

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2397
ANSWERED ON:08.12.2005
REFUND ON RAIL TICKETS
Mahato Shri Bir Sing;Prasad Shri Hari Kewal

Will the Minister of RAILWAYS be pleased to state:

- (a) whether irregularities have come to the notice of the Government regarding claiming refund on the railway tickets on which journeys have already been performed;
- (b) if so, the details of cases reported in this regard during each of the last three years, till date;
- (c) the number of railway officials found guilty and the action taken against them; and
- (d) the corrective measures taken to curb such practice?

Answer

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

- (a) & (b) Few cases of fraudulent refund on fake Passenger Reservation System (PRS) tickets were detected at Bharuch station in Vadodara Division of Western Railway in December 2004. An amount of Rs. 84380 (Eighty Four Thousand Three Hundred Eighty only) has been granted as a refund on 53 forged tickets from Bharuch reservation office.
- (c) Four Railway officials were apparently found guilty and were arrested. Later they were released on BAIL. At present they are placed under suspension and the case is subjudice.
- (d) The measures taken to avoid recurrence of such cases are as under :-
 - i) Regular checks are conducted and monitored by the Accounts, Commercial and Vigilance Departments.
 - ii) The Ticket issuing staff and the ticket checking staff have been instructed to keep vigil while issuing the tickets and granting refund.
 - iii) Inspections are conducted at different levels by officers and supervisors of Accounts, Commercial and Vigilance Departments.
 - iv) Special drives are also carried out for this purpose.