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TATKAL AND ADVANCE RESERVATION SYSTEM IN INDIAN RAILWAYS

MINISTRY OF RAILWAYS

PUBLIC ACCOUNTS COMMITTEE
(2012-2013)

EIGHTIETH REPORT

FIFTEENTH LOK SABHA

LOK SABHA SECRETARIAT
NEW DELHI

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Presented to Lok Sabha on 30.04.2013
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LOK SABHA SECRETARIAT
NEW DELHI

April, 2013/ *Vaisakha,* 1935 (*Saka*)

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(2012-2013)

Dr. Murli Manohar Joshi — *Chairman*

MEMBERS

Lok Sabha

2. Shri Anandrao Vithoba Adsul
3. Dr. Baliram
4. Shri Sandeep Dikshit
5. Dr. M. Thambidurai
6. Shri T.K.S. Elangovan
7. Shri Anant Kumar Hegde
8. Shri Bhartruhari Mahtab
9. Shri Sanjay Nirupam
10. Shri Shripad Yesso Naik
*11. Shri Abhijit Mukherjee
12. Shri Ashok Tanwar
†13. Shri Takam Sanjoy
14. Dr. Girija Vyas
15. Shri Dharmendra Yadav

Rajya Sabha

16. Shri Prasanta Chatterjee
17. Shri Prakash Javadekar
18. Shri Satish Chandra Misra
19. Shri Sukhendu Sekhar Roy
20. Shri J.D. Seelam
21. Shri N.K. Singh
22. Prof. Saif-ud-Din Soz

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* Elected *w.e.f.* 6th December, 2012 *vice* Shri Sarvey Sathyanarayana appointed as Minister on 28th October, 2012.

† Elected *w.e.f.* 6th December, 2012 *vice* Dr. Shashi Tharoor appointed as Minister on 28th October, 2012.

(iv)

1. Shri Devender Singh   —   *Joint Secretary*
2. Shri Abhijit Kumar   —   *Director*
3.   Shri M.L.K. Raja   —   *Deputy Secretary*

COMPOSITION OF THE PUBLIC ACCOUNTS COMMITTEE
(2011-12)

Dr. Murli Manohar Joshi — *Chairman*

MEMBERS

Lok Sabha

2. Shri Anandrao Vithoba Adsul
3. Dr. Baliram
4. Shri Sandeep Dikshit
5. Shri Anant Kumar Hegde
6. Shri Bhartruhari Mahtab
7. Shri Shripad Yesso Naik
8. Shri Sanjay Nirupam
9. Shri Jagdambika Pal
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14. Dr. M. Thambidurai
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Rajya Sabha

16. Shri Tariq Anwar
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18. Shri Naresh Gujral
19. Shri Prakash Javadekar
20. Shri Satish Chandra Misra
*21. Shri J.D. Seelam
22. Prof. Saif-ud-Din Soz

SECRETARIAT

1. Shri Devender Singh — *Joint Secretary*
2. Shri H.R. Kamboj — *Additional Director*
3. Shri A.K. Yadav — *Under Secretary*

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* Elected *w.e.f.* 29th August, 2011 *vide* the vacancy occurred *vice* Smt. Jayanti Natarajan appointed Minister *w.e.f.* 12th July, 2011.

(v)

COMPOSITION OF THE SUB-COMMITTEE-IV (RAILWAYS) OF THE
PUBLIC ACCOUNTS COMMITTEE (2011-12)

Shri Anant Kumar Hegde   —   *Convenor*

Lok Sabha

2. Shri Jagdambika Pal

Rajya Sabha

3. Dr. Prasanta Chatterjee

4. Shri J.D. Seelam

5. Prof. Saif-ud-Din Soz

COMPOSITION OF THE SUB-COMMITTEE-II (RAILWAYS) OF THE
PUBLIC ACCOUNTS COMMITTEE (2012-13)

Shri Anant Kumar Hegde   —   *Convenor*

MEMBERS

Lok Sabha

2. Dr. Baliram

3. Shri Ashok Tanwar

*4. *Vacant*

Rajya Sabha

5. Shri Prasanta Chatterjee

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* Vacancy occurred *vice* Dr. Shashi Tharoor appointed as Minister of State *w.e.f.* 28th October, 2012.

INTRODUCTION

I, the Chairman, Public Accounts Committee, having been authorised by the Committee, do present this Eightieth Report (Fifteenth Lok Sabha) on "Tatkal and Advance Reservation System in Indian Railways" based on para 2.2 of C&AG Report No. 34 of 2010-11 Union Government—Railways relating to the Ministry of Railways (Railway Board).

2. The Report of Comptroller and Auditor General of India for the year ended March, 2010 was laid on the Table of the House on 5th August, 2011.

3. The Public Accounts Committee (2011-12) took up the subject for detailed examination and report. A Sub-Committee was constituted for the purpose. The Sub-Committee took evidence of the representatives of the Ministry of Railways (Railway Board) on the subject at their sitting held on 21st February, 2012. As the subject's examination remained inconclusive, the Sub-Committee of Public Accounts Committee (2012-13) took further evidence of the Ministry on 24th September, 2012. Considering the importance of the subject, the matter was further examined by the full Committee who took evidence of the representatives of the Rail Travellers Service Agents (RTSAs) on 12th December, 2012. The Committee considered and adopted this Report at their sitting held on 29th April, 2013. The Minutes of the Sittings from Appendices to the Report.

4. For facility of reference and convenience, the Observations and Recommendations of the Committee have been printed in thick type and from Part-II of the Report.

5. The Committee thank the Sub-Committee for taking oral evidence of the Ministry and obtaining information on the subject.

6. The Committee would also like to express their thanks to the representatives of the Ministry of Railways (Railway Board) for tendering evidence before the Sub-Committee and furnishing the requisite information to the Committee in connection with the examination of the subject. The Committee also express their thanks to the representatives of the Rail Travellers Service Agents (RTSAs) for submission of the memoranda and for tendering evidence before the Committee in connection with examination of the subject.

7. The Committee place on record their appreciation of the assistance rendered to them in the matter by the office of the Comptroller and Auditor General of India.

