

FIRST REPORT

##

COMMITTEE
ON
RESERVATIONS
AND
BOOKINGS

(1972)



C O N T E N T S

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CHAPTER I

INTRODUCTION

There have been widespread complaints about a variety of malpractices and harassment to travelling public and inconvenience in obtaining reserved accommodation on the Railways for a long time. Concern on the prevalence of unhealthy practices had been voiced quite frequently, both in Parliament and Press. Because of the growing criticism and a feeling that the problem had "gone beyond the ability" of the railways, the then Railway Minister, Shri K. Hanumanthaiya, while replying to the Debate on Appropriation (Railways) Bill 1972, announced his decision on May 25, 1972 to appoint a 'Committee on Reservations and Bookings' of Members drawn from both the Houses of Parliament to examine the problem and make recommendations for removing lacunae in the rules and procedures and suggest measures to put a stop to the irregularities.

COMMITTEE MEMBERSHIP

1.2 Membership of the Committee as announced in July, 1972 was made more broad-based in October, 1972. The present composition of the Committee is as follows :

- | | | |
|-----|--|----------|
| 1. | Shri Krishan Kant Member, Rajya Sabha | Chairman |
| *2. | Shri Lokanath Misra Member, Rajya Sabha | Member |
| *3. | Shri K. Manoharan Member, Lok Sabha | Member |
| *4. | Shri S.M. Banerji Member, Lok Sabha | Member |
| 5. | Shri Salebhoy Abdul Kader Member, Lok Sabha | Member |
| *6. | Shri Shanker Dayal Singh Member, Lok Sabha | Member |
| 7. | Shri Narsingh Narain Pandey Member, Lok Sabha | Member |

8. Smt. Sumitra Kulkarni
Member, Rajya Sabha Member
- *9. Shri Dinesh Chandra Goswami
Member, Lok Sabha Member

TERMS OF
REFERENCE

1.3 The terms of Reference of the Committee (Gazette Notification No. ERBI/72/21/60 dated January 23, 1973) are:

1. To examine the rules and procedures in vogue on railways in respect of sale of tickets and reservation of seats/berths and suggest proposals
 - a) to minimise inconvenience to passengers in the matter of obtaining tickets and reservations;
 - b) to remove the lacunae in the procedure which permit commission of irregularities
2. To identify the nature of malpractices and irregularities committed by outsiders including unrecognised Travel Agencies in securing unauthorised reservations and to suggest measures to stop the same;
3. To study the adequacy of the existing provisions of law to deal effectively with the offenders and to make recommendations in this regard.

Copy of the Resolution appointing the Committee is given in Appendix A.

FIRST REPORT

1.4 The Committee started functioning from October 1972. Because of the very wide nature of the Terms of Reference and the deep-rooted character of malpractices, which differ from region to region, the Committee felt that its recommendations must be based on a thorough study of the problem. It was, therefore, decided to obtain evidence from travelling public, railway officials, trade organisations, railwaymen's unions and passengers' associations. The Committee came to the conclusion to submit its First Report on a few limited aspects of urgency in respect of railway reservations and bookings to help the Railways to take some immediate steps to reduce corrupt practices and eliminate certain obvious inconveniences for those seeking

reserved accommodation. Broadly speaking, the First Report deals with the following three aspects :

- i) Time limit for advance reservation;
- ii) Working hours of the reservation offices; and
- iii) Wait-listing of passengers for reservations.

MEETINGS OF THE COMMITTEE

1.5 Since its constitution, the Committee held 28 meetings and conducted three tours and visited 13 places of importance from the view point of reservations. Details of the meetings and the tours undertaken are given in Appendix B.

EVIDENCE AND INTER- VIEWS

1.6 During its meetings and tours, the Committee met railway officers and staff, various representatives of passengers' associations, trade organisations, railwaymen's unions, press, individuals and some of the unrecognised Travel Agents. The list is given in Appendix C.

1.7 The Committee had two meetings with Members of Parliament at Delhi on September 4 and September 5, 1973 to have their reaction on the subject matter of the First Report. The list of those Members who met the Committee is given in Appendix D.

