

Installation of CCTV cameras at reservation counters

3123.SHRI RANJIB BISWAL: Will the Minister of RAILWAYS be pleased to state:

- (a) the number of complaints of touts selling tickets at reservation counters reported across the country during the current year, so far;
- (b) whether Railways propose to install CCTV cameras at all major reservation centres across the country to prevent black-marketing of tickets;
- (c) if so, the details thereof, reservation centre-wise, including reservation centres in Odisha;
- (d) whether any system has been put in place to examine footage of CCTV cameras regularly; and
- (e) if so, the details thereof and the action taken in the cases of any abnormality found during examination of CCTV footage?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) Specific details of the number of complaints of touts selling tickets at reservation counters are not centrally compiled separately.

(b) Yes, Sir. Instructions have been issued to all Zonal Railways to install Closed Circuit Television (CCTVs) at identified major computerized Passenger Reservation System (PRS) centers to keep a watch on the activities at reservation counters.

(c) At present approximately 229 CCTVs have been installed at various PRS locations on Indian Railways. State-wise details of CCTVs installed are not maintained. However, on East Coast Railway and South Eastern Railway, which serve the State of Odisha, Closed Circuit Television Cameras have been installed at two locations and eight locations respectively.

(d) and (e) Yes, Sir. Instructions have been issued to zonal Railways to monitor the footage of CCTV cameras on a regular basis and also on a daily basis during peak rush periods by staff concerned designated specifically for this purpose. Reports of the CCTV footage are required to be submitted to nominated officer for taking necessary remedial action. In case any irregularity is noticed, immediate remedial action is taken. Touts detected indulging in malpractices are taken up under the extant provisions of Railways Act 1989.