

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:385

ANSWERED ON:09.08.2012

TATKAL SCHEME

Baitha Shri Kameshwar ;Bapurao Shri Khatgaonkar Patil Bhaskarrao;Bhoi Shri Sanjay;Chanabasappa Shri Udasi Shivkumar;Gaikwad Shri Eknath Mahadeo;Hazari Shri Maheshwar ;Kateel Shri Nalin Kumar;Paranjpe Shri Anand Prakash;Premajibhai Dr. Solanki Kiritbhai;Saroj Smt. Sushila;Shekhar Shri Neeraj;Shivanagouda Shri Shivaramagouda;Singh Shri Yashvir;Sugavanam Shri E.G.;Tanwar Shri Ashok;Tudu Shri Laxman;Upadhyay Seema;Verma Smt. Usha

Will the Minister of RAILWAYS be pleased to state:

- (a) whether black marketing of Tatkal tickets in the Railways have been reported;
- (b) if so, the details thereof alongwith the details of the steps taken to check the black marketing of the Railway tickets;
- (c) the number of authorized agents against whom action has been taken/pending so far alongwith the number of railway employees found involved in this nefarious activity and the punitive action taken against them;
- (d) whether the Railways plan to conduct a security and functional cyber audit of its online booking system to stem out deficiencies/complaints in the ticketing procedure/process including Tatkal Scheme;
- (e) if so, the details thereof and the time by which the audits shall be submitted; and
- (f) the steps taken/being taken by the Railways to check the aforesaid menace?

Answer

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

(a), (b) & (f): Some instances of alleged misuse of Tatkal Scheme were reported in electronic as well as print media. With a view to avoid chances of misuse of Tatkal Scheme, following steps have been taken:-

- i. The timing of opening of reservation of Tatkal tickets has been changed to 1000 hours on the previous day of journey instead of 0800 hours as per earlier provisions.
- ii. Tatkal tickets are issued only on production of self attested photocopy of one of the 9 prescribed proofs of identity mentioned in the scheme and the same proof of identity is to be carried during the journey.
- iii. Advance Reservation Period of Tatkal Scheme has been reduced to one day excluding the day of journey from train originating station.
- iv. No refund is granted on cancellation of confirmed Tatkal ticket except in some special cases like late running of train by more than three hours at the train originating point of the passenger, cancellation of train etc.
- v. Duplicate Tatkal tickets are issued only in exceptional cases on payment of full fare.
- vi. Access to Tatkal bookings to authorized agents both through internet as well as across the computerized PRS counters is not available between 1000 hours & 1200 hours.
- vii. A maximum of four passengers on one PNR in case of Tatkal ticket, etc.
- viii. Preventive checks are conducted in association with Commercial Vigilance and Security Department in and around reservation offices as well as in trains against persons on travelling on transferred tickets.
- ix. Monitoring and surveillance are also undertaken on working of reservation offices by installing Close Circuit Televisions to curb the possible activities of touts.
- x. Public are also educated about the consequence of buying tickets from touts through various media.
- xi. Railway staff, if found indulging in malpractices in connivance with touts, are taken up under the Discipline and Appeal Rules

(c): During the Financial Year 2012-13 (upto June 2012), 10 authorized agents were taken up for their alleged involvement in

irregularities in rail reservation. Out of these, in two cases licenses have be cancelled, in one case show cause notice has been issued whereas rest have been prosecuted under Section 143 of Railway Act 1989.

During the same period, 48 Railway officials were taken up for their alleged involvement in irregularities in reservation and they have been taken up under Disciplinary and Appeal Rules.

(d) & (e): The Security audit, Process Audit and Functional audit of e-ticketing system has already been conducted through STQC (Standardization, Testing and Quality Certification) Department of Information Technology (DIT), Government of India.