

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 513
TO BE ANSWERED ON 06.02.2019**

WAITLISTED TICKETS

513. DR. P. VENUGOPAL:

Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that the Railways could not meet expectations of passengers on better quality services with higher fares;

(b) if so, the reasons therefor;

(c) whether it is also true that a passenger who purchased a waitlisted ticket by paying a higher amount does not have an assurance of a confirmed ticket; and

(d) if so, the details thereof?

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. 513 BY DR. P. VENUGOPAL TO BE ANSWERED IN LOK SABHA ON 06.02.2019 REGARDING WAITLISTED TICKETS

(a) & (b): Strengthening/upgrading the existing passenger facilities and introduction of new facilities is a continuous and ongoing process. The details of major initiatives taken by Government to improve the facilities for Rail Passengers in recent past are as under:

- (i) Online ticket booking facility through Indian Railway Catering and Tourism Corporation (IRCTC) website thereby obviating the need to stand in queues at reservation counters.**
- (ii) Reserved and unreserved ticket booking facility through mobile phones.**
- (iii) Automatic Ticket Vending Machines (ATVMs) at Railway stations for dispensation of unreserved tickets.**
- (iv) Provision of various cashless modes of payment like net banking, e-wallets, credit/debit cards through Point of Sale (POS)s machines, through Unified Payment Interface (UPI), etc.**
- (v) Earmarking of separate counters at various Computerised Passenger Reservation System (PRS) centres for dealing with the reservation requisitions received from persons with disability, senior citizens, ladies, former Members of Parliament, Members of**

Legislative Assemblies, accredited press correspondents and freedom fighters.

- (vi) Automatic preparation of first reservation charts at least 4 hours before scheduled departure of train and thereafter booking of available accommodation through internet as well as through PRS counters till preparation of second reservation charts.**
- (vii) Intimation to passengers through SMS in case of change in passengers' reservation status from waiting list/RAC to confirmed, cancellation of trains, late running of train in identified trains, etc.**
- (viii) Cancellation of computerised Passenger Reservation System (PRS) counter tickets through IRCTC website or through 139.**
- (ix) Automatic refund to e-ticket holders in case of cancellation of trains.**
- (x) Introduction of Alternate Train Accommodation Scheme 'VIKALP' to provide confirmed accommodation to waitlisted passengers in alternate train.**
- (xi) Increase in number of berths earmarked as RAC to accommodate more passengers.**
- (xii) Enhancement of the existing combined quota earmarked for Senior Citizens, pregnant women and female passengers 45 years of age and above to 7 lower berths per coach in Sleeper (having more than one coach of the class), 4 lower berths per coach in 3AC and 4 lower berths per coach in 2AC class. Further, in 3AC class of**

Rajdhani, Durgam and fully Air Conditioned/ Express trains, the number of lower berths has been increased to 5 lower berths per coach.

- (xiii) Earmarking of reservation quota of two berths in 3AC class and four berths in Sleeper class for persons with disability.**
- (xiv) Introduction of Sarathi Seva in addition to the existing pick up and drop and wheelchair services, to help old and disabled passengers requiring assistance at the station and to strengthen the existing services for enabling passengers to book Battery Operated Car (BOC), porter services etc. on a paid basis.**
- (xv) Provision of Yatri Mitra Sewa at major stations for enabling passengers to book wheelchair services cum porter services.**
- (xvi) Provision of cushioned seats/berths, fluorescent lights, air-conditioning, fans, toilet, dustbins and wash basin facilities etc. in all main line trains/coaches being manufactured.**
- (xvii) Provision of looking mirrors, snack tables, magazine bags, water bottle holders, coat hooks, small luggage racks, luggage securing arrangements, mobile/laptop charging sockets in identified classes of coaches.**
- (xviii) Provision of dust bins in Non-AC coaches, Braille signages in coaches, mugs with chain in Non-AC coaches.**

