

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:633

ANSWERED ON:15.03.2012

IRREGULARITIES IN SALE OF TICKETS

Bhagat Shri Sudarshan;Choudhary Shri Bhudeo;Mahajan Smt. Sumitra;Ram Shri Purnmasi;Shekhar Shri Neeraj;Singh Shri Radha Mohan;Singh Shri Sushil Kumar;Singh Shri Yashvir;Virendra Kumar Shri ;Yadav Shri Ranjan Prasad

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have taken note of non-availability of berth in the trains especially during festive seasons every year due to black marketing of rail tickets by touts in collusion with railway officials;
- (b) if so, the details thereof including the concrete steps taken to ensure easy availability of train tickets to passengers;
- (c) whether the Railways have also taken note of touts/private agencies cornering reserved tickets particularly Tatkal tickets and selling them at high premium as well as selling tickets under various quotas such as High Official Requisition (HOR) quota in connivance with departmental staff;
- (d) if so, the number of such cases reported during the last three years and the current year, zone-wise alongwith the action taken against the guilty persons; and
- (e) the steps taken/being taken by the Railways to check the recurrence of such incidents?

Answer

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

(a) & (b): Indian Railways take measures to ensure that common man's access to the ticketing system is not affected. Some cases of touting activities come to notice during checks conducted by Railways, particularly during peak rush periods/festival seasons. To ensure easy availability of accommodation to passengers, the composition of existing trains is augmented and special trains are run to cater to peak demand. To facilitate easy access to rail tickets, Indian Railways have provided the facility of e-ticketing, i-tickets and booking of rail tickets through mobile phones. Further, additional computerized Passengers Reservation System (PRS) counters are opened during peak rush periods/festival seasons at various locations. Regular and preventive checks are conducted to curb the activities of touts. The activities of railway staff are also monitored and action under Discipline & Appeal Rules is taken against railway officials found indulging in malpractices.

(c) & (d): During the checks conducted by Railways, some cases of touts indulging in malpractices came to notice. Details of the number of touts apprehended/prosecuted during the last three years and current year (upto January,2012), zone-wise, are given in the Appendix. Action is taken against the touts, so apprehended, as per the provisions of law. During the last three years and current year, 80 numbers of departmental staff have been found indulging in connivance with touts and action has been taken against them.

(e) With a view to curb the misuse of general as well as Tatkal reservation tickets, following steps have been taken:

(i) With effect from 21.11.2011, the Tatkal scheme has been revamped, as follows, to ensure that the benefits of this scheme should reach the genuine passenger:

Tatkal tickets are issued only on production of self attested photocopy of one of the nine prescribed proofs of identity mentioned in the scheme. Carrying the same proof of identity during the journey by one of the passenger on each ticket, has been made mandatory.

Advance Reservation Period has been reduced from two days to one day excluding the day of journey.

No refunds are granted on cancellation of confirmed Tatkal tickets.

Duplicate Tatkal tickets are not issued.

Agents have been denied access to Tatkal bookings between 08:00 hrs & 10:00 hrs.

A maximum of four passengers are permitted per PNR on Tatkal ticket.

Only one Tatkal ticket per train per day after 10:00 hours can be booked on internet by Web service agents.

(ii) With a view to preventing cases of travelling on transferred tickets, w.e.f. 15.02.2012 it has been made mandatory for any one of

the passengers booked on a ticket by AC-3 tier, AC-2 tier, 1st AC, AC Chair Car and Executive classes, to carry one of the nine prescribed proofs of identity (in original) during the journey, and produce the same as and when required failing which all the passengers booked on that ticket will be treated as without ticket and charged accordingly.