

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2263
ANSWERED ON:22.08.2013
STAFF AT RESERVATION COUNTERS
Gandhi Smt. Maneka Sanjay

Will the Minister of RAILWAYS be pleased to state:

- (a) whether there is a shortage of staff at reservation counters at major railway stations across the country, leading to huge inconvenience to the public;
- (b) if so, whether the Railways are taking any step to increase the number of staff at such counters; and
- (c) if so, the details thereof?

Answer

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

(a) to (c): No, Madam. However, with a view to expand the ticketing system and ensuring easy access to reserve ticketing, the following steps have been taken:-

- (i) Additional computerized Passenger Reservation System (PRS) centers have been opened.
- (ii) The facility of booking reserved tickets through internet has been provided.
- (iii) PRS counters have been provided in Post Offices.
- (iv) Mushkil Asaan scheme has been introduced for issuing of ticket through mobile vans.
- (v) Facility of booking of reserved tickets through mobile phones (non-internet based) has been introduced.