

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

LOK SABHA

**UNSTARRED QUESTION NO.1558
TO BE ANSWERED ON 28.07.2021**

PRIVATISATION OF CATERING AND RESERVATION SYSTEM

1558. MS. MIMI CHAKRABORTY:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railway Board proposes to stop catering, tourism and ticketing operations in the country and privatise the process through IRCTC;**
- (b) whether it is also a fact that Government proposes to lease the railway reservation counters through open bidding system; and**
- (c) if so, the reasons therefor and the details of the proposal?**

ANSWER

**MINISTER OF RAILWAYS, COMMUNICATIONS AND ELECTRONICS
& INFORMATION TECHNOLOGY**

(SHRI ASHWINI VAISHNAW)

(a): No, Sir. Provision of catering services in trains is being made by Indian Railway Catering and Tourism Corporation (IRCTC) through Pantry Cars, Train Side Vending and Static Units available at stations. In addition, travelling passengers have the facility to order food of their choice through e-Catering services for which branded and reputed food suppliers and aggregators have been empanelled by IRCTC.

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Regarding tourism, Indian Railways (IR), in association with IRCTC and State Tourism Development Corporations, operates various tourism products, ranging from budget to luxury segments such as Bharat Darshan/ Aastha Circuit/ Pilgrim Specials, Buddhist Circuit Trains, Maharajas' Express, Deccan Odyssey, Palace on Wheels and Golden Chariot.

Regarding ticketing operations, IR, with a view to facilitate passengers to procure reserved as well as unreserved tickets, make arrangements to dispense the same through various modes e.g. Unreserved Ticketing System (UTS) counters, Passenger Reservation System (PRS) counters, Automatic Ticket Vending Machines (ATVMs), UTSONMOBILE App, authorized ticketing agents of Indian Railway Catering and Tourism Corporation (IRCTC), Jan Sadharan Ticket Booking Sewak (JTBS), Yatri Ticket Suvidha Kendra (YTSK), Station Ticket Booking Agents (STBA) Halt Agents, etc. Decision to provide ticketing through Railways own machinery or through private agencies is taken keeping in view the volume of passenger, passenger convenience, Railways financial interests, etc. which is a continuous and ongoing process.

(b) and (c): No, Sir.