NEW DELHI;   DR. MURLI MANOHAR JOSHI
29 *April,* 2013   *Chairman,*
9 *Vaisakha,* 1935 *(Saka)*   *Public Accounts Committee.*

PART-I

REPORT

I. Introductory

Computer Reservation of passenger tickets was introduced in Indian Railways on 15 November, 1985 by implementing Passenger Reservation System (PRS) software to facilitate passengers to book their tickets in advance. To meet the urgent/emergent travel requirement of passengers who plan their journey at short notice and did not have confirmed reservation, Indian Railways introduced the Tatkal reservation facility in December, 1997. This facility was provided on payment of premium charges on 'first come first served' basis. Later on, train/class-wise quota was fixed for reservation under this scheme in November, 2004. Initially, a full coach was nominated as a Tatkal coach. Presently, the Tatkal scheme is available for all classes except 1st class in all Mail/Express trains including Rajdhani/Shatabdi/Jan-Shatabdi trains but excluding Yuva express trains. Effective from November, 2011, Tatkal scheme for reservation has been revised. Tatkal and Advance Reservation tickets could be booked from any counter of PRS between 0800 Hrs. and 2000 Hrs. Tickets could also be booked through Indian Railways Catering and Tourism Corporation (IRCTC) website/agents.

II. Audit Review

2. The major audit objective of review of operation of the scheme was to assess the extent to which genuine passengers were able to obtain reservations through the internet and the booking counters with ease and whether the system provided for transparency in procedures.

3. Audit scrutiny of the functioning of the 'Tatkal and Advance Reservation System' revealed that genuine users, for whom the scheme was intended, were not able to access the facility with ease as it was susceptible to manipulation. Audit also revealed other lapses in delivery of services such as booking of tickets before and after business hours; delay in announcement of special/new trains, reservations with incomplete names of passengers, etc. The Railway Board, in their reply, accepted certain audit recommendations and agreed to take corrective action. The comments of the Audit are contained in the paragraph No. 2.2 of C&AG Report No. 34 of 2010-11 for the year ended March, 2010.

4. The subject was assigned to the Sub-Committee of the PAC on Railways for examination and report. The Sub-Committee obtained background material and detailed written reply. They also took evidence of the representatives of the Ministry of Railways (Railway Board) on two occasions. Considering the importance of the subject, the matter was further examined by the full Committee who took evidence of the representatives of the Rail Travellers Service Agents (RTSAs).

III. Irregularities in booking of tickets through PRS counters

5. On the day of Advance Reservation Period (ARP), booking of tickets was scheduled to commence exactly at 0800 Hrs. onwards. Audit noticed that on the date of Advance Reservation Period, Tatkal tickets were booked beyond business hours (0800 Hrs. to 2000 Hrs.). On Passenger Reservation System (PRS), Delhi, 13 cases were noticed where booking against Tatkal quota was made before 0800 Hrs. on the day of ARP.

6. Replying to audit observation, the Ministry of Railways (Railway Board) stated that checks in the PRS system were in place to ensure that no booking was done before 8 A.M. As regards booking beyond business hours, it was possible in generation of new PNR in case of allotment of berths/seats from emergency quota with a view to allot compact accommodation in the same class or in lower/ higher class. They admitted that blocking of accommodation was possible during opening hours but not after business hours and sought specific details for further examination.

7. As per prescribed rules, maximum six passengers could be booked through one PNR. Audit noticed that multiple tickets were booked having 8, 10 and 12 passengers in a single PNR. It clearly showed that the system allowed manual intervention. It was also observed that Reservation Clerks accepted multiple reservation slips (more than two) at one time from a single person and by this way helped unauthorized agents and touts.

8. As per the extant orders, the Enquiry and Reservation Clerk (E&RC) could accept only one requisition form from a person at a time. However, if onward/ return journey was involved, 2 or 3 forms could be accepted from the same passenger. Analysis of the tatkal data for the year 2009 revealed that a number of E&RCs were able to process more than one requisition form in one minute.

9. The Sub-Committee sought the views of the Ministry of Railways on the observations of Audit and steps taken to monitor the functioning of Reservation Clerks so that they do not misuse the prescribed guidelines. They also wanted to know about the action taken against erring officials for violation of the guidelines and measures taken to curb recurrence of such irregularities. The Ministry, in their written reply, submitted as under:—

> "A number of checks have been put in place by the Railways to keep a check on the activities of unscrupulous elements. However, still if any loophole is brought to their notice, efforts are made to plug the same. Ministry of Railways have accordingly examined the observations of Audit and wherever it was found that there is a scope for improvement, necessary action has been taken to make modifications in the software and administrative instructions have been issued to streamline the system."

10. The Ministry further submitted that Tatkal scheme for reservation has been revised with effect from November, 2011 and following major modifications have been made with a view to minimise the chances of misuse of Tatkal scheme:—

- Tatkal ticket are now issued only on production of self attested photocopy of one of the 9 prescribed proofs of Identity mentioned in the scheme, at the computerised Passenger Reservation System (PRS) counter. While booking e-ticket, the passenger has to indicate the number of identity card in the system. The passenger is required to carry the same proof of Identity during the journey.

- Advance Reservation Period of Tatkal scheme has been reduced from two days excluding the day of journey to one day excluding the day of journey.

- Refunds are not granted on cancellation of confirmed Tatkal tickets except in case of special circumstances like late running of train by more than three hours, cancellation of trains, etc.

- Duplicate Tatkal tickets are not issued under normal circumstances. In exceptional cases Duplicate Tatkal tickets can be issued on payment of full fare including Tatkal charges.

- Authorized agents have been denied access to Tatkal accommodation both through internet as well as across the computerized PRS counters during the first two hours of the opening of booking.

- A restriction of booking of a maximum of four passengers per PNR on Tatkal ticket has been imposed.

- With effect from 10.07.2012, the timing of opening of reservation of Tatkal tickets has been changed to 1000 Hrs. instead of 0800 hours as per earlier provision.

- Web service agents have been permitted to book only one Tatkal ticket per train per day on internet after 1200 Hrs.

- Modifications have been made in the Passenger Reservation System (PRS) software so that booking in PRS should commence only if the time in the clock in the front end machine and back end machine is more than 0800 a.m.

- As regards booking before and after the stipulated working hours, it is clarified that the facility of booking before 0800 a.m. has been enabled to meet the testing requirements of Railway administration.

- As regards internet transactions, checks have been introduced with effect from April, 2009 to avoid booking of tickets before/after stipulated business hours.

- As regards blocking of accommodation, a report has been developed to keep a watch on the counter/location where three or more transactions

per minute are being done particularly during opening hours of the reservation. Instructions have been issued to Zonal Railways to utilize this report to identify such operators/locations and to check whether any irregular practice is being adopted by these operators. Further, a utility has been developed to introduce the concept of captcha in the software so that the booking clerk cannot use function keys to book tickets fast on the basis of pre-entered details before opening of general booking at 0800 Hrs. and Tatkal booking at 1000 Hrs.

- Computerised PRS application software does not permit booking of more than six passengers on one PNR as there is no space for entering details of more than six passengers for one PNR. Moreover, Audit also could not furnish the details of PNRs where more than six passengers were booked on a single PNR.

