

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:5068
ANSWERED ON:27.04.2000
BOOKING OF RAILWAY TICKETS
ABDUL HAMID;RAGHUNANDAN LAL BHATIA

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government are aware that railway tickets for reservations are not generally available to genuine passengers ;
- (b) if so, whether any steps are being contemplated to regulate ticket booking and the activities of Railway Travel Service Agents; and
- (c) if so, details thereof ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI DIGVIJAY SINGH)

(a) to (c): It is not true that the Railway tickets for reservation are not generally available to the genuine passengers. However, during the rush period, the demand outstrips the availability of accommodation. In order to bridge the gap between the demand and supply, Railways run special trains, augment the load of the existing trains, etc. Moreover, in order to curb the activities of the unscrupulous elements indulging in the malpractices in reservation and also to keep a check on the activities of the Rail Travellers' Service Agents, various steps have been taken, e.g. :

(i) Checks are conducted to nab touts and anti-social elements in the railway premises by Railway Protection Force, Vigilance organization, Commercial Department and Government Railway Police.

(ii) Raids are also conducted on the premises of suspected unauthorised agents in association with the Police.

(iii) CCTV cameras have also been installed at a few major reservation offices in order to keep an eye on the activities of unscrupulous elements.

(iv) Railway officials are deputed to make surprise visit at the premises of the Rail Travellers' Service Agents to verify the records and the system of working. Suitable action is taken wherever irregularities are detected.