1.8 To elicit public opinion, the Committee gave wide publicity through the medium of press, radio, cinema and wall-posters and invited comments and suggestions. In response to this, about 1,000 letters were received from the public. Some of the members of the public and associations also submitted memoranda to the Committee. A list of those who submitted memoranda is given in Appendix E.

1.9

With a view to involve elected representatives

in the conduct of the inquiries, the Chairam of the Committee wrote individual letters to all Members of Parliament and Members of State Legislatures inviting their comments, experiences and suggestions regarding the working of the reservation system on railways. The list of Members of Parliament and State Legislatures from whom replies were received is given in Appendix F.

EXPERIMENTS AND STUDIES

1.10 The Committee were of the view that the recommendations should be such as to be of use for some time. Therefore, it did not consider it advisable to come to conclusions relying entirely on evidence, views expressed in the memoranda and other suggestions obtained in response to public appeals. Before making recommendations it decided to study operational feasibility of various alternatives. The Railway Board extended all co-operation in this respect. Experiments were conducted to obtain operational data for both rush and normal periods, from November 15, 1972 to December 14, 1972 and then again from April 15, 1973 to July 15, 1973. The time limit for advance booking was extended to 30 days during November 15 to December 14, 1972 and from April 15 to May 14, 1973. An experiment for unlimited advance booking was conducted for two months from May 15 to July 15, 1973. Simultaneously, working hours were extended and directions were given to maintain unlimited waiting lists for all classes. The Committee collected data on these experiments and the same have been analysed.

For enabling the Committee to have the benefit of independent studies, the Indian Institute of Public Administration (IIPA), New Delhi, and the National Institute for Training in Industrial Engineering (NITIE), Bombay, were requested to undertake special studies for the Committee.

1.11 The Committee, soon after its constitution, decided to seek help of some outside experts. Professor S.K. Goyal of the Indian Institute of Public Administration, Delhi, and Professor N.S. Ramaswamy, Director, National Institute for Training in Industrial Engineering, Bombay, were appointed as Honorary Advisers to the Committee. Initially, Shri V. Nath, Deputy Inspector General, Central Bureau of Investigation, Delhi, was nominated by the Home Ministry as Adviser to the Committee. On Shri V. Nath's transfer from Delhi, Shri A.K. Banerjee, Deputy Inspector General of Police, Central Bureau of Investigation, joined the Committee as Adviser.

1.12 Shri P.V. Vaitheeswaran was deputed by the Railway Board to work as Secretary to this Committee.

Showing Rate of Growth of Short and Long Distance
Travel for Different Classes between 1960-61 and
1970-71

| | | (In millions) | | | | | |
|--------|-------------------------|---------------|---------|--|-------------------|---------|--|
| | | 1 to 250 Km | | | 1000 Km and above | | |
| S. No. | Class of Travel | 1960-61 | 1970-71 | % Inc- crease(+) or Dec- crease(-) | 1960-61 | 1970-71 | % Inc- crease(+) or Dec- crease(-) |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1. | ACC-I | 0.016 | 0.049 | +206.25 | 0.035 | 0.045 | +28.57 |
| 2. | First | 1.940 | 1.960 | + 1.03 | 0.297 | 0.503 | +69.36 |
| 3. | Second Mail/ Express | 2.052 | 1.727 | - 15.84 | 0.127 | 0.131 | + 3.15 |
| 4. | Second Ordinary | 5.625 | 2.617 | - 53.48 | 0.014 | 0.012 | -14.29 |
| 5. | Third ACC | 0.021 | 0.039 | + 85.71 | 0.070 | 0.186 | +165.71 |
| 6. | Third Mail/ Express | 68.693 | 104.289 | + 51.82 | 3.252 | 7.040 | +116.48 |
| 7. | Third Ordinary | 693.726 | 844.808 | + 21.75 | 0.732 | 1.056 | + 44.26 |
| 8. | Total | 772.073 | 955.284 | + 23.73 | 4.527 | 8.973 | + 98.21 |

When the three facts of (i) higher rate of growth of long distance traffic, (ii) limiting of coach capacities to its reserved accommodation and (iii) absence of any scope for augmenting capacity are seen together, the rationality for excessive demand for reserved seats and berths compared to the present capacity and the unavoidable premium on reserved seats becomes only too obvious.