- (xix) Introduction of premium services like Tejas, Humsafar, Mahamana Express, Deen Dayalu Express etc.**
- (xx) On all pre-paid trains like Rajdhani/Shatabdi/Duronto etc. where catering charges are included in the ticket fare, menu of catering services is commensurate with service-wise catering tariff. On all other Mail/Express trains, all catering items including affordable standard meals and Janta meals are made available on sale basis. The menu and tariff of catering services are prominently displayed for information of passengers.**
- (xxi) Introduction of optional catering service as a pilot project on 32 Rajdhani/Shatabdi/Duronto trains w.e.f. 01.08.2017 for an initial period of 180 days.**
- (xxii) Introduction of station-based e-catering for widening the range of options available to passengers for ordering food of their choice.**
- (xxiii) Introduction of pre-cooked food ('ready to eat' meals) in the range of options available to passengers.**
- (xxiv) Operation of centralised Catering Service Monitoring Cell (CSMC) (Toll free Number. 1800-111-321) for prompt redressal of passenger grievances related to the catering activities and real time assistance to travelling public.**
- (xxv) Operation of all India helpline Number 138 for Rail users to lodge complaints/suggestions regarding food and catering services.**

(xxvi) A twitter handle - @ IRCATERING has also been made operational to cater to the complaints/suggestions with regard to catering services.

(xxvii) With a view to provide safer and more comfortable journey to passengers, Indian Railways have decided to proliferate new generation coaches, namely, Linke Hofmann Busch(LHB) coaches, which are technologically superior, safer and have better riding and aesthetics as compared to conventional Integral Coach Factory(ICF) coaches. Presently, 335 pairs of trains are being operated with such coaches. Besides, for better travelling experience, Indian Railways have also introduced 29 Humsafar Express, 01 Tejes Express, 10 Antyodaya Express and 01 Uday Express trains.

(xxviii) Every Endeavour is made to keep cleanliness in the coaches including toilets and the stations. Some initiatives to improve cleanliness are as under:

- Provision of Mechanised cleaning contracts with improved processes, machinery and updated management systems. Currently, mechanised cleaning is done at nearly 520 stations.**
- Operation of deluxe and normal public toilets, through Public Private Partnership (PPP) model on 'Pay and Use' basis. More than 900 stations have Normal Pay and Use toilets and about 60 stations have Deluxe Pay and Use toilets.**

- **Carrying out third party audit and ranking of 407 major stations on cleanliness annually since 2016 in order to identify weak points requiring more attention on cleanliness, to get feedback and to instill healthy competition.**
- **Cleaning of coaches of trains at both ends including mechanized cleaning.**
- **Provision of On Board Housekeeping Service (OBHS) in more than 1050 pairs of trains including Rajdhani, Shatabdi and other important long distance Mail/Express trains for cleaning of coach toilets, doorways, aisles and passenger compartments during the run of the trains.**
- **Facility of sending message through mobile (SMS) on a specified mobile number under 'Clean My Coach' scheme, for any cleaning requirement in the coach in trains having OBHS service.**
- **Introduction of 'Coach Mitra' facility in about 1000 pairs of OBHS trains where a single window interface is available to register coach related requirements of passengers such as cleaning, disinfection, linen, train lighting, air conditioning and watering of coaches.**
- **Prescribing Clean Train Station (CTS) scheme for limited mechanized cleaning attention to identified trains including cleaning of toilets during their scheduled stoppages enroute at nominated stations.**

- **Provision of dustbins in non AC coaches also in addition to the AC Coaches.**
- **Intensifying the pace of installation of Bio-toilets in Coaches. Bio-toilets planned to be installed in the entire BG coaching fleet of Indian Railways by 2019.**
- **Doing regular pest control treatment of coaches and taking rodent control measures.**
- **Driving special and regular Cleanliness Campaign under Swachh Bharat Abhiyan.**

(c) & (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.

The details of approximate number of waiting list passengers whose status got upgraded to RAC/Confirmed from the financial year 2015-16 onwards are as under:

Financial Year	Number of waiting list passengers whose status got upgraded to RAC/confirmed (in millions)	Percentage of waiting list passengers whose status got upgraded to RAC/confirmed
2015-16	73.69	71.15
2016-17	70.98	71.90
2017-18	70.22	71.19
2018-19 (upto November)	51.29	71.18

Waiting list of trains is monitored on regular basis and to cater to additional rush during peak periods special trains are run and load of existing trains are augmented subject to operational feasibility.

Further, with a view to providing 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 to cover all types of trains on all sectors. The scheme aims at reducing waitlisted passengers by providing alternate train accommodation in train having vacant accommodation. 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.
