

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1101
ANSWERED ON:16.08.2012
PASSENGER TICKET COUNTERS
Meghwal Shri Arjun Ram ;Rana Shri Kadir

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have proposed to increase the number of ticket counters keeping in view the increasing number of rail passengers;
- (b) if so, the towns identified for the purpose;
- (c) whether the Railways have also opened ticket centers at same places and manned by private agencies instead of increasing the number of ticket counters at Railway Station and other places
- (d) if so, the places where such centres have been opened, zone-wise, number-wise;
- (e) whether complaints of black marketing of tickets from the private centres have been received; and
- (f) if so, the action taken by the Railways in this regard?

Answer

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

- (a) & (b): The ticket counters are opened at Railway Stations keeping in view the demand pattern. Additional counters are opened to meet the increased demand subject to constraints in resources. It is a continuous process.
- (c): For public convenience, proliferation of ticketing facility has been done through outsourcing and e-ticketing system. Jan Sadharan Ticket Booking Sewaks (JTBS) have been appointed to issue unreserved tickets through Unreserved Ticketing System (UTS) counters with a view to facilitate passengers in getting unreserved tickets. Indian Railway Catering and Tourism Corporation (IRCTC) has appointed agencies for providing the facility of e-ticketing on reserved tickets.
- (d): Zone-wise details of JTBS appointed on Zonal Railways and number of agents appointed by IRCTC are enclosed as Appendix.
- (e): No complaint of black marketing of unreserved tickets has been reported. As regards reserved tickets, some complaints have come to notice.
- (f): 14 sub-agents of IRCTC have been deactivated in 2012-13 from April to June 2012.