

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

STARRED QUESTION NO:176
ANSWERED ON:02.03.2006
REFUNDS TO PASSENGERS
Manvendra Singh Shri

Will the Minister of RAILWAYS be pleased to state:

- (a) the number of cases wherein Consumer Courts have directed the Railway: to pay refunds to the passengers during 2005-06;
- (b) the total compensation given by the Railways during the said period;
- (c) the revenue losses suffered by the Railways as a result thereof;
- (d) the reasons for such losses; and
- (e) the steps being taken to minimise such losses ?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI LALU PRASAD)

(a) to (e): A Statement is laid on the Table of the Sabha.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF STARRED QUESTION NO. 176 BY KUNWAR MANVENDRA SINGH TO BE ANSWERED IN LOK SABHA ON 02.03.2006 REGARDING REFUNDS TO PASSENGERS.

(a): The Consumer Courts have directed the Railways to pay refunds to the passengers in 50 cases during the period 01.04.2005 to 31.01.2006.

(b)&(c): During the period 01.04.2005 to 31.01.2006, the total amount of compensation paid and the extent of revenue loss was Rs.3,66,969/- as a result thereof.

(d): The main reasons for filing of cases in Consumer Courts are on account of deficiency in services- like delays in settlement of passenger refund cases, unauthorised occupation of reserved berths, cancellation/diversion of trains, charging of passengers for non-production of concession authority, non-attachment of reserved coaches, non-functioning of air conditioning of coaches, etc.

(e): The various steps taken to minimise such losses are, simplification of refund rules, introduction of computerisation of coaching refunds, intensive ticket checking, monitoring of punctuality, maintenance of coaches, imparting of training to frontline staff.