

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:369  
ANSWERED ON:02.12.2004  
REFUND OF PENDING CASES OF RAIL TICKETS  
Thummar Shri Virjibhai

**Will the Minister of RAILWAYS be pleased to state:**

- (a) the number of cases of refund of railway tickets pending with the Railways particularly in Karnataka, State/Zone-wise and division-wise;
- (b) the total outstanding amount of the refund of tickets since January 2004, onwards, State/Zone-wise and division wise; and
- (c) the steps taken for speedy refund of tickets?

**Answer**

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

(a) to (c): A statement is attached.

STATEMENT REFERRED TO IN REPLY TO PARTS (A) TO (C) OF UNSTARRED QUESTION NO. 369 BY SHRI V.K.THUMMAR, TO BE ANSWERED IN LOK SABHA ON 02.12.2004 REGARDING REFUND OF PENDING CASES OF RAIL TICKETS.

(a): The details of pending refund cases lying with the South Western Railway, which covers most of the State of Karnataka are as under: -

Name of the Division	Hubli	Bangalore	Mysore
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Number of pending refund cases as on 31/03/2004	698	65	38
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(b): Name of the Division	Hubli	Bangalore	Mysore
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Amount	Rs.1,36,600/-	Rs.74,969/-	Rs.4,903
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(c): Computerised coaching refund system has been introduced in which passengers can seek refund across the computerised Passenger Reservation system (PRS) counters upto five days from the scheduled departure of the train from its originating station.