

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1913
ANSWERED ON:05.08.2010
RESERVATION THROUGH PRIVATE AGENCIES
Acharia Shri Basudeb;Biju Shri P. K.;Haque Shri Sk. Saidul

Will the Minister of RAILWAYS be pleased to state:

- (a) the number of passengers travelling in long distance trains per day through the Railways;
- (b) the number and percentage of reservation being done through the private franchisees;
- (c) whether cases of corruption and malpractices have been reported in the reservation made through private franchisees' agencies; and
- (d) if so, the details thereof during the past three years alongwith the corrective measures initiated by the Railways in this regard?

Answer

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

- (a): On an average 6.86 lakh (approximately) reserved passengers travel in trains for more than 500 kms per day on Indian Railways.
- (b) : On an average 26.28 lakh (approximately) e-tickets are being booked per month through authorized agents of Indian Railway Catering & Tourism Corporation(IRCTC), which is around 38 % of the total e-tickets being booked.
- (c) and (d): Some instances of overcharging by agents or not refunding the amount due to the customer in case of ticket cancellation etc., have come to the notice. All such cases are examined and where the agents are found guilty, user identity (ID) of the agents concerned are deactivated thereby denying them the facility of issuing e-tickets. 137 complaints have been received during the last three years on the basis of which 66 IDs of authorized agents have been deactivated by IRCTC.