2.6 From the view point of railways, as originally visualised in Indian Railway Commercial Manual 1967, the system of reservations was introduced to obtain an advance indication of the magnitude of the likely demand on different trains so that appropriate operational decisions could be taken in time to augment train capacity by attaching extra coaches, by running additional trains or advise passengers to travel by alternate trains. This situation, however, does not hold good any more since on most of the trains, especially the Mail and Express ones, it is not technically feasible to attach extra coaches.

Even after dieselization, the maximum number of coaches in a train can be 18. Almost all important trains are already running full capacity.

2.7 As already stated, because of the demand for reserved accommodation outstripping supply, more and more passengers have started seeking reservations in advance. In the case of third class, since the imbalance is more prominent, it has been observed that on most of the important trains, the entire accommodation open for reservation by general public is booked many days in advance. During the rush periods and on a few trains the demand for reservations on the date of opening itself is so much that all the berths and seats get filled within a few hours of the opening of the reservation offices. It is not uncommon for many passengers to return repeatedly disappointed without obtaining reservation.

2.8 According to the Railway Rules, the time limits for advance reservation differ for different classes. The principle adopted by the railways seems to be that higher the class of travel, longer the time allowed for advance booking of accommodation. The idea behind this appears to be that the upper class travellers have a tendency to plan their travel much more in advance than those who travel in third class. The present rules allow reservation of berths and seats in advance of the date of journey as under :

- | | |
|--------------------------------|------------|
| 1) Air-conditioned first class | |
| for journeys over 640 km | .. 30 days |

- ii) Air-conditioned first class
for journeys up to 640 km .. 20 days
- iii) First class .. 20 days
- iv) Second and third class (seats
and sleeper berths and air-
conditioned chair car seats) .. 10 days

However, foreign tourists travelling in air-conditioned first class and ordinary first class can book their seats 180 days in advance and Members of Parliament undertaking rail journeys in connection with parliamentary work can reserve their seats 30 days in advance.

DISADVANTAGES OF
LIMITED
TIME

2.9 Under the present system with fixed maximum time limit for advance reservation, those who are not successful in obtaining reservation on the opening day, have to come to the reservation offices again on the following day. A passenger in some cases has to make repeated visits to the railway reservation office and keep postponing his date of departure, till he is able to book his seat. This phenomenon has been observed, more particularly, in cities like Bombay, Calcutta, Delhi and Madras for long distance trains.

2.10 Because of the general impression that the entire reservation for trains gets fully booked on the opening day, there is a tendency on the part of passengers to reach the reservation offices, as early as possible, so that they can be amongst the first few, who would be able to make their reservations with certainty. The rush to reach the reservation offices early and be first in the queue has led to people spending the night outside

the railway counters. This has further given rise to various malpractices by anti-social elements, by either occupying first few positions in the queue or by obtaining reservation in fake names for monetary considerations. Unrecognised Travel Agents flourish near the station premises by employing touts, who sleep overnight or somehow manage to occupy vantage positions on the date of opening of reservation. It is not also unusual to see persons selling their queue positions to needy passengers. In a situation where queue positions could mean financial gains, the railway staff capable of reaching reservation counters from inside the office are in a position to manage seats more easily than the waiting public. A dishonest staff member of the railway reservation office could close booking even though a few seats are still available which he could dispose of later directly or through touts and unrecognised Travel Agents. The main cause of this malady is formation of long queues in early mornings which is inevitable if the time for advance reservation is limited and of short duration.

2.11 Because of short duration of 10 days advance period, there is greater malpractice in third class reservations including air-conditioned chair cars. The anti-social elements who corner reserved accommodation, in fake names have the advantage of recovering their investments within a few days and this revolving fund helps them perpetuate their nefarious activities.

On certain trains and during festivals and other rush periods, these malpractices seep into upper class reservation as well. However, in *this first* Report, operation of unrecognised Travel Agents and their collaboration with railway staff or the role of anti-social elements in the working of the railway reservation system is not being dealt with. These aspects will be taken up in detail in the final report.

