

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:3557  
ANSWERED ON:13.02.2014  
DIFFICULTY IN TATKAL BOOKING  
Singh Shri Ganesh

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether the passengers face difficulties in booking tatkal ticket despite standing in queue for long hours and if so, the reasons therefor;
- (b) whether the Quota of tatkal ticket is manipulated by booking mafia in different parts of the country, if so, whether any enquiry has been conducted into the matter and the action taken by the Railways in this regard; and
- (c) the steps taken/being taken by the Railways to check recurrence of such incidents and make ticket booking system transparent?

**Answer**

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

- (a) No, Madam. Passengers can book Tatkal tickets (confirmed or waitlisted according to availability of accommodation) across the computerised Passenger Reservation System (PRS) counters during their working hours and through internet from 0030 hours to 2330 hours.
- (b) & (c) No, Madam. However, the following measures have been taken to reduce the scope for misuse of the reservation system and to make it transparent and user friendly:-
  - i. Carrying of one of the prescribed original identity proof has been made compulsory for one of the passengers while undertaking journey in reserved class failing which all the passengers booked on that ticket are considered as travelling without ticket and charged accordingly.
  - ii. In case of Tatkal tickets, the same original proof of identity as indicated on the ticket is required to be carried failing which all the passengers are treated as without ticket and charged accordingly.
  - iii. Instructions have been issued to all Zonal Railways to make ticket checking staff more vigilant and to conduct a thorough check of prescribed proof of identity of the passengers undertaking journey in reserved coaches.
  - iv. With a view to reduce the scope of misuse of Tatkal tickets and also to balance the load on the computerised Passenger Reservation System (PRS), the timings of opening of reservation of general reservation tickets and Tatkal tickets have been staggered as 0800 hours and 1000 hours respectively.
  - v. Surveillance at reservation offices has been stepped up by installing Close Circuit Television at important PRS locations.
  - vi. Preventive checks are conducted in and around reservation offices and also in trains to check the cornering of reserved accommodation,
  - vii. Agents have been restricted from booking Tatkal tickets at the counters between 1000 hours and 1200 hours.