

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
STARRED QUESTION NO.67
TO BE ANSWERED ON 20.12.2017**

RAIL TICKET RESERVATION COUNTERS

†*67. SHRI SUKHBIR SINGH JAUNAPURIA:

Will the Minister of RAILWAYS be pleased to state:

- (a) the details of the number of rail ticket reservation counters in the country, State / district- wise;**
- (b) whether the Government has prepared any plan to increase the timing of rail ticket reservation counters;**
- (c) if so, the details thereof;**
- (d) whether any representation has been received for increasing the timing of rail ticket reservation counters in Tonk district of Rajasthan; and**
- (e) if so, the details thereof?**

ANSWER

MINISTER OF RAILWAYS AND COAL

(SHRI PIYUSH GOYAL)

- (a) to (e): A Statement is laid on the Table of the House.**

**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF
STARRED QUESTION NO.67 BY SHRI SUKHBIR SINGH
JAUNAPURIA TO BE ANSWERED IN LOK SABHA ON 20.12.2017
REGARDING RAIL TICKET RESERVATION COUNTERS**

(a): At present, there are 10137 Passenger Reservation System (PRS) terminals at 3442 locations across the country. These details are maintained Zonal Railway-wise and not District-wise.

(b) & (c): The timings of operation of computerised PRS counters are generally in two shifts i.e. from 0800 to 1400 hours and from 1415 hours to 2000 hours on weekdays and only in first shift on Sundays and certain specified holidays. However, based on demand pattern reservation counters are opened beyond 2000 hours also. Similarly if demand is less, counters are also opened in one shift or broken spells. The decision on timings of operation of reservation counters is taken by Zonal Railways keeping in view the workload and availability of manpower and these timings are reviewed periodically on the same basis.

At present, about 65 per cent of reserved tickets are booked online through the website www.irctc.co.in thereby reducing the workload at ticket reservation counters.

(d) & (e): Yes, Madam. During a meeting with Members of Parliament, a reference was received from an Hon'ble Member of Parliament, Lok Sabha for increasing the timings of booking tickets at rail ticket reservation counter in Tonk district of Rajasthan.

An analysis of reservation related transactions handled at computerised PRS counter at Tonk has revealed that only 24

requisition forms and 39 passengers per shift are being handled there which is much less as compared to the yardstick of 180 transactions per counter per shift for justifying opening of additional counter. However, in view of the demand of Hon'ble MP, the timings of the reservation counter at Tonk have been extended from 09:00 AM to 03:00 PM as against upto 02:00 PM earlier.
