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The timely completion of any Railway project depends on various factors like shifting of infringing utilities (both underground and over ground), statutory clearances from various authorities, geological and topographical conditions of area, law and order situation in the area of project site, number of working months in a year for particular project site due to climatic considerations, encountering unforeseen conditions like earthquake, flooding, excessive rains, cyclones, strikes of labour, orders of Hon'ble Courts, situation and conditions of working agencies/contractors etc. All these factors affect the completion time and cost of the project, which is finally worked out at the completion stage.

Refund of fare of delayed trains

†3131. SHRI P.L. PUNIA: Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that a refund is granted to passengers on account of trains not arriving on scheduled time or running excessively late;
- (b) if so, the details of amount refunded; and
- (c) the number of passengers who got their fare refunded during the last five years, the details thereof?

THE MINISTER OF RAILWAYS (SHRI PIYUSH GOYAL): (a) to (c) Full refund is granted without deduction of cancellation or clerkage charge to all passengers holding reserved, RAC and wait listed tickets, if the journey is not undertaken due to late running of train by more than three hours of the scheduled departure of the train from station commencing journey, provided ticket is surrendered within the prescribed time limit. The details of the amount refunded and number of cancelled passengers in such cases for the last five years, approximately, is as under:-

Financial Year	Cancelled Passengers (in Millions)	Amount Refunded (₹ in crore)
2014-15	0.09	8.41
2015-16	0.11	9.81
2016-17	0.14	11.30
2017-18	0.50	35.68
2018-19	0.57	40.19

†Original notice of the question was received in Hindi.