

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

STARRED QUESTION NO:254  
ANSWERED ON:22.07.2004  
PRIVATE AGENCIES FOR RAIL RESERVATION  
Rana Shri Kashi Ram;Yadav Shri Ram Kripal

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

- (a) whether the Government has authorised certain private agencies for rail reservations;
- (b) if so, the details thereof alongwith the norms prescribed to open such agencies;
- (c) the arrangements made to inform passengers about the agencies authorised by the Railways;
- (d) whether the Government is aware that there are some unauthorised private agencies operating for rail reservations;
- (e) if so, the facts thereof and the action taken against such agencies; and
- (f) the corrective measures taken/to be taken by the Railways to curb such activities?

**Answer**

MINISTER OF RAILWAYS ( SHRI LALU PRASAD )

(a) to (f): A statement is laid on the Table of the Sabha.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (f) OF STARRED QUESTION NO.254 BY SHRI KASHI RAM RANA AND SHRI RAM KRIPAL YADAV TO BE ANSWERED IN LOK SABHA ON 22-07-2004 REGARDING PRIVATE AGENCIES FOR RAIL RESERVATION.

(a) & (b): A total of about 882 Rail Travellers` Service Agents (RTSAs) and Rail Tourist Agents (RTAs) have been appointed in India by the Railways. Norms for appointment of these agents are governed by the provisions of `Authorisation of Rail Travellers` Service Agents Rules, 1985` and `Rail Tourist Agents Rule, 1980` along with their amendments and the instructions issued by Ministry of Railways from time to time.

(c): The information regarding Railway`s authorised agents is mostly covered in the Zonal Railway Time Tables.

(d) to (f): Some cases of unauthorised persons indulging in illegal trade of tickets do come to notice. To curb such activities, following steps have been taken: -

i) Checks are conducted from time to time by Railway officials in association with Police to apprehend unauthorised persons indulging in illegal trade of tickets and appropriate action is taken against them under the relevant provisions of law.

ii) During peak rush periods, monitoring at important stations is stepped up.

iii) Irregular activities proliferate more when there are system constraints. In order to curb such activities, the system should be as smooth as feasible. With a view to achieving this objective, the Reservation network has been expanded. Modern computerised system of Internet booking has been introduced and other State of the art facilities like reservations through mobile phones & e-ticketing are being introduced for the passengers.