

Reply :- Please find the reply as under:

1. This is to clarify that cancellation charges on confirm/waitlisted tickets are collected by Railways. IRCTC have no income against cancellation of tickets.

2. A sum of Rs. 1358/ Crore collected as CONVENIENCE FEE by IRCTC starting from 01.05.2019 till 30.04.2022.

3 to 6

A details of required data is attached for your reference.

Reply of item 3 to 5

FROM	TO	Amount of TDR Filed (Ticket Fare)	Amount of Pending Cases (Ticket Fare)	TDR amount refunded (Rs)
01-Apr-19	31-Mar-20	1163962012	344150	501720983
01-Apr-20	31-Mar-21	343986439	316823	124243151
01-Apr-21	31-Mar-22	776954527	3257665	281260085
01-Apr-22	15-May-22	113597618	15592731	30566133

Reply of item 6

01.04.2019 to till 15.05.2022	
YEAR	A/c Closed Amount
2019	16,23,734.13
2020	30,18,523.41
2021	24,75,510.80
2022	6,04,094.80