

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3200
ANSWERED ON:29.08.2013
CORRUPTION IN IRCTC
Abdulrahman Shri

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have received complaints regarding corruption in Indian Railways Catering and Tourism Corporation Ltd. (IRCTC);
- (b) if so, the details of the complaints received during the last three years and the current year till date with the action taken thereon; and
- (c) the steps being taken by the Railways to check recurrence of such cases in the IRCTC?

Answer

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

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF UNSTARRED QUESTION NO. 3200 BY SHRI ABDUL RAHMAN TO BE ANSWERED IN LOK SABHA ON 29.08.2013 REGARDING CORRUPTION IN IRCTC.

(a) & (b): The details of complaints received related to corruption in IRCTC during last three years are as under:

Year No. of Complaints received

2010 32

2011 20

2012 15

2013 15
(till 22 August)

All the complaints received are examined and action taken against delinquent officials under disciplinary rules. In case of licensees suitable fines have been imposed.

(c): Preventive surprise checks are being carried out on a regular basis in the premises of the ticketing agents, kitchens and trains and immediate corrective action is taken. System improvement is also undertaken to curb recurrence of similar irregularities.