- As regards acceptance of multiple reservation slips by E&RC in violation of the prescribed procedure, instructions have been issued to all Zonal Railways that any violation on this account should be viewed seriously and staff found guilty should be taken up under D&A Rules.

- Instructions have also been issued to Zonal Railways to install Close Circuit TV Cameras in PRS centres to keep an eye on the activities of unscrupulous staff and anti-social elements indulging in malpractices in reservation."

11. Responding to the views of the Sub-Committee regarding the system to Tatkal bookings, the representative of the Ministry deposed as under:—

"When we investigated it we found that there is a clock at the front end in computer system and one clock at the rear end which goes to system. There was difference of 1/2 to 1 minute in between both the clocks. If any booking taken place at 0759 Hrs. it was showing different time. However, now no booking will take place until 0800 Hrs. Now, we have taken that step to synchronize the timings. All the clocks have been identified. So, how, same timings are shown in both the clocks, and no booking can be permitted unless it is eight O'clock. Similarly, after 0800 Hrs. also, certain bookings are done which are called administrative bookings. Because sometimes we have to change the PNR to generate the seats, adjust the seats. We do it in quota and this transaction continues even after 2000 Hrs., they are administrative transactions; they are not commercial transactions."

12. As regards the cases pointed out in Audit, the representative submitted:—

"Whatever cases were taken by Audit, we examined it. We were taking data from the warehouse. At the time of printing, the names were printed twice. There were four tickets with the name of four persons. So four became eight, six became twelve. We have clarified it. They have asked for PNR, we checked it and replied. They have accepted all our replies

except that last Friday some more observations have been received. We are examining it and we will reply to them. Third thing which they pointed out is that some name was found in single letters like A, B, C. We checked it and put a check in the system. Now system will not accept any name which has less than three characters. There will be no special character in the name and maximum 16 character name can be given. If somebody writes A or B then no ticket will be issued. We have also noticed another error where data was fed in the system before 0800 Hrs. This provision was there. As soon as the clock struck at 0800 Hrs. Six or seven tickets were generated in reservation system. For that we have introduced a 'Captcha' check in the software in July this year. What happens in 'Captcha' is that at one stage when booking starts and name of train/No., name of passenger, is indicated then a question is asked by the machine. One letter appears on the screen of computer and request for retype. So human intervention is there and from that machine, ticket cannot be issued directly. That ensures that somebody is sitting there to do the booking. We have put the Captcha test in place to control that."

13. When the Sub-Committee enquired about the feedbacks received from the public to the changes made in the system, the witness during evidence stated as under:—

"Initially there was a reaction wherein passengers felt that the system has become very rigid. But of late when they are using the system, particularly since we have stopped the practice of touts queuing up in the night and we have introduced so many changes in the Software which permits only the genuine passengers to book, we are getting positive feedback that Railways has taken some action to control the anti-social activities as far as tourism is concerned."

IV. Net Booking

14. According to Audit, a test check of accessibility of IRCTC server revealed that during login of IRCTC's website exactly at 0800 Hrs. on the day of Advance Reservation Period (ARP), the system would hang. It generally took 4-5 minutes to login and by that time the Tatkal quota was already sold out. One plausible explanation could be that the server capacity of IRCTC website was limited in comparison to PRS servers and therefore insufficient to meet the growing requirements of net users who were now a sizeable segment. On the other side IRCTC agents were able to book/process upto 160 transactions in a minute.

15. The Sub-Committee enquired whether the Ministry intends to enhance the capacity of IRCTC server to ensure smooth access to internet users, especially during opening hours (0800 to 0900 Hrs.) and to restrict IRCTC Agents in booking more than the prescribed tickets in Advance and Tatkal Reservation System. The Ministry in their reply submitted as under:—

"With a view to ensure smooth access to internet users especially during opening hours, following actions have been taken:—

(i) The internet bandwidth has been upgraded in June, 2011 from 350 mbps to 450 mbps;

(ii) The database servers have been upgraded and high capacity server have been commissioned in September, 2011.

(iii) Agents cannot book e-ticket between 0800 Hrs. and 1200 Hrs.

(iv) Individual users are permitted to book two general tickets on the opening day of reservation or otherwise between 0800 Hrs. and 1000 Hrs. Further between 1000 Hrs. and 1200 Hrs. two Tatkal tickets/General tickets on the opening day of reservation or otherwise can be booked.

(v) Quick Book Option has been removed between 0800 Hrs. and 1200 Hrs.".

16. Elaborating on this issue, the representative of the Ministry, during evidence deposed as under:—

"The system is still hanging, but we have devised the new software. This is not only the Tatkal system, it is the entire PRS system and the entire e-ticketing system to put it very clearly. The software was inadequate to cater to the rush of traffic of the e-ticketing system. Almost 49 per cent or 50 per cent of the total bookings at present are being done on the e-ticketing. So, we have expanded it. And we are going to roll it out in one or two months where the system will have so much capacity that system will not hang. The software has already been made ready and we have to only roll it out. The last stage work is going on."

17. He further submitted as under:—

"Earlier the tatkal was opening at 8 o'clock and RTSA was also opening at 8 o'clock. So because of rush at that time, the system was hanging. Now the Tatkal is opening at 10 o'clock so that rush is disturbed and system is not hanging that much. The capacity of the Server has also been enhanced from 350 mbps to 450 mbps. Presently, approx 5 lakh e-ticketing are being undertaken and we plan to enhance the same to over 7 or 8 lakh."

V. Operation of Special Trains/New Trains

18. Railways introduce special trains every year on specified routes to cater to the heavy rush of passengers during festivals like Chhat, Diwali and Christmas and during summer vacations. Similarly, new trains announced during the Budget were also required to be started by Railway Administration. Presently, the ARP allowed for booking of train tickets is 120 days. Audit pointed out that the announcement of the dates of Special/New Trains was not made sufficiently in advance and often the time-gap between announcing the special/new trains and actual date of appearance in the reservation system was two to four days. Delay in announcement of special trains deprived a large part of the general public an opportunity to plan their journeys. This also resulted in loss of revenue to Railways due to less occupancy of such trains.

19. On being asked to state the measures taken by the Ministry of Railways to ensure that general public has sufficient time to plan their journey and to ensure better utilization of rolling stock in case of introduction of special/new trains, the Ministry stated as follows:—

> "Advance planning of special trains during all festival/rush seasons like Holi, Summer, Pooja, Winter/X'mas etc. is done. However, it is not always possible to plan introduction of new train services announced in Railway Budget as well as special trains 90 days (120 days-revised) in advance as running of these trains depends upon various factors like availability of rakes, coaches, path, operation feasibility, traffic justification, mandatory clearance from Commissioner of Railway Safety (in case of newly opened and Gauge converted sections), etc. However, Summer Special trains are planned well in advance and the time table of these special trains is also published."

