

**QUESTION DETAILS**

MINISTRY OF : RAILWAYS

**RAJYA SABHA**

STARRED QUESTION NO 223

TO BE ANSWERED ON 12.07.2019

Cancellation charges of unsuccessful booking of Tatkal tickets

223. Shri G.C. Chandrashekhar

Will the Minister of RAILWAYS be pleased to state:-

- (a) whether during unsuccessful booking of Tatkal ticket through IRCTC portal, cancellation charges are levied by the system while ticket is cancelled by the system and not by the user;
- (b) if so, details thereof including such cases reported during financial year 2018-19 and current financial year;
- (c) whether Government is aware that payment gateway charges are also deducted during unsuccessful booking of Tatkal tickets;
- (d) if so, details thereof including Government's reaction thereto;
- (e) whether Government is aware that users are losing faith in digital transactions in Railways which would derail Digital India initiatives; and
- (f) if so, details thereof and action taken thereon?

**Answer**

MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY

(SHRI PIYUSH GOYAL)

(a) to (f): A Statement is laid on the Table of the House.

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