

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:4983
ANSWERED ON:09.12.2010
INCREASE IN RESERVATION COUNTERS
Jawale Shri Haribhau Madhav

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways propose to increase the ticket booking and reservation counters at various places in the country in proportion to the increased rush of the passengers;
- (b) if so, the details thereof, location-wise and State-wise;
- (c) whether the Railways propose to increase private participation for this purpose; and
- (d) if so, the details thereof with guidelines adopted?

Answer

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

(a): Number of counters at the existing locations are increased/ decreased wherever commercially justified and feasible. This is a continuous process.

(b): Ticket booking offices for selling unreserved tickets are available at all stations on Indian Railways. For facilitating the availability of unreserved tickets, Jansadharan Ticket Booking Sevaks (JTBS) have been appointed by Railways to sell unreserved tickets through Unreserved Ticketing System (UTS).

For expansion of the reserved ticketing facility, the installation of Passenger Reservation System (PRS) at 144 new locations is already sanctioned for the year 2010-11. State-wise list of locations is not maintained.

(c) & (d): There is no proposal to increase private participation. However, to facilitate availability of tickets through other than Railway Booking/Reservation counters, the following schemes are already in vogue-

(i) Sale of reserved tickets through Post Offices and State Governments,

(ii) Sale of reserved e-tickets through Web Agents & Web service Agents appointed by Indian Railway Catering and Tourism Corporation (IRCTC), and

(iii) Sale of unreserved tickets through JTBS appointed by Railways.