

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 1546  
TO BE ANSWERED ON 19.12.2018**

**CONFIRMED TICKETS FOR WAITLISTED PASSENGERS**

**1546. SHRI ANTO ANTONY:**

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

- (a) whether the Government has taken note of the plight of the overwhelming majority of the waitlisted passengers of the Railways, who are forced to cancel the tickets or compelled to travel without having berths despite a number of berths being vacant;**
- (b) if so, the steps being taken by the Government to redress the grievance of passengers in this regard;**
- (c) whether the Government has received any representation on the aforementioned issue;**
- (d) if so, the details thereof and the response of the Government thereto;**
- (e) whether the Government will propose to introduce a new mechanism for railways to enhance the chances of confirmed tickets; and**
- (f) if so, the details thereof including the salient features of the new mechanism?**

**ANSWER**

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

**(SHRI RAJEN GOHAIN)**

**(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. 1546 BY SHRI ANTO ANTONY TO BE ANSWERED IN LOK SABHA ON 19.12.2018 REGARDING CONFIRMED TICKETS FOR WAITLISTED PASSENGERS**

**(a) to (d): In the computerised Passenger Reservation System (PRS), confirmed berths/seats are allotted on first come first served basis till the availability and thereafter Reservation Against Cancellation (RAC)/Waiting List tickets are issued. The status of RAC/Waiting List tickets get automatically updated against the cancellation of confirmed berths/seats and also against release of unutilised reservation quotas.**

**While earmarking reservation quota in a train, the broad principle is that approximately 70% of the accommodation is earmarked for originating to destination stations whereas remaining is distributed amongst roadside stations which are defined in cluster as remote locations. Exceptions to this rule are also made by the Railway wherever situation so warrant keeping in view the demand. At times, the accommodation earmarked from some road side stations is vacant whereas that from originating station is full. Further if no one is booked from originating station to that remote, it gives an impression that accommodation is vacant but there is waiting list. Hence this type of impression goes when there is waiting list for the end-to-end leg of journey, but for partial leg of journey accommodation is available. This issue has been raised on various forums e.g. through Right to Information (RTI), Centralized Public Grievance Redress and Monitoring System (CPGRAMS) etc. Whenever any such reference is received, the position is explained accordingly. Separate statistics of such references is not maintained.**

**(e) & (f): To facilitate those passengers who have to undertake journey at short notice and to save such passengers from the clutches of unscrupulous elements, Tatkal scheme of reservation is available where the accommodation becomes available for booking on the previous day of journey from train originating station. Further, with a view to provide confirmed accommodation to waiting list passengers and to ensure optimal utilisation of available accommodation, a scheme known as Alternate Train Accommodation (ATAS) known as “VIKALP” has been introduced. For this facility, waiting list passenger has to give an option at the time of booking of ticket & passengers with waiting list status at the time of preparation of first reservation charts are shifted to other trains, subject to availability of vacant accommodation. Broad features of the scheme are as under:**

- i. The scheme is applicable to all passengers getting the status of waiting list at the time of booking irrespective of booking quota and concession.**
- ii. Under this scheme, Waiting list passengers can give choice to opt for VIKALP scheme.**
- iii. VIKALP opted passengers who remain fully waitlisted after charting are only considered for allotment in the alternate train.**
- iv. This scheme is applicable to all types of trains on all sectors.**
- v. Either all passengers of a Passenger Name Record (PNR) or none is transferred to alternate train in same class.**

- vi. The passenger can be considered for shifting to a train leaving from any station amongst the cluster of stations defined by Railways based on the convenience of the passengers to a station serving the destination station on the same analogy.**
- vii. Waitlisted passengers of original train are not allowed to board the original train if allotted alternate accommodation.**
- viii. Passengers once provided alternate accommodation in alternate train are treated as normal passengers in alternate train and are eligible for up gradation.**
- ix. When a VIKALP opted passenger opts to cancel, after he/she has been given an alternate accommodation, he/she is treated as a confirmed passenger and the cancellation rules apply accordingly.**
- x. No refund for difference of fare between the original train and the alternate train, including Tatkal charges, if any, is given to re-allocated passengers or realised from them.**
- xi. Once a VIKALP passenger has been allotted alternate accommodation, journey modification is not permitted.**

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