

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 3957
TO BE ANSWERED ON 17.07.2019**

ENCROACHMENT BY PASSENGERS IN RESERVED COACHES

3957. SHRI RAVIKUMAR D.:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government has any action plan to curb the menace of encroachment by unreserved passengers in reserved coaches;**
- (b) if so, the details thereof;**
- (c) the details of the facilities provided to pilgrims; and**
- (d) whether there is any scheme to refund the fare to passengers when the service is poor and if so, the details thereof?**

ANSWER

MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY

(SHRI PIYUSH GOYAL)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO. 3957 BY SHRI RAVIKUMAR D. TO BE ANSWERED IN LOK SABHA ON 17.07.2019 REGARDING ENCROACHMENT BY PASSENGERS IN RESERVED COACHES

(a) and (b) The steps taken by the Government to dissuade unreserved passengers from travelling in reserved coaches are as under:-

- i. Conducting of regular and surprise checks against unauthorized travel, which are intensified during peak rush periods.**
- ii. Vigorous drives such as Ambush Checks, Fortress Checks are conducted in association with Railway Protection Force and Magistrates.**
- iii. Intensive Check Posts have been set up at important stations of each division of Zonal Railways to curb unauthorized travelling.**
- iv. With a view to curbing entry of unauthorized passengers in reserved coaches, instructions have been issued for ensuring effective manning of coaches.**
- v. Travelling public are urged to avoid unauthorized travel through publicity campaigns launched by Zonal Railways through posters/notices/announcements at railway stations and advertisements in newspapers.**

(c) On Indian Railways, the pattern of booking is monitored and with a view to meet the additional demand of passengers/pilgrims, special trains are planned, extra coaches are attached subject to operational feasibility. Further, wherever required, temporary provisions such as Mela shed,

additional ticket counters, adequate drinking water facility and public toilets, provision of help desks and other amenities are provided keeping in view the demand pattern.

(d) Refund of fare is granted to passengers without deduction of cancellation/ clerkage charges in case of the following circumstances:-

- i. Non-commencement of journey due to late running of trains by more than three hours of the scheduled departure of the train from the train originating station and passenger do not want to travel & cancel the ticket within the prescribed time limit.**
- ii. Discontinuation of journey due to dislocation of train services due to unforeseen circumstances such as accident, breach or flood.**
- iii. Refund of difference of fare between AC and Non-AC classes, on failure to provide air conditioning facility in Air-conditioned coaches.**
- iv. If the ticket holder of a higher class is made to travel in a lower class for want of accommodation in the class for which the ticket was issued, refund of the difference between the fare paid and the fare payable for the class in which it is actually used.**

In all the above cases, refund is permissible on cancellation of tickets as per Railway Passengers (Cancellation of Ticket and Refund of Fare) Rules, 2015.