

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:702
ANSWERED ON:29.07.2010
PRIVATE AGENCIES IN RESERVATION PROCESS
Chavan Shri Harischandra Deoram

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have authorised certain private agencies for rail reservations;
- (b) if so, the details thereof alongwith the norms prescribed to open such agencies;
- (c) the arrangements made to inform passengers about the agencies authorised by the Railways for this purpose;
- (d) whether the Railways are also aware that there are some unauthorised private agencies operating for rail reservation;
- (e) if so, the facts thereof and the action taken against such agencies; and
- (f) the corrective measures taken/to be taken by the Railways to curb such activities?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI K.H. MUNIYAPPA)

(a): Yes, Madam.

(b): Details of various types of agencies authorised for rail reservations are as under:-

i) Rail Travellers' Service Agents(RTSAs) appointed by Zonal Railways for purchasing reserved tickets from the computerized Passenger Reservation System(PRS) terminals by standing in queue. They are appointed as per provisions of RTSA Rules, 1985.

ii) Rail Tourist Agents (RTAs) who facilitate reservation to foreign passengers and are appointed as per provision of Rail Tourist Agents Rules, 1980.

iii) e-ticketing Agents appointed by Indian Railway Catering and Tourism Corporation (IRCTC), who has been authorised to extend the facility of e-ticket to outside agencies after taking necessary safeguards to avoid misuse of this scheme.

iv) A small proportion of reservation is also done by Out Agents (who have been provided with some reservation quota) & General Sales Agents (who are in foreign countries to secure rail reservation for passengers from those countries). These agents are appointed as per instructions issued from Ministry of Railways from time to time.

(c): The list of authorised RTSAs is available in the zonal Railways Time Table and list of RTAs is available in Indian Railway Conference Association -Coaching Tariff No.26-Part-I(Volume-I). The details of all authorised agents appointed by IRCTC have been made available on web site www.irctc.co.in under the caption "Information of Agents".

(d) to (f): Some instances of attempts to secure/securing reservation by unauthorized persons do come to notice. Following steps are taken to curb such activities:

i. Drives are launched jointly by Commercial and Vigilance Departments, at times in association with Railway Protection Force staff at the PRS centers as well as in trains to nab activities of unscrupulous elements involved in unauthorised reservation and action is taken against them as per extant Rules.

ii. Creation of multiple user IDs is regularly monitored by IRCTC through certain parameters like user's e-mail and phone number and the IDs of individuals found indulging in unauthorized booking are deactivated by IRCTC.