VI. Booking through Rail Traveller's Service Agents (RTSAs)

20. As a commercial policy, Railways appoint RTSAs in major cities and towns with authorization to purchase tickets and secure reservation on behalf of the passengers. RTSAs are appointed initially for three years and subsequently their licenses renewed subject to satisfaction of the local Railway Administration. There were separate counters at major stations for the agents for booking tickets. Audit observed that RTSAs had booked tickets, even through the counters not meant for them, in connivance with Booking Clerks, which adversely affected the interest of general public. A check of records maintained by Delhi Division of NR revealed that there were 13 RTSAs who did not appear in the Divisional list even though they appeared in the Northern Railway's Time-Table.

21. About the steps taken to stop the RTSAs from booking tickets from counters not meant for their use and to ensure that general public do not become victims of unauthorized RTSAs malpractices, the Ministry, in their reply, submitted that Instructions have been issued to Zonal Railways to install Close Circuit TV (CCTV) at identified major computerised Passenger Reservation System (PRS) centres to keep a watch on the activities at reservation counters particularly for the period between 0800 Hrs. and 0830 Hrs. To curb the malpractices by Railway staff and unauthorised agencies, checks are conducted by Vigilance Department in mass contact area including booking and reservation offices.

22. In the above context, the representative of the Ministry during evidence, stated as under:—

> "We have banned the agents from accessing the system for two hours between 8 o'clock and 10 o'clock. Now no agent can book on his ID during that time slot. It is only the genuine passengers who can access the system. This is the new system that we have introduced. It is only after 10 o'clock that the agent can access the software."

VII. Non-exhibition of Passengers' identification

23. In order to establish the identify of a passenger as well as to avoid a passenger travelling on a proxy ticket, it was necessary that complete and accurate details of the passengers were captured at the time of booking. Audit scrutiny of PRS, Delhi revealed that while reserving/booking seats, users/E&RCs entered the name of the passenger in many cases as one character (A, B, C etc.); instances of 2 character names, were also noticed. Further analysis revealed that in respect of 5—60 cases, same names of the passengers were repeated, from 1,000—3,132 times, while booking passengers in different trains and in 1—234 cases, same names were repeated upto 10 to 30 times, while booking passengers in each train.

24. Replying to the Audit observation, Railway Board stated (December, 2010) that instructions have already been issued to Zonal Railways that such instances where the booking was being made with incomplete name, should be taken up seriously. According to Audit, remedial action taken by Railway Board was not sufficient as necessary modifications were required to be incorporated in the application software in the PRS to avoid such instances of abuse.

25. The Sub-Committee enquired about the measures taken to carry out suitable modifications in the application software in the PRS to eschew such instances. The Ministry in its reply stated that in the computerised PRS software, following checks have been introduced regarding feeding of names of passengers:—

  (i) "Name should be of minimum 3 characters.

 (ii) Special characters and numerals not allowed.

(iii) Maximum 16 characters are allowed."

VIII. Issuing of Duplicate Tickets

26. As per rule, a duplicate ticket was to be issued in lieu of lost, misplaced/ torn/mutilated Reserved/RAC tickets. Duplicate tickets issued before preparation of chart entailed a non-refundable clerkage charge of ₹20/- per passenger. No duplicate ticket is issued for lost RAC/WL ticket after chart preparation. Audit scrutiny revealed some irregularities in issuing of duplicate tickets in respect of PRS, Mumbai; Kolkata; Chennai and Delhi, where tickets were issued on the same day of booking or on the very next day. On PRS, Kolkata most of the duplicate tickets were issued against lost Tatkal tickets on the date of booking/Journey or the day before journey.

27. The Sub-Committee enquired about the measures taken to curb misuse of issuing duplicate tickets. The Ministry in their written reply stated that Advance Reservation Period of Tatkal scheme has been reduced from two days to one day. Further, refunds shall not be granted on confirmed Tatkal tickets except in case of special circumstances like late running of train by more than three hours, cancellation of trains, etc. Duplicate Tatkal ticket shall not be issued under normal circumstances. In exceptional cases Duplicate Tatkal tickets are issued on payment of full fare including Tatkal charges.

IX. Suggestions/views of the Rail Travellers Service Agents (RTSAs)

28. The Committee desired to know the views of the Rail Travellers Service Agents (RTSAs) who are authorized by the Railways to procure tickets on behalf of passengers by charging nominal service charge which is fixed by the Ministry of Railways. Therefore, the Committee invited the representatives of the following RTSAs to depose before the Committee and give their suggestions/views for improvement in the Tatkal and Advance Reservation system of Indian Railways:

  (i) The association of Indian Rail Travellers Service Agents (Regd.) Delhi.

 (ii) Authorised RTSAs Welfare Association of Mumbai, and

(iii) East India Travel Agents Association, Kolkata.

29. The representatives of the above RTSAs submitted memoranda containing their suggestions/views and also deposed before the Committee. The following were their main suggestions/views:—

  (i) RTSA should be allowed to book Tatkal tickets during opening hours of reservation (1000 to 1200 Hrs.);

 (ii) Passengers themselves go to the centre to book the ticket or RTSAs may be allowed to book Tatkal Tickets;

(iii) Earmark separate coaches for Tatkal scheme;

(iv) Tatkal charges should be refunded as an incentive to cancel the confirmed Tatkal tickets in case of non-travelling;

 (v) Increase in Advance Reservation Period (ARP) of Tatkal ticket booking;

(vi) Abolish the Tatkal Scheme as it is misused by touts and revise Tatkal Scheme wherein confirmed Tatkal tickets are given on demand;

(vii) The passengers should be allowed to book Tatkal tickets through internet only;

(viii) The proof of identity should not be asked for booking Tatkal tickets;

(ix) Increase the Emergency Quota;

 (x) Advance Reservation Period should be one year;

(xi) Provision of computerized PRS terminals to RTSAs on lines of 'Computerized Ticket Service Provider Licencee (CTSPL) Scheme' launched in 2002;

(xii) Increase in Service charges of RTSAs;

(xiii) E-tickets to be booked for self and family only;

(xiv) Tatkal charges should be realized for release of Emergency Quota except on the request form Ministers, Board Members and Government officials going on duty;

(xv) Lack of RTSAs in the smaller towns.

