

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2867

ANSWERED ON:14.03.2013

CORRUPTION IN TICKET BOOKING

Ganpatrao Shri Jadhav Prataprao; Shukla Shri Balkrishna Khanderao Balu Shukla; Singh Shri Iyyaraj ; Sinh Dr. Sanjay; Tudu Shri Laxman

Will the Minister of RAILWAYS be pleased to state:

- (a) whether there is rampant corruption in ticket booking including blackmarketing of train tickets by touts in collusion with booking clerks by booking tickets in fake names under Tatkal scheme or cornering of rail ticket by touts;
- (b) if so, the number of touts arrested by the Railways during each of the last three years and number of culprits convicted and sent to jail by the court, zone-wise;
- (c) the norms and criteria being adopted in confirmation of railway ticket under emergency quota;
- (d) whether it is a fact that most of the requests of Members of Parliament in this regard are not being acceded to;
- (e) if so, the details in this regard and the reasons therefor along with suitable steps taken in this regard; and
- (f) the measures taken to simplify the ticket booking system and to check the corruption in ticket booking particularly for tatkal reservation?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY)

(a) & (b) No, Madam. Under Tatkal Scheme tickets are sold only to genuine passengers on production of self attested photocopy of one of the prescribed proofs of Identity. The passenger has to carry the same in original during travel. Some cases of cornering of rail tickets by touts in collusion with railway staff have come to notice. To check the cornering of seats by touts in connivance with railway staff, preventive checks are conducted in and around reservation offices. Checks are also conducted in trains against transferred reservation. Number of touts arrested during checks, convicted and sent to jail by the court, zone-wise during the last three years i.e. 2009-10, 2010-11 and 2011-12 is Appended.

(c) to (e) Accommodation under Emergency Quota is released in accordance with the priority as per warrant of precedence and well established practice being followed since long. At the time of allotments of berths, preference is given for travel of high dignitaries. Remaining quota is released taking into account the factors like status of passengers travelling, nature of urgency like travelling on Government duty, job interview sickness etc. The requests received from Hon'ble Members of Parliament for confirmation of berths out of Emergency Quota for their self travel are complied with. The requests received from them for other than self-travel are also given due priority keeping in view the number of berths available, relative priority of other requests, etc.

(f) To simplify the ticket booking system to reduce the waiting time in the queue, large number of computerised Passenger Reservation System (PRS) locations have been opened. Further to facilitate passengers to purchase tickets without waiting in railway reservation offices, facility of i-ticket and e-ticket and ticketing through Mobile Phones have been introduced. Computerised Passenger Reservation System (PRS) terminals have also been provided in Post Office.

To check the corruption in Tatkal booking and general reservation following steps have been taken:

i. Tatkal tickets are issued only on production of a self attested photocopy of one of the prescribed proofs of identity mentioned in the scheme and carrying the same proof of identity during the journey is mandatory.

ii. No refund is granted on cancellation of confirmed Tatkal tickets except special circumstances like late running of train by more than three hours, cancellation of trains, etc.

iii. Duplicate Tatkal tickets are not issued except on payment of full fare including Tatkal charges.

iv. Access to Tatkal bookings has been denied to agents both through internet as well as across the computerized PRS counters between 10.00 hrs & 12.00 hrs.

v. A maximum of four passengers are permitted per PNR on Tatkal tickets.

vi. The timing of opening of reservation of Tatkal tickets has been changed to 10.00 hours on the previous day of journey instead of

0800 hours as per earlier provision in order to balance the load on the computerised Passenger Reservation System (PRS) as well as on internet.

vii. Surveillance/Monitoring of the working of reservation offices is also undertaken by installing CCTV to prevent possible activities of touts. Railway staff if found indulging in malpractices in connivance with touts are taken up under the Disciplinary and Appeal Rules.