

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:781
ANSWERED ON:27.11.2014
APPOINTMENTS OF TICKET AGENTS
Kulaste Shri Faggan Singh

Will the Minister of RAILWAYS be pleased to state:

- (a) whether there is a provision for the contracts or appointments of ticket agents for a fixed period in Railways; and
(b) if so, the details thereof alongwith the provisions for the regularisation or renewal of contracts of such ticket agents?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA)

(a) & (b): Yes, Madam. Indian Railways utilize the services of various types of agents for issuing tickets as indicated below:-

- i. Jan Sadharan Ticket Booking Sewak (JTBS);
- ii. Station Ticket Booking Sewak (STBS);
- iii. Halt Agents;
- iv. e-ticketing agents engaged through Indian Railway Catering & Tourism Corporation;
- v. Rail Travellers Service Agents (RTSA);
- vi. Out Agents;
- vii. Yatri Ticket Sewa Kendra (YTSK) licensee;
- viii. City Booking Offices.

The services of these agents are utilized as well as extended as per terms and conditions contained in the agreements signed by them or the Rules under which they are appointed. The engagement/ appointment of such agents by railways is purely contractual in nature and there is no provision for their absorption in railway service or regularization of their service.