

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3122
ANSWERED ON:30.08.2012
STAFF AT TICKET BOOKING COUNTERS
Gandhi Shri Feroze Varun

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways are incurring huge losses due to the shortage of staff at ticket booking counters at various major cities in the country;
- (b) if so, the details thereof, State-wise; and
- (c) the steps taken/being taken by the Railways to address the problem?

Answer

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

- (a) No, Madam.
- (b) Does not arise.
- (c) With a view to expand the ticketing system and ease the availability of tickets, following steps have been taken:-
 - (i) The unreserved ticketing has been computerized by introducing the Unreserved Ticketing System (UTS).
 - (ii) Automatic Ticket Vending Machines (ATVMs) have been installed at various stations.
 - (iii) Jansadharan Ticket Booking Sewaks (JTBS) have been appointed at several locations.
 - (iv) Additional computerized Passenger Reservation System (PRS) centers have been opened.
 - (v) The Facility of booking reserved tickets through internet has been provided.
 - (vi) PRS counters has been provided in Post Offices.
 - (vii) Mushkil Asaan scheme has been introduced for issuing of tickets through mobile vans.