

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:851

ANSWERED ON:04.08.2011

MALPRACTICES IN TICKET RESERVATION

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Will the Minister of RAILWAYS be pleased to state:

- (a) whether Railways has taken note of touts/private agencies cornering reserved tickets and selling them to the genuine passengers at high premium;
- (b) whether tickets have been alleged to be sold under various quotas as High Official Requisition (HOR) quota in connivance with departmental staff;
- (c) if so, the details thereof;
- (d) whether various malpractices/irregularities in e-ticket booking as well as in Tatkal tickets have been reported ; and
- (e) if so, the number of such cases reported during last three years and the current year, zone-wise and the preventive measures taken to check all such malpractices?

Answer

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

(a): A few reports about touts/private agencies cornering Tatkal reserved tickets and selling them to genuine passengers at high margins had come to notice.

(b): No, Madam.

(c): Does not arise.

(d): Some irregularities in the booking of e-tickets and Tatkal had also been reported.

(e): Checking of various malpractices/irregularities in ticket booking is a continuous process. The details of number of touts apprehended during the last three years and the current year and the number of checks conducted during these period are attached as Appendix. The preventive measures taken to check malpractices are as follows:

Regular and preventive checks are conducted in and around railway reservation offices.

During the peak rush periods surveillance and monitoring at reservation offices is stepped up.

The activities of Railway Staff are monitored continuously and railway staff found indulging in malpractices are taken up under Discipline and Appeal Rules.

Access between 0800 hours and 0900 hours to Tatkal booking and also normal booking on the opening day of reservation through e-tickets by Travel Agents/Web-service agents/Web Agents of IRCTC has been blocked.

A provision regarding carrying of proof of identity(in original) during the journey by any one passenger booked on a Tatkal ticket has been introduced.