30. The Committee sought comments of the Ministry of Railways on the above suggestions and views of the RTSAs. The Ministry of Railways, in their comments furnished to the Committee, have not agreed to most of the suggestions of the RTSAs. It is understood that the Ministry has considered these suggestions and did not find merit in most of the cases as the schemes of Tatkal and Advance Reservation System is reviewed periodically and suitable amendments are made in the scheme from time to time.

31. The representatives of the RTSAs in a memoranda submitted to the Committee suggested that Government should provide separate terminals to RTSAs on the lines of Computerised Ticket Service Provider Licencee (CTSPL) scheme launched in 2002 in Mumbai. The Railways was earning around Rs. 22.46 lakh from 3 CTSPL and in addition Railway was also saving huge amount (approx. Rs. 825 lakh) on overhead expenditure in the form of salaries to staff, telephone, electricity, infrastructure, stationery etc. However, the scheme was not implemented in other parts of the Country. On the other hand the scheme was scrapped after the formation of new Government in the Centre. If the scheme would have been implemented through 3000 CTSPLs in the whole country the income alone to the Railways would have been to the tune of approx. Rs. 8500 crore per annum and to the Finance Ministry approx. Rs. 250 crore per annum as income/service tax.

32. The Committee desired to know the reasons for closure of such an scheme which was beneficial to public as well as Railways. The Ministry of Railways in a written reply submitted as under:—

> "The CTSPL scheme was conceptualized in 1999 and 3 RTSAs were provided terminals in 2002 in Mumbai on experimental basis. However, this facility was subsequently discontinued due to opposition from Federations/Trade Unions in the interest of ensuring positive industrial relations. It further stated that since more than 48% of tickets are now booked through internet, it shall not be desirable to provide PRS terminals to RTSAs."

33. When Committee asked for suggestions which would benefit passengers, Railways and RTSAs, a representative of the RTSAs informed the Committee as under:—

> ".......Railways had introduced the same scheme in Post Offices. Imagine the amount of money they have invested in sending a person to the Post Office, a PRS to the Post Office and no RPF posting which has become the 'touts *adda'*. In the office which deals with postal services they have given a booking clerk. A booking clerk costs the Government a minimum of a lakh of rupees per month. The amount of trouble they take to collect the money from there — from Post Office a van goes and collects the money — would not be there. The money will be paid by us in advance to the Railways and when that money gets over, we are going to deposit another instalment. There is no loss to Railways, only the profit. They can tax us to the tune of Rs. 5 or Rs. 10 per ticket."

34. One of the representatives, in response to the alleged involvement of RTSAs in booking tickets with other counters not meant for them in connivance with Railways officials/staff, stated as under:—

> "For RTSAs, the Government has opened separate windows. Agent of RTSAs goes there. He cannot go to the general counter. Their forms are different. So where are the chances of involvement of RTSAs. Our agents have identity cards issued by Railways. They cannot do any irregular activities. If found guilty or involved in the irregular activities the Railways can identify them and our Licenses can be cancelled by them. These illegal activities are performed by the unauthorized agents who connive with police and RPF and the allegations put on us."

35. Another representative of the RTSAs also informed the Committee that in reply to an RTI application, the Railways has intimated that except Northern Railways where 9 cases were reported by Railway Staff, no case has been registered by the Railways for involvement at RTSAs in the last five years.

36. When their attention was invited towards Audit findings that during physical verification of PRS at Kolkata, representatives of RTSAs were jamming the queues at the counter not meant for them and similar cases also reported in Delhi, one of the representative of RTSAs informed the Committee as under:—

> "I would like to bring to your kind notice what is happening in Kolkata at the moment. This scheme was framed in 1985. Can you imagine what I am saying, and it is a fact, that even after 27 years, 30 odd travel agents are enjoying the injunction of the Calcutta High Court? And they have got a counter in Kolkata, just like a travel agent, without any liability. No secruity deposit, no guarantee, no licensing fee and nothing is paid by them. They have just been holding a High Court order for the last 27 years. The Railways have not been able to get that order vacated till date. Why are they not trying it? Those people are working just as RTSAs and enjoying all the facilities and the Railways have given them a counter. In Fairlie Place, they have been given counter No. 12 and in Kolaghat booking office, they have been given counter No. 6. They are working like full-fledged travel agents. They can employ any number of people. They issue their own cards and they do not need any counter signatures from the Railway authorities. They have been roaming in Kolkata. This is the example of Kolkata which I have explained to the Railway Board. Also, I have written to the authorities in Kolkata, but no action has been taken. Moreover, all those orders are coming from single-judge benches. They can go to Division Bench, put all these cases in one day and it can be vanished. The question is: Why do the Railways not do it? They know the reason better. I have been writing to them and I have recently written one letter to them."

PART-II

OBSERVATIONS/RECOMMENDATIONS

1. The Committee note that advance reservation system was introduced in Indian Railways to facilitate passengers to book their tickets in advance. The scheme of Tatkal reservation was introduced by the Railways in December, 1997 to provide reservation facility to those passengers who could not plan their journey in advance. This facility is available on payment of premium charges on 'first-come-first-served' basis. Advance reservation of tickets can be done from 0800 hrs. to 2000 hrs. and Tatkal booking from 1000 hrs. to 2000 hrs. through Passenger Reservation System (PRS) and Indian Railways Catering and Tourism Corporation (IRCTC) website/agents. Audit Scrutiny of the functioning of Tatkal and Advance reservation system revealed that genuine users, for whom the scheme was intended, were unable to avail the facility with ease as it was susceptible to manipulation. Audit pointed out irregularities in booking of tickets through PRS counters; booking of all Tatkal quota within a few minutes of opening of reservation; irregular booking by Reservation Clerk, connivance of railway agents and Booking Clerks; irregular booking through internet and authorized railway agents. During examination of the subject, the Committee were informed that the scheme of Tatkal reservation has been revised with effect from November, 2011 and major modifications have been made with a view to minimize the chances of misuse of Tatkal scheme. These changes *inter-alia* include production of self attested photo copy of proof of identity mentioned in the scheme; reduction from two days to one day (excluding the day of journey) for booking of Tatkal tickets; booking of only four passengers per PNR; denying access to the authorized agents during the first two hours of the opening of booking both through internet as well as across the computerized PRS counters. The Committee have also been informed that with effect from 10th July, 2012 the timing of opening of reservation of Tatkal tickets has been changed to 1000 hours instead of 0800 hours as per earlier provision and web service agents have been permitted to book only one Tatkal ticket per train per day on internet that too after 1200 hours. While taking note of the measures taken by the Ministry post audit scrutiny, the Committee would like to be apprised about the implementation of these measures and the desired impact thereof within three months of the presentation of this report.

