

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3594

ANSWERED ON:26.04.2012

APPOINTMENT OF RAILWAY AGENTS

Choudhary Shri Bhudeo; Ganpatrao Shri Jadhav Prataprao; Tudu Shri Laxman

Will the Minister of RAILWAYS be pleased to state:

- (a) the rules framed by the Railways with regard to appointment of railway agents;
- (b) whether the Railways have appointed railway agents in the rural areas;
- (c) if so, the number of agents appointed during the last three years and the number of them functioning in the rural areas, zone-wise;
- (d) the details of the additional service charge being charged per ticket by the Railways for selling the ordinary tickets; and
- (e) the necessary steps taken/being taken by the Railways to facilitate the rural population in rail tickets booking?

Answer

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

(a): Gramin Ticket Booking Sevaks (GTBS) were appointed on East Central Railway as a pilot project for issuing of card tickets as per instructions issued on 22.02.2006. Moreover, Jan Sadharan Ticket Booking Sevaks (JTBSs) have been appointed for issuing of unreserved tickets through computerized Unreserved Ticketing System (UTS) as per policy guidelines issued on 24.01.2008 and amendments issued from time to time.

(b): Yes, Madam. GTBS were appointed in East Central Railway.

(c): No GTBS has been appointed in last three years. At present, only one GTBS is functioning on East Central Railway whereas the remaining GTBS appointed earlier have stopped their operation.

Zone-wise details of number of JTBS on different Railways including those appointed in last three years, is appended.

(d): GTBS are authorized to realize service charges @ `0.50/- per ticket whereas JTBS are authorized to realize service charge @ `1/- per passenger.

(e): For facilitating availability of unreserved tickets both in rural and urban areas, JTBS have been appointed at a large number of locations to sell computerized unreserved tickets.

APPENDIX REFERRED TO IN REPLY TO PART (c) OF UNSTARRED QUESTION NO. 3594 BY SHRI BHUDEO CHOUDHARY, SHRI PRATAPRAO GANPATRAO JADHAO AND SHRI LAXMAN TUDU TO BE ANSWERED IN LOK SABHA ON 26.04.2012 REGARDING APPOINTMENT OF RAILWAY AGENTS

(c): ZONE WISE DETAILS OF NUMBER OF JAN SADHARAN TICKET BOOKING SEWAKS (JTBS) ON DIFFERENT RAILWAYS.

RAILWAY LOCATIONS

CENTRAL	98
EASTERN	12
EAST CENTRAL	17
EAST COAST	7
NORTHERN	173
NORTH CENTRAL	51
NORTH EASTERN	45
NORTHEAST FRONTIER	5
NORTH WESTERN	69
SOUTHER	83
SOUTH CENTRAL	34
SOUTH EASTERN	12
SOUTHEAST CENTRAL	16
SOUTH WESTERN	47

WESTERN	28
WEST CENTRAL	24
TOTAL	721