

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2602
ANSWERED ON:29.03.2012
RAIL TICKETS
Dashmuni Deepa ;Mishra Shri Mahabal

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have received complaints regarding irregularities in ticket reservation wherein a ticket booked at one place gets waiting list status whereas another ticket booked at other place for same schedule gets confirmed status;
- (b) if so, whether the Railways have also received complaints wherein a ticket booked on certain date gets waiting list status and another ticket booked for same schedule on later date gets confirmed status; and
- (c) if so, the details thereof and the necessary steps taken by the Railways to reduce the occurrence of such instances in future?

Answer

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

(a) & (b): No such complaint has been received by Centre for Railway Information System (CRIS), which maintains the computerized Passenger Reservation System (PRS) of Indian Railways.

With a view to cater to different segments of passengers, the reserved accommodation in trains has been distributed under various heads e.g. General, Senior Citizens, Ladies, Physically Handicapped, Foreign Tourist, Defence Department, etc. It is possible that at any point of time, a passenger booking reserved ticket in General quota may get a waiting list ticket between two stations for a particular train and date, whereas any other eligible passenger booking berths/seats against any specific quota may get confirmed berths/seats for that specific schedule.

Cancellation of confirmed accommodation first updates the status of Reservation Against Cancellation (RAC)/Waiting List passengers and thereafter the accommodation, if any, becomes available for booking on first come first served basis. Hence, it is possible that a passenger booking reserved ticket in a specific train and class on a particular date may get a waiting list ticket but later on, that passenger or some other passenger may get confirmed accommodation for the same schedule in case of cancellation of confirmed accommodation.

(c) Does not arise.