2. The Committee note that Tatkal and Advance Reservation could also be booked through IRCTC's website. The test check of accessibility of IRCTC server revealed that during login of IRCTC's website exactly at 0800 hours on the day of Advance Reservation Period, the system would hang seemingly due to insufficient capacity of the server to meet the growing requirement of net users. Admitting that the system was prone to malfunctioning, the representative of the Ministry submitted that entire PRS system and e-ticketing has been developed for Tatkal which will be rolled out in one/two months as the last stage work was

going on. Since the use of e-ticketing facility is catching up fast among passengers due to its inherent ease and convenience, the Committee recommend that the capacity of the internet bandwidth and IRCTC server should be upgraded by installing high capacity server so that the system is able to cope up with the surge in online bookings. The high capacity server should be installed after conducting 'load testing' for easy access of users. Further, the Committee hope that the new software which the Ministry proposes to roll out, would have the latest features with fast search engine; blocking of in-active session, etc.

3. The Committee are deeply concerned that running of special trains is announced at a notice of shorter duration during festivals/rush seasons like Holi, Pooja, Diwali, Chhat, Eid, Christmas, summer vacations, etc. The delay in announcement of special trains deprive general public an opportunity to plan their journey and get a confirmed reservation. It also results in loss of revenue to Railways due to less occupancy of such trains. According to the Ministry, summer special trains are planned in advance and the time table of these special trains is also published. The Committee, therefore, recommend that information regarding running of special/new trains during festivals/rush seasons should be announced sufficiently in advance and given wide publicity so that the Railways earn more revenue besides fulfilling the Citizen's Charter on Passengers Services of Indian Railways.

4. Notably, as a commercial policy, Railways appoint Rail Travellers' Service Agents (RTSAs) and Railway Tourist Agents for booking of tickets on payment of prescribed charges. However, no separate quotas have been assigned to these agents and there are separate counters at major stations for agents for booking tickets. Initially appointed for three years, the licenses of these RTSAs are renewed subject to satisfaction of local Railway administration. What has surprised the Committee is that though the RTSAs are appointed by the Railways, yet there is no provision in the computerized Passenger Reservation System (PRS) for identification of RTSA to keep the records/transactions of bookings made by the agents. The representative of the Ministry testified before the Committee that effective from July, 2012 authorized agents have been denied access to Tatkal accommodation both through internet as well as across the computerized PRS counters during the first two hours of opening of booking. Further, web service agents are allowed to book only one Tatkal ticket on his ID per train per day on internet after 1200 hours. The Committee are of the considered view that the PRS need further orientation and therefore, recommend that the Ministry should take immediate measures to deactivate multiple user IDs of agents so that they are unable to manipulate the booking process. In order to keep a stringent check on the activities of RTSAs and website agents, the feasibility of issuing digitized ID needs examination to identify the tickets booked so that the scheme is not abused. Further, inspection of transactions done by RTSAs'/website agents' should be done at regular intervals to ensure that the licenses of only those RTSAs are renewed who comply with the prescribed procedure.

5. The Committee note that the computerized PRS software has been modified to establish passenger identity so as to overcome proxy travel. While welcoming

the measures taken by the Railways to establish passengers' identification, the Committee recommend that carrying a proof of identity while travelling in reserved accommodation in trains should be made mandatory for all passengers to keep a check on passengers travelling on transferred tickets. The Committee, therefore, recommend that necessary instructions in this regard may be issued at the earliest, the situation monitored regularly and the procedures updated for the successful operation of the scheme and they be apprised within three months from the date of presentation of this report.

6. The Committee note that Rail Travellers Service Agents (RTSAs) are the license holder agents authorized by the Ministry of Railways to procure Rail tickets on behalf of passengers by charging nominal service charges from passengers fixed by the Railways from time to time. The Audit has noticed involvement of RTSAs in various irregularities as pointed out in the Audit Report. However, the representatives of RTSAs who appeared before the Committee denied the Audit findings. The contention is that they have been provided separate counters at the reservation centers and their agents carry identity cards issued by the Ministry of Railways and can be caught and their licenses cancelled in case they are found involved in irregular activities. Notably, in the last five years, no case has been registered against RTSAs except in Delhi where 9 cases were reported. The Committee feel that the RTSAs or their agents could not have continued doing their irregular activities without active involvement/connivance of the officials manning the PRS. The Committee, therefore, desire the Railways to investigate all such cases where RTSAs are involved in irregularities and take deterrent punitive action against those agents as well as against the involved officials of the Railways.

7. The Committee note that the Ministry of Railways conceptualized "Computerized Ticket Service Provider Licencee (CTSPL) Scheme". Under this scheme 3 RTSAs in Mumbai given terminals on experimental basis in 2002. The Scheme was, however, subsequently discontinued, ostensibly due to opposition from the Federation/Trade Unions in the interest of ensuring positive industrial relations despite the good return in terms of revenue the Scheme brought to the Railways. The Committee note that the scheme was convenient to the public and beneficial to the Railways as well. The CTSPL scheme was introduced around 10-12 years back when not many people were using internet/mobile for buying tickets. Now, almost half of the Rail tickets issued are booked through the internet. However, considering the fact that half of the Railway Tickets booked even now are done manually or through agents and that the reach of Computer with internet facility is largely confined to urban middle and upper classes, the Committee recommend that the Railways reconsider re-introduction of CTSPL scheme and provide terminals/IDs to RTSAs particularly in smaller towns where booking facilities are lacking and the facility of internet is not available to every family. Moreover, keeping in view the fact that almost 50% of the tickets are presently booked through internet, the Committee see no reason for any opposition to such a move which would be beneficial to the people and the Railways as well.

8. The Committee were informed that the scheme of giving licences to RTSAs was framed in 1985. They were further informed by the representatives of the RTSAs that there were around 30 travel agents in Kolkata who on the basis of injunction of the Kolkata High Court given 27 years back are still enjoying full status of RTSA and operating from there. However, they do not pay any Licence Fee, security deposit/guarantee and without having any liability. The Railways has reportedly given them a 'counter' also to operate. The Committee are perturbed to know that unauthorised agents without paying any license fee, guarantee or security deposit are operating as Railways agents only on the basis of a stay order given almost three decades back by the Hon'ble High Court of Calcutta. The Court's stay of operation of the Railways order does not grant the travel agents the right to flout the terms and conditions that go with continuing their functioning in the system. As mentioned earlier here too, the obvious flouting of the terms and conditions by the said travel agents could not have been continued without the connivance/negligence of the local Railway officials. The Committee, therefore, recommend thorough inquiry and initiation of appropriate disciplinary proceedings against the erring officials. Also the Committee would like to be apprised about the status of the case within three months from the date of presentation of the Report to the Parliament including the action taken for review of the stay and expeditious disposal of the case.

