

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2738
ANSWERED ON:25.11.2010
EMERGENCY RESERVATION
Jaiswal Shri Gorakh Prasad ;Singh Shri Ijyaraj

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways are aware that the public don't get reservation in emergency situations because of collusion of touts and officials of Railways;
- (b) if so, the action taken by the Railways to address this problem;
- (c) the provisions made by Railways for travelling in emergency situations; and
- (d) whether the Railways also propose to amend the 'Tatkal Reservation Rules' so as to make them more convenient for people travelling in emergency situation?

Answer

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

(a): No, Madam. However, during the summer peak season, some complaints regarding non-availability of Tatkal accommodation, which has been designed to meet the urgent travel requirements of passengers, were received.

(b): To curb the activities of unauthorised agents/touts, regular and surprise checks are conducted in the Reservation Offices and touts apprehended are dealt with under the provisions of Railway Act. Railway officials, if found indulging in malpractices, are taken up under Disciplinary and Appeal Rules.

Further, access to Tatkal booking through internet has been restricted to agents of Indian Railways Catering & Tourism Corporation (IRCTC) between 08.00 hours and 09.00 hours on all days. Access has also been restricted to IRCTC agents during 08.00 hours and 09.00 hours to book e-tickets on their respective opening days of Advance Reservation Period (ARP).

(c) & (d): With a view to meet the requirements of the passengers who have to travel at short notice, Tatkal reservation scheme which was introduced in December 1997, has been modified from time to time to make it more user-friendly. This is an ongoing process.