2.12 Immediately after its formation, the Committee invited the public through advertisements in the press (English and regional), radio and other media, to send their comments to help reach appropriate recommendations for curbing malpractices and other irregularities and to make the reservation system more rational. A large number of suggestions were received. On an analysis of these suggestions as well as through preliminary discussions with railway officials and others, it appeared that one of the important reasons for the present malpractices is the short period allowed for advance reservations and the varying time limits for different classes.

2.13 The views expressed against the extension of time limits are :

- i) an average passenger in our country is not in the habit of planning his journey more than 10 to 15 days in advance;
- ii) it would help unrecognised Travel Agents;

- iii) seats would get blocked much earlier than the date of journey making emergency travel difficult;
- iv) third class passengers cannot afford to block money for a long time in advance;
- v) it would involve additional burden on the already overworked reservation staff and the reservation registers would become unmanageable; and
- vi) possibility of a higher degree of cancellations.

EXPERIMENTS
IN REGARD TO
EXTENSION OF
PERIOD OF
ADVANCE
RESERVATION

2.14 In view of the mixed reaction to the proposal for extending time limit for advance reservation even within the railways and the doubts expressed by many, the Committee decided that it will not be advisable to make recommendations unless there was an objective and empirical study. The Committee, therefore, decided that the railways should undertake experiment in extending the time limit for advance booking, both during the rush and lean periods. In pursuance of this suggestion the advance booking limit was raised to 30 days by all Zonal Railways from November 15 to December 14, 1972 and from April 15, to May 14, 1973. From the middle of May to middle of July 1973 the period for advance booking was made 'unlimited' for all classes.

2.15 The Railways were advised to collect certain basic data regarding the pattern of booking of seats for different classes at important stations. Besides this data and analysis by the staff of the Committee, the Indian Institute of Public Administration and the National Institute for Training in Industrial Engineering were also requested to undertake independent studies during the period of the experiments.

2.16 The data collected by the Committee and the studies conducted by the two institutes provide basis for critical assessment of the extent of the validity of views for and against extension of the time limit.

2.17 The argument that an average passenger in India is neither in the habit of planning long in advance nor can afford to block money much in advance of the day of journey does not seem to be well founded. Table III gives the number of seats booked 31 to 40 days, and above 40 days in advance of the date of journey on eight important trains from Delhi.

2.18 For the eight trains ex-Delhi, 4,677 passengers booked accommodation more than 30 days in advance during the experimental period i.e. mid May to mid July, 1973. On New Delhi-Madras Central G.T. Express (16 Up) alone 1,211 seats were booked for third class. Of the 1,211 third class passengers, 1,097 booked more than 40 days in advance. In the Kalka-Delhi-Howrah Mail (2 Dn) 842 third class passengers booked accommodation for periods of more than 30 days in advance, of this 582 bookings were for more than 40 days. A similar trend can be seen on Amritsar-Bombay Central Frontier Mail (4 Up), Delhi-Howrah Express (12 Dn) and others. The third class passengers accounted for nearly 70 per cent of the 4,677 passengers who booked accommodation 30 days or more in advance. The phenomenon of heavy booking, more than 30 days in advance, for Puja period on trains ex-Calcutta is brought out clearly in para 2.22 and Appendices H and J.

2.19 The above facts disprove the assumption that passengers are not in the habit of advance planning or are averse to blocking money over long periods. In fact this data establishes that the third class passengers plan their advance journeys much better.

2.20 An analysis of the pattern of advance bookings shows that longer the train journey the earlier is the accommodation reserved by passengers. This is true of upper as well as lower classes of travel.

Table IV shows the number of days, before the date of commencement of journey, when the general quota was fully booked on a few select trains ex-Delhi during ten days of June 1973.