9. The Committee observe that Railways have introduced a scheme wherein certain Post Offices will be providing Railway Tickets through counters operated by the Railway staff. This, in the considered view of the Committee, will strain the already depleted financial resources of the Railways. It would also entail payment of salaries, safeguarding the cash and transportation of cash, etc. The Committee would, therefore, like the Railways to review the scheme and consider to sale the Railway tickets by the counters operated by the staff of Postal Department on nominal commission basis, being more sound financial proposition and a win-win situation for both of them. Alternatively, the Railways may consider allotting terminals to RTSAs or other agents who may issue tickets by charging nominal fees as may be fixed by the Railways. The Committee would like to be apprised of the action taken within three months of the presentation of this Report.

NEW DELHI;
29*th April*, 2013
9 *Vaisakha*, 1935 (*Saka*)

DR. MURLI MANOHAR JOSHI
Chairman,
Public Accounts Committee.

MINUTES OF THE FIRST SITTING OF SUB-COMMITTEE IV OF THE PUBLIC
ACCOUNTS COMMITTEE (2011-12) HELD ON
21ST FEBRUARY, 2012

The Sub-committee sat on Tuesday, the 21st February, 2012 from 1500 hrs. to
1700 hrs. in Room No. 62, Parliament House, New Delhi.

PRESENT

MEMBERS

Shri Anant Kumar Hegde — *Convenor*

Rajya Sabha

2. Shri Prasanta Chatterjee

3. Shri J.D. Seelam

SECRETARIAT

Shri H.R. Kamboj — *Additional Director*

**Representatives of the Office of the Comptroller and Auditor
General of India**

1. Ms. R. Rajalakshmi — Director General (Railways)

2. Ms. Divya Malhotra — Principal Director (RBA)

Representatives of the Ministry of Railways

1. Shri A.P. Mishra — Member Engineering, Railway Board

2. Ms. Vijaya Kanth — Financial Commissioner, Railways

3. Shri K.K. Srivastava — Member Traffic, Railway Board

2. At the outset, the Convenor, Sub-committee IV of the Public Accounts
Committee, welcomed the Members of the Committee, the Audit Officers and the
representatives of the Ministry of Railways to the sitting of the Sub-committee
convened for briefing on the subjects 'Railways Finances' based on C&AG Report
No. 33 of 2010-11 and 'Tatkal and Advance Reservation System in Indian Railways',
'Construction of New Lines on socio-economic considerations', 'Excessive Delays
in Maintenance of Locomotives' and 'Functioning of Rail Vikas Nigam Limited'. He
also drew the attention of the representatives to Direction 55(1) relating to
confidentiality of the matter till the report is presented to the House.

3. The representatives of the Ministry of Railways then briefed the Sub-
committee on various issues relating to the subject which *inter alia* include
measures being taken to increase traffic receipts, issues related to construction

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of new lines on socio-economic considerations, functioning of Rail Vikas Nigam Limited and working of Tatkal and Advance Reservation System. They also responded to the various points raised by the members of the Committee.

4. The Convenor thanked the representatives of the Ministry for appearing before the Sub-committee and furnishing the information on the subject.

The witnesses then withdrew.

5. A copy of the verbatim proceedings of the sitting has been kept on record.

The Sub-committee then adjourned.

APPENDIX II

MINUTES OF THE FIRST SITTING OF SUB-COMMITTEE II OF THE PUBLIC ACCOUNTS COMMITTEE (2012-13) HELD ON 24TH SEPTEMBER, 2012

The Sub-committee sat on Monday, the 24th September, 2012 from 1100 hrs. to 1245 hrs. in Committee Room No. 'C', Parliament House Annexe, New Delhi.

PRESENT

Shri Anant Kumar Hegde — *Convener*

SECRETARIAT

1. Shri Devender Singh — *Joint Secretary*

2. Shri H.R. Kamboj — *Additional Director*

Representatives of the Office of the Comptroller and Auditor General of India

Ms. R. Rajalakshmi — Director General (Railways)

Representatives of the Ministry of Railways (Railway Board)

1. Shri Vinay Mittal — Chairman, Railway Board

2. Ms. Vijaya Kanth — Financial Commissioner, Railways

3. Shri A.P. Mishra — Member Engineering, Railway Board

4. Shri Keshav Chandra — Member Mechanical, Railway Board

5. Shri K.K. Srivastava — Member Traffic, Railway Board

6. Shri Kul Bhushan — Member Electrical, Railway Board

2. At the outset, the Convener, Sub-committee II of the Public Accounts Committee, welcomed the Audit Officers and the representatives of the Ministry of Railways to the sitting of the Sub-committee convened to take evidence of the representatives of the Ministry of Railways (Railway Board) on the subjects 'Tatkal and Advance Reservation System in Indian Railways', 'Excessive Delays in Maintenance of Locomotives', 'Civil Engineering Workshops in Indian Railways', 'Delay in building the new rail bridge over River Sone' and 'Signal and Telecommunication' based on C&AG Reports No. 34 of 2010-11 and No. 32 of 2012-13 respectively. He also drew the attention of the representatives to Direction 55(1) relating to confidentiality of the matter till the report on the subject is presented to the House. Thereafter, he raised the points on the subjects of discussion.

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3. The representatives of the Ministry of Railways explained the steps taken by them to rectify the irregularities pointed out by Audit in regard to 'Tatkal and Advance Reservation System'. They explained the changes latest made in the software in PRS system and e-ticketing.

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6.	***	***	***
7.	***	***	***

8. The Convener thanked the representatives of the Ministry for appearing before the Sub-committee and furnishing the available information on the subjects.

The witnesses then withdrew.

9. A copy of the verbatim proceedings of the sitting has been kept on record.

The Sub-committee then adjourned.

***Not related to this Report.

MINUTES OF THE NINETEENTH SITTING OF THE PUBLIC ACCOUNTS
COMMITTEE (2012-13) HELD ON 12TH DECEMBER, 2012

The Public Accounts Committee sat on Wednesday, the 12th December, 2012
from 1500 hrs. to 1815 hrs. in Committee Room No. '62', Parliament House,
New Delhi.

