

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1763
ANSWERED ON:23.08.2007
SALE OF RAILWAY TICKETS
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Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have proposals to sell railway tickets other than from Railway Reservation Centres;
- (b) if so, the details thereof;
- (c) the benefit that the Railways will generate from the above proposals;
- (d) the likely expenditure involved in these proposals; and
- (e) the time by which it is likely to be implemented?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R.VELU)

(a) & (b): Selling of Reserved Railway tickets through outside agencies is not a new phenomenon. In past also Railways have been selling reserved railway tickets through some Out Agencies, who have been provided with some reservation quota. However, in recent past following steps have been taken in this direction:-

(1) Indian Railways have authorised Indian Railway Catering & Tourism Corporation (IRCTC) for issuing of e-tickets, who in turn have authorised following agencies for issue of e-tickets:-

- (i) Rail Travellers Service Agents (RTSAs).
- (ii) General Sales Agents (GSAs), all members of India Association of Tour Operators (IATA) and Traveller Agents of India (TAI).
- (iii) Through petrol pumps of Bharat Petroleum Corporation Ltd. (BPCL).
- (iv) e-seva centres of Andhra Pradesh Government, Bangalore – 1 centre of Karnataka Government and at office of Districts Magistrate/ Deputy Commissioner of Nawa Sahar and Kapurthala.

(2) In addition, Memorandum of Understanding (MoUs) have been signed with banks for installation of Automated Teller Machines (ATMs) at various locations of Indian Railways with facility to issue e-tickets at major stations.

(3) MoU has also been signed with Department of Posts for selling of reserved railway tickets through computerised Passenger Railway System terminals provided in Post Offices.

(c): It is expected to reduce queue lengths at the ticket counters and make it easily available to the people.

(d): In case of issuing of e-tickets, IRCTC has incurred expenditure on developing of software, installation of hardware, as well as maintenance and upgradation of the same. As regard Post Offices, Railways will bear the cost of providing hardware, communication equipment and communication channels.

(e): The facility of issuing e-tickets as mentioned above has already been provided. In case of Banks and Post Offices, the MoUs have been signed for a period of five years and this facility will be provided during this period.