

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 1375  
TO BE ANSWERED ON 23.11.2016**

**LONG QUEUES FOR UNRESERVED TICKETS**

**†1375. SHRI SHER SINGH GHUBAYA:  
PROF. CHINTAMANI MALVIYA:  
DR. BHARATIBEN D. SHYAL**

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

- (a) whether any action plan is being taken by the Union Government to address the problem of long queues for unreserved tickets at railway stations of Madhya Pradesh, Punjab, Gujarat and Delhi;**
- (b) if so, the details thereof and if not, the reasons therefor; and**
- (c) whether the Government proposes to install ticket vending machines at each railway station of Punjab and if so, the details thereof and if not, the reasons therefor?**

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF RAILWAYS**

**(SHRI RAJEN GOHAIN)**

**(a) to (c) A Statement is laid on the Table of the House.**

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF UNSTARRED QUESTION NO. 1375 BY SHRI SHER SINGH GHUBAYA, PROF. CHINTAMANI MALVIYA AND DR. BHARATIBEN D. SHYAL TO BE ANSWERED IN LOK SABHA ON 23.11.2016 REGARDING LONG QUEUES FOR UNRESERVED TICKETS**

**(a) & (b): During peak rush hours/days, there are long queues at the booking counters/windows of major stations. With a view to facilitate passengers in getting unreserved tickets, various steps have been taken to cater to the requirement of stations falling on entire Indian Railways including those in the States of Madhya Pradesh, Punjab, Gujarat and Delhi, some of which are as under:-**

- i. Computerized Unreserved Ticketing system (UTS) facility has been provided at 5879 locations.**
- ii. About 2750 Smart Card operated Automatic ticket Vending Machines (ATVMs) have been installed at major suburban/non-suburban station. In addition, 450 coin, currency-cum-Card operated ATVMs have also been commissioned.**
- iii. Booking of unreserved tickets through mobile phones has been introduced on pilot basis on suburban sections of Mumbai (Central and Western), Chennai, Kolkata, Secunderabad and New Delhi-Palwal section.**
- iv. Jan Sadharan Ticket Booking Sewak (JTBS) have been engaged in various parts of important cities to issue unreserved tickets through computerized Unreserved Ticketing System (UTS).**

- v. **Station Ticket Booking Agents (STBA) have been engaged to issue unreserved tickets at 'E' category stations.**
- vi. **Yatri Ticket Suvidha Kendras (YTSK) have been established on public private partnership basis for issuing reserved/unreserved tickets through computerized Passenger Reservation System (PRS) - cum-UTS terminals, outside railway station premises.**

**(c): Installation of Ticket Vending Machines to facilitate issuing of unreserved tickets on all stations of Indian Railways, including those in the States of Madhya Pradesh, Punjab, Gujarat and Delhi, is a continuous and ongoing process.**

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