PRESENT

Dr. Murli Manohar Joshi   —   *Chairman*

MEMBERS

Lok Sabha

  2. Shri Anandrao Vithoba Adsul

  3. Shri Sandeep Dikshit

  4. Shri Bhartruhari Mahtab

  5. Shri Sanjay Nirupam

  6. Shri Shripad Yesso Naik

  7. Shri Abhijit Mukherjee

Rajya Sabha

  8. Shri Prasanta Chatterjee

  9. Shri Prakash Javadekar

10. Shri Sukhendu Sekhar Roy

11. Shri N.K. Singh

SECRETARIAT

  1. Shri Devender Singh   —   *Joint Secretary*

  2. Shri H.R. Kamboj   —   *Additional Director*

**Representatives of the Office of the Comptroller and
Auditor General of India**

  1. Ms. R. Rajalakshmi   —   Director General (Railway)

  2. Ms. Divya Malhotra   —   Director General (Railway Audit)

  3. Ms. Sudha Rajan   —   Director (PAC)

Representatives of the Ministry of Railways (Railway Board)

1. Shri Vinay Mittal	—	Chairman, Railway Board and *Ex-officio* Pr. Secretary to GoI.
2. Ms. Vijaya Kanth	—	Financial Commissioner (Rlys.) *Ex-officio* Secretary to GoI.
3. Shri A.P. Mishra	—	Member, Engineering & *Ex-officio* Secretary to GoI.
4. Shri K.K. Srivastava	—	Member, Traffic & *Ex-officio* Secretary to GoI.
5. Shri Amitabh Lal	—	Additional Member, Commercial
6. Shri R. Kashyap	—	Additional Member, Budget
7. Smt. Saroj Rajware	—	Advisor, Finance

Representatives of the Rail Travellers' Service Agent Associations, Delhi

1. Shri Dayashanker Bhatnagar	—	Vice-Chairman
2. Shri R.S. Aggarwal	—	Secretary
3. Shri Subhash Arora	—	Joint Secretary
4. Shri R.C. Gupta	—	Joint Secretary

Representatives of the Authorised RTSAs Association of Mumbai

1. Shri Ladharam H. Nagwani	—	General Secretary
2. Shri Mahendra J. Gohil	—	Vice President

Representatives of the Rail Travellers' Service Agent Associations

1. Shri D.N. Mehrotra	—	President
2. Shri K. Sethi	—	Secretary

2. ***   ***   ***

3. The Chairman, then welcomed the new Member of the Committee, Shri Abhijit Mukherjee, MP.

4. The Committee thereafter decided to hear the views of RTSAs on 'Tatkal and Advance Reservation System in Indian Ralways'. The representatives of the Associations of the Rail Travellers' Service Agents (RTSAs) from Delhi and later the representatives of RTSAs Mumbai and Kolkata were called in jointly to elicit their views/suggestions on 'Tatkal and Advance Reservation System in Indian Railways'. The Chairman informed them that proceedings of the sitting may be

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***Not related to this Report.

kept confidential till the report on the subject is presented to Parliament. Some of the important views/suggestions are as under:—

   (i) Tatkal Scheme may be rechristened as Premium Rail ticket since Railways without providing additional benefit to the passengers, has been earning more money.

 (ii) Advance reservation period should be reduced to 60 days from the present 120 days.

(iii) RTSAs may be allowed to book tickets for needy passengers who cannot visit reservation centres as touts are doing business in the absence of RTSAs.

 (iv) A confirmed ticket under Tatkal scheme, should have a system of refund of the tickets cancelled. The cancellation charges may be limited to the tatkal premium amount and not the whole amount of ticket. The cancelled reservation may be offered to other passengers in waiting.

  (v) RTSAs may be given PRS terminals so that they can serve the people better.

 (vi) RTSAs be allowed to book tatkal tickets during 1000 hrs to 1200 hrs.

The Chairman thanked them for appearing before the Committee.

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7. A copy of the verbatim proceedings of the sitting was kept on record.

The Committee then adjourned.

***Not related to this Report.

APPENDIX IV

MINUTES OF THE TWENTY-NINTH SITTING OF THE PUBLIC ACCOUNTS
COMMITTEE (2012-13) HELD ON 29TH APRIL, 2013

The Committee sat on Monday, the 29th April, 2013 from 1500 hrs. to 1600 hrs.
in Room No. '51' (Chairman's Chamber), Parliament House, New Delhi.

PRESENT

Dr. Murli Manohar Joshi   —   *Chairman*

MEMBERS

Lok Sabha

2. Shri Anandrao Vithoba Adsul

3. Dr. M. Thambidurai

4. Shri Bhartruhari Mahtab

5. Shri Abhijit Mukherjee

Rajya Sabha

6. Shri Prasanta Chatterjee

7. Shri Prakash Javadekar

8. Shri Sukhendu Sekhar Roy

9. Shri J.D. Seelam

10. Shri N.K. Singh

SECRETARIAT

1.	Shri Devender Singh	—	*Joint Secretary*
2.	Shri Abhijit Kumar	—	*Director*
3.	Shri D.R. Mohanty	—	*Deputy Secretary*
4.	Smt. A. Jyothirmayi	—	*Deputy Secretary*
5.	Ms. Miranda Ingudam	—	*Under Secretary*
6.	Shri A.K. Yadav	—	*Under Secretary*
7.	Smt. Anju Kukreja	—	*Under Secretary*

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Representatives of the Office of The Comptroller and Auditor General of India

1. Ms. Divya Malhotra — Director General
2. Shri Jayant Sinha — Principal Director
3. Ms. Athoorva Sinha — Director
4. Shri Likhariya — Director

2. At the outset, the Chairman welcomed the Members and the representatives of the Office of the C&AG of India to the last sitting of the Committee (2012-13). Giving an overview of the performance of the Committee in the year 2012-13 as well as in the 15th Lok Sabha, the Chairman observed that the years have been very productive due to the hard work of the C&AG and his team, the PAC Secretariat led by the Joint Secretary and above all the cooperation and active participation of the Members in the deliberations. The Committee unanimously endorsed the views of the Chairman.

3. The Chairman, then, apprised that the meeting had been convened to consider the following Draft Reports of the Committee:—

(i) '**Tatkal and advance Reservation System in Indian Railways'** based on Para 2.2 of C&AG Report No. 34 of 2010-11, Union Government (Railways);

(ii) *** *** ***

(iii) *** *** ***

(iv) *** *** ***

(v) *** *** ***

(vi) *** *** ***

(vii) *** *** ***

4. Giving an overview of the issues contained in the Draft Reports and the comments of the Committee thereupon, the Chairman solicited the views/ suggestions of the Members.

5. After some discussions, the Committee adopted the above mentioned Draft Reports. The Committee, then, authorized the Chairman to finalise the Reports in the light of the factual verifications, if any, made by the Audit and present them to Parliament on a convenient date.

6. The Chairman thanked the Members for their active participation in the consideration and adoption of the Draft Reports. The Members also conveyed their thanks to the Chair for his able leadership in conducting the meetings of the Committee in a probing and educative manner.

The Committee then adjourned.

***Not related to this Report.