

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 1106**  
**ANSWERED ON 10.02.2023**

**SHORTAGE OF EMPLOYEES IN INDIAN RAILWAYS**

1106 DR. AMEE YAJNIK:

Will the Minister of RAILWAYS be pleased to state:

- (a) the number of non-gazetted posts in the country, zone-wise and reasons for the acute shortage of non-gazetted staff;
- (b) whether it is a fact that the employees have been forced to work overtime for 16 consecutive hours due to inability to fill the posts;
- (c) if so, the reasons therefor;
- (d) whether due to shortage of staff many ticket booking windows have been closed and ticketing services have also been outsourced;
- (e) if so, the details thereof, if not, reasons therefor; and
- (f) the steps taken and being taken by Government to fill up non-gazetted posts in Indian Railways across the country?

**ANSWER**

MINISTER OF RAILWAYS, COMMUNICATIONS AND  
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

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

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (f) OF UNSTARRED QUESTION NO.1106 BY DR. AMEE YAJNIK ANSWERED IN RAJYA SABHA ON 10.02.2023 REGARDING SHORTAGE OF EMPLOYEES IN INDIAN RAILWAYS.**

(a) : The details of manpower position of non-gazetted staff in Indian Railways, zone-wise as on 01.01.2023 are as under:

<b>Zone-wise manpower position of non-gazetted staff in Indian Railways as on 01.01.2023</b>			
<b>Zones</b>	<b>Sanctioned Strength</b>	<b>On Roll</b>	<b>Vacancies</b>
<b>Central</b>	119480	90794	28686
<b>East Coast</b>	55619	47331	8288
<b>East Central</b>	92965	78512	14453
<b>Eastern</b>	129445	98918	30527
<b>Metro</b>	5139	4059	1080
<b>North Central</b>	82816	64281	18535
<b>North Eastern</b>	59961	45810	14151
<b>Northeast Frontier</b>	72047	56062	15985
<b>Northern</b>	166462	127403	39059
<b>North Western</b>	59974	44790	15184
<b>South Central</b>	93639	76810	16829
<b>South East Central</b>	54488	46462	8026
<b>South Eastern</b>	96582	78771	17811
<b>Southern</b>	98234	76007	22227
<b>South Western</b>	41866	35228	6638
<b>West Central</b>	63593	52120	11473
<b>Western</b>	115492	84977	30515
<b>Total</b>	<b>1407802</b>	<b>1108335</b>	<b>299467</b>
<b>Other Units</b>	66469	53897	12572
<b>Grand Total</b>	<b>1474271</b>	<b>1162232</b>	<b>312039</b>

Occurrence and filling up of vacancies is a continuous process and the same is filled by placement of indents by Railways with recruitment agencies as per operational requirements from time to time.

(b) : No, Sir.

(c) : Does not arise.

(d) & (e) : The number of ticket booking windows to be opened at any location for disbursement of unreserved tickets depends upon the number of passengers handled at that location and the same are reviewed based on passenger traffic and adjustments made to the extent feasible. It is a continuous and ongoing process. Moreover, with a view to facilitate passengers in getting unreserved tickets, Railways have utilized the services of different types of ticketing agents like Halt Agents, Station Ticket Booking Agents (STBA), Jan Sadharan Ticket Booking Sewaks (JTBS), Yatri Ticket Suvidha Kendra Licensees (YTSKL), etc.

(f) : Recruitment process against earlier notifications for 1,39,050 vacancies of Group C (including Level-1) is under finalization.

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