

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3392
ANSWERED ON:05.02.2004
REFUND OF RAILWAY TICKETS
ADHIR RANJAN CHOWDHURY

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways has recently simplified the procedure for refund of railway tickets;
- (b) if so, the details thereof;
- (c) whether special counters would be set up at railway stations to refund the money;
- (d) if so, the details in this regard; and
- (e) the extent to which the general public would be benefited by the new system ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BASANAGOUDA R. PATIL)

(a) to (e): Railways have introduced the system of Computerised Coaching Refund. The information regarding refund due based on Travelling Ticket Examiners' reports will be entered into the refund system computer. On presentation of ticket at any Passenger Reservation System centre, upto five days from the scheduled departure of the train, refund will be granted to passengers for whom refund is due in cash. Refunds under the system will only be granted to reserved or RAC passengers. This system has been introduced in addition to the existing system of refund. All eligible passengers who are unable to get refund of the ticket within the normal time limit, can now get refund under this system.