway Catering and Tourism Corporation (IRCTC)/its app only by Aadhaar authenticated users.**
- Authorized ticketing agents of Indian Railways are not allowed to book opening day Tatkal tickets during the first thirty minutes for AC as well as non-AC Classes i.e. they shall not be allowed to book opening day Tatkal tickets from 1000 hours to 1030 hours for AC Classes and from 1100 hours to 1130 hours for non-AC Classes.**
- OTP based Tatkal tickets booking has not been introduced as yet.**

Powers for earmarking Tatkal accommodation in different classes have already been delegated to Zonal Railways. There is no change in the provision.

Various initiatives have been undertaken by the Ministry of Railways in providing safe, comfortable, and quality services to passengers which includes the following:

- **Upgradation of passenger amenities at stations under schemes like Amrit Bharat Station Scheme.**
- **Introduction of modern trains such as Vande Bharat, Non-AC Amrit Bharat trains and Namo Bharat Rapid Trains etc. to enhance passenger experience, cleanliness, and onboard services.**
- **Enhanced monitoring and feedback mechanisms through Rail Madad.**
- **Implementation of digital initiatives such as Rail one app, UTS on Mobile App etc.**

The above measures have resulted in increased passenger satisfaction. With focus on operational efficiency modernization and digitization Indian Railways aims to maintain affordable passenger fares while improving quality of services and ensuring financial sustainability.
