

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

STARRED QUESTION NO:140

ANSWERED ON:30.11.2006

COMPLAINTS REGARDING RAIL RESERVATION

Chavda Shri Harisinh Pratapsinh;Mahato Shri Sunil Kumar

Will the Minister of RAILWAYS be pleased to state:

(a) the number of complaints received regarding computerized rail reservation particularly during vacation/peak seasons and the activities of touts in important cities during the current year; and

(b) the steps taken or proposed to be taken by the Railways to remedy the situation ?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI LALU PRASAD)

(a) & (b): A Statement is laid on the Table of the Sabha.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) & (b) OF STARRED QUESTION NO. 140 BY SHRI HARISINH CHAVDA AND SHRI SUNIL KUMAR MAHATO TO BE ANSWERED IN LOK SABHA ON 30.11.2006 REGARDING COMPLAINTS REGARDING RAIL RESERVATION.

(a) & (b): 916 complaints on rail reservation issues including computerized reservation have been received during the current year 2006-07 (upto September '06). Regular and surprise checks are conducted in association with Vigilance and Security departments to curb the activities of touts in and around reservation offices. During peak rush periods such checks are intensified. Persons so apprehended are prosecuted as per provisions of law. Strict disciplinary action is taken against the staff found conniving with touts in such malpractices. During the year 2006-07 (upto September, 06), 766 persons were prosecuted under relevant provisions of the Railways' Act, 1989 for unauthorisedly carrying on business of procuring and supply of Railway tickets.