

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.5382
TO BE ANSWERED ON 28.03.2018**

BULK BOOKING IN TATKAL

†5382. SHRIMATI RANJANBEN BHATT:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the seats in trains get sold in minutes due to simultaneous booking of tatkal tickets in railway;**
- (b) if so, whether the Government has taken cognizance of the said situation;**
- (c) if so, the details thereof; and**
- (d) if not, the reasons therefor?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO. 5382 BY SHRIMATI RANJANBEN BHATT TO BE ANSWERED IN LOK SABHA ON 28.03.2018 REGARDING BULK BOOKING IN TATKAL

(a) to (d) : On Indian Railways, reserved accommodation including Tatkal accommodation can be booked through computerised Passenger Reservation System (PRS) counters as well as through internet on first come first served basis. During peak rush periods/days when demand outstrips the availability, reserved accommodation especially in higher classes and on popular routes gets exhausted within short duration of opening of reservation. However, during lean periods, on non-popular routes and in lower classes, the accommodation remains available for longer duration. The phenomenon is more relevant for Tatkal where limited accommodation is earmarked. This happens as the available limited accommodation is accessed simultaneously through more than 10,300 counters at 3465 computerised Passenger Reservation Centers as well as through internet.

Some instances of inconvenience caused to the passengers while booking tatkal tickets also come to notice due to transaction failure while booking or while making the payment through internet. Transactions failures generally occur due to network problem on the users part or on account of payment gateway. As far as server of Indian Railway Catering and Tourism Corporation(IRCTC) is concerned, it has the capacity of 20000 bookings per minute which is sufficient to handle the present load. However, anticipating more number of tickets booking through internet in future, 5 new Itanium Servers have been installed to enhance ticketing capacity.

Some instances of unscrupulous elements involved in malpractices in selling of reserved tickets including tatkal tickets are also reported to

avoid misuse of Tatkal Scheme there are some inbuilt features in Tatkal scheme which includes provision of not granting refund on cancellation of confirmed Tatkal tickets except in case of certain special circumstances indicated in the scheme, not allowing any modification of Tatkal ticket, etc. Some additional steps have also been taken to facilitate the passengers and to avoid the misuse, some of which are:-

- i. Staggering of the timings of reservation under Tatkal scheme.**
- ii. Disabling authorised agents to book Tatkal tickets during first half an hour of opening of reservation.**
- iii. During the journey, one of the passengers booked on that ticket is required to produce any one of the prescribed proof of identity, failing which all the passengers booked on that ticket are considered as travelling without ticket and charged accordingly.**
- iv. Captcha implementation in Registration, Login and Booking page to check fraudulent booking through automation software.**
- v. Imposition of minimum time limit before proceeding for payment gateway as well as after making payment while booking tickets through internet.**
- vi. Making OTP(one time password) compulsory for all net Banking Payment options.**

To keep a check on the activities of unscrupulous elements involved in malpractices in reservation, preventive as well as regular checks are conducted jointly/individually by Vigilance, Security and Commercial Departments, and the action against the culprits is taken as per provisions of Railways Act, 1989.
