

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2217

ANSWERED ON:22.08.2013

IRREGULARITIES IN RAIL RESERVATION

Chavan Shri Harischandra Deoram;Dhanaplan Shri K. P.;Dubey Shri Nishikant ;Gandhi Shri Dilip Kumar Mansukhlal;Kumar Shri P.;Kumar Shri Shailendra;Mishra Shri Mahabal ;Shukla Shri Balkrishna Khanderao Balu Shukla;Sivasami Shri C.;Virendra Kumar Shri

Will the Minister of RAILWAYS be pleased to state:

- (a) whether there is rampant corruption in ticket booking including black marketing 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 the last six months and number of culprits convicted and sent to jail by the court along with ticketless travellers apprehended, zone-wise;
- (c) the norms and criteria being adopted in confirmation of railway ticket under emergency quota;
- (d) whether most of the requests of Public Representatives in this regard are not being acceded to;
- (e) if so, the details in this regard and the reasons therefor along with concrete steps taken/being 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 as well as to minimize ticketless travelling in trains?

Answer

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

(a) to (f): A Statement is laid on the Table of the House.

STATEMENT REFERRED to in reply to parts (a) TO (f) of unstarred Question NO. 2217 by SHRI MAHABAL MISHRA, SHRI SHAILENDRA KUMAR, SHRI NISHIKANT DUBEY, SHRI BALKRISHNA K . SHUKLA, SHRI VIRENDRA KUMAR, SHRI K.P.DHANAPALAN, SHRI SVASAMI C., SHRI DILIPKUMAR MANSUKHLAL GANDHI, SHRI HARISHCHANDRA CHAVAN AND SHRI P. KUMAR TO BE ANSWERED in LOK Sabha on 22.08.2013 REGARDING IRREGULARITIES IN RAIL RESERVATION.

(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. However, 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 including monitoring by Close Circuit Television. Checks are also conducted in trains against transferred reservation. Number of touts arrested during checks, convicted, sent to jail by the court and number of ticketless/irregular travellers apprehended, zone-wise during the last six months i.e. January to June 2013 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. 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 and to reduce the waiting time in the queue, a 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 Mushkil Assan.

To check malpractice 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 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. Refund Rules have been revised with a view to reduce the scope of misuse of reservation system.

viii. 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.

The steps taken to check the entry of ticketless travellers in the trains are as follows:

I. Regular and surprise checks are conducted by ticket checking staff in association with Railway Protection Force, Government Railway Police and Railway Magistrates.

II. These checks are monitored by officers at various levels.

III. Intensive Check Posts have been set up to curb the ticketless/irregular travel in unreserved segments at important stations.

IV. The minimum penalty for ticketless/irregular travel was enhanced from Rs.50/- to Rs.250/- with effect from 01.07.2004.

V. Ambush checks, fortress checks, cross country checks, etc. are conducted from time to time under Action Plan.

VI. Travelling public are educated about the consequences of ticketless travel by running awareness campaigns through various media. Ticket checking on trains and at stations is a regular process. Further, during peak rush and festival seasons, ticket checking activities are intensified by making special arrangements.