

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 144  
TO BE ANSWERED ON 07.12.2022**

**YATRI TICKET SUVIDHA KENDRAS**

**144. SHRI N. REDDEPPA:**

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

- (a) the total number of Yatri Ticket Suvidha Kendras set up in the country, State/UT-wise;**
- (b) the facilities provided and effects realised in this regard; and**
- (c) the details of measures proposed to be taken to further facilitate passengers' welfare?**

**ANSWER**

**MINISTER OF RAILWAYS, COMMUNICATIONS AND  
ELECTRONICS & INFORMATION TECHNOLOGY**

**(SHRI ASHWINI VAISHNAW)**

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

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (c) OF UNSTARRED QUESTION NO. 144 BY SHRI N. REDDEPPA TO BE ANSWERED IN LOK SABHA ON 07.12.2022 REGARDING YATRI TICKET SUVIDHA KENDRAS.**

**(a) : At present, approximately 374 Yatri Ticket Suvidha Kendras (YTSKs) are functional on Indian Railways. State/Union Territory wise data is not maintained. However, zone-wise data is appended.**

**(b) & (c) : With a view to facilitating passengers in procuring reserved/unreserved tickets, different types of authorised ticketing agents are engaged by Indian Railways. YTSKs are authorised ticketing agents to issue reserved as well as unreserved tickets through computerised Unreserved Ticketing System (UTS) cum Passenger Reservation System (PRS) terminals. YTSKs are located outside Railway premises facilitating issue of tickets to the general public nearer to their doorsteps. During the financial years 2020-21, 2021-22 and 2022-23 (up to October 2022) approximately 1.095 crore tickets were booked by YTSKs. Other steps taken by the Railways to facilitate passengers include provision of Automatic Ticket Vending Machine (ATVM), facility to book reserved as well as unreserved tickets online as well as across computerised PRS and UTS counters, provision of different categories of trains to suit the requirement of passengers belonging to different strata of the society, provision of facilities like waiting halls, catering stalls, footover bridge, Automated Teller Machines (ATMs), parking facility at Railway stations, etc. Taking various measures to facilitate passenger welfare is a continuous and ongoing exercise on Indian Railways.**

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**APPENDIX REFERRED TO IN REPLY TO PART (a) OF UNSTARRED QUESTION NO. 144 BY SHRI N. REDDEPPA ANSWERED IN LOK SABHA ON 07.12.2022 REGARDING YATRI TICKET SUVIDHA KENDRAS.**

(a)

| <b>NUMBER OF YATRI TICKET SUVIDHA KENDRAS (YTSKs) ON ZONAL RAILWAYS</b> |                              |                        |
|---|------------------------------|------------------------|
| <b>S.No.</b>  | <b>NAME OF ZONAL RAILWAY</b> | <b>NUMBER OF YTSKs</b> |
| <b>1</b>  | <b>CENTRAL</b>               | <b>57</b>              |
| <b>2</b>  | <b>EASTERN</b>               | <b>6</b>               |
| <b>3</b>  | <b>EAST CENTRAL</b>          | <b>17</b>              |
| <b>4</b>  | <b>EAST COAST</b>            | <b>16</b>              |
| <b>5</b>  | <b>NORTHERN</b>              | <b>105</b>             |
| <b>6</b>  | <b>NORTH CENTRAL</b>         | <b>1</b>               |
| <b>7</b>  | <b>NORTH EASTERN</b>         | <b>27</b>              |
| <b>8</b>  | <b>NORTHEAST FRONTIER</b>    | <b>3</b>               |
| <b>9</b>  | <b>NORTH WESTERN</b>         | <b>4</b>               |
| <b>10</b>   | <b>SOUTHERN</b>              | <b>6</b>               |
| <b>11</b>   | <b>SOUTH CENTRAL</b>         | <b>18</b>              |
| <b>12</b>   | <b>SOUTH EASTERN</b>         | <b>8</b>               |
| <b>13</b>   | <b>SOUTHEAST CENTRAL</b>     | <b>14</b>              |
| <b>14</b>   | <b>SOUTH WESTERN</b>         | <b>17</b>              |
| <b>15</b>   | <b>WESTERN</b>               | <b>70</b>              |
| <b>16</b>   | <b>WEST CENTRAL</b>          | <b>5</b>               |
| <b>TOTAL</b>  |                              | <b>374</b>             |

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