

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:4618
ANSWERED ON:17.12.2009
TICKET BOOKING RUSH AT MAJOR RAILWAY STATIONS
Rajesh Shri M. B.;Ramasubbu Shri S.

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways are aware of the huge rush at the ticket windows of Sub Urban Railway Stations during the peak hours at Chennai and other metropolitan cities;
- (b) if so, whether the Railways have any proposal to open more ticket windows so as to reduce this rush;
- (c) if so, the details thereof; and
- (d) the amount of penalties recovered by the Railways for ticketless travelling/travelling on other tickets during each of the last three years and the current year, zone-wise?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS(SHRI K. H. MUNIYAPPA)

(a) to (c): In order to cater to rush during holidays and festival seasons and during peak rush hours, additional counters are opened to the extent feasible. Besides, various other steps have been taken to facilitate passengers in getting tickets, which are as under:-

- (i) Proliferation of Unreserved Ticketing System (UTS),
- (ii) Installation of Automatic Ticket Vending Machines (ATVMs),
- (iii) Appointment of Jan Sadharan Ticket Booking Sewaks (JTBS),
- (iv) Proliferation of Internet ticketing,
- (v) Issuing of reserved tickets through computerized Passenger Reservation System (PRS) terminals provided in Post offices.

(d): Zone wise details of the amount of penalties recovered by the Railways for ticketless/irregular travelling and travelling on other's ticket during the last three years and the current year is Appended.