TABLE IV

Showing Number of Days Before the Date of Commencement of Journey accommodation was fully reserved during June 1973

| No. | Date of Journey | Long Distance Trains | | | | Short Distance Trains | | | | | | | |
|---------|-----------------|-------------------------|---------------------------------------|---------------------------------------|-------------------------------|-----------------------|--------------------|----|----|---|---|----|---|
| | | Kalka-Delhi-Howrah Mail | New Delhi-Madras Central G.T. Express | Amritsar-Bombay Central Frontier Mail | Delhi-Jammu Tawi Kashmir Mail | Delhi-Bikaner Mail | Delhi-Jodhpur Mail | | | | | | |
| 1. | June 14 | 10 | 28 | 21 | 20 | 15 | 3 | 16 | 5 | 0 | 0 | 6 | 0 |
| 2. | June 15 | 16 | 17 | 23 | 21 | 18 | 7 | 14 | 6 | 0 | 0 | 4 | 5 |
| 3. | June 16 | 16 | 15 | 29 | 16 | 14 | 7 | 8 | 6 | 0 | 0 | 11 | 9 |
| 4. | June 17 | 16 | 11 | 26 | 24 | 10 | 6 | 16 | 6 | 0 | 0 | 9 | 3 |
| 5. | June 18 | 13 | 17 | 32 | 27 | 7 | 9 | 14 | 13 | 0 | 0 | 7 | 5 |
| 6. | June 19 | 13 | 20 | 21 | 19 | 3 | 13 | 10 | 13 | 0 | 1 | 8 | 6 |
| 7. | June 20 | 13 | 29 | 20 | 22 | 7 | 15 | 19 | 19 | 0 | 1 | 9 | 5 |
| 8. | June 21 | 13 | 23 | 17 | 21 | 4 | 15 | 17 | 10 | 0 | 1 | 4 | 3 |
| 9. | June 22 | 20 | 22 | 25 | 18 | 6 | 18 | 11 | 13 | 0 | 1 | 8 | 3 |
| 10. | June 23 | 19 | 24 | 20 | 15 | 10 | 15 | 11 | 20 | 0 | 1 | 23 | 2 |
| AVERAGE | | 15 | 21 | 23 | 20 | 9 | 11 | 14 | 11 | - | 1 | 9 | 4 |

2.21. It was feared that extension of time limits would enable unrecognised Travel Agents to corner seats much longer in advance, especially, for dates falling near festivals and vacations. There is no basis for such an argument. With the availability of alternative dates when a passenger can secure accommodation, the travel agents would not enjoy the same advantageous and bargaining position as under the present system. It does not appear logical that unrecognised travel agent would invest in booking fake accommodation for many days in advance. If it was to be done, the agents would need to block huge amounts and this may not always turn out to be their best bet. However, since fears were expressed, the Committee was anxious to examine a situation where a large number of seats had been booked around a festival or otherwise rush periods.

Such an opportunity was provided by reports, within three days of the commencement of the experiment for unlimited advance booking, alleging that unrecognised travel agents and others with higher holding powers had booked reserved accommodation on important trains and seats were not available around Puja holidays in Calcutta.

CHECKS
MADE OF
PUJA RES-
ERVATIONS

2.22 The Chairman of the Committee accompanied by a senior officer of the Central Bureau of Investigation (CBI) visited Calcutta incognito on May 29 and 30, 1973. They enquired about the availability of seats in different classes and found that the reports were not based on full facts and accommodation on all trains, for pre and post Puja period, were still available. Undoubtedly there was heavy booking by passengers for

Puja period. Except for one day on Howrah-Delhi-Kalka Mail (1 Up), three days on Sealdah-Jammu Tawi Express (17 Up) and five days on Darjeeling Mail (43 Up) third class berths were available on all other trains even at the end of the two months experimental period on July 15, 1973. Similarly, in the case of first class except for 8 days on Sealdah-Jammu Tawi Express (17Up) and 5 days on Darjeeling Mail (43 Up), berths were available on all other trains at the end of the experimental period. Appendices H & J show the availability position of accommodation on important outgoing and incoming trains at Howrah for 23 days from September 22 to October 14, 1973.

VIEWS OF
RAILWAY
ADMINIS-
TRATIONS

2.23 It was said that adoption of unlimited period of advance reservation would make it necessary to have bulky and unmanageable registers. The actual pattern of advance reservations which is given in Appendix K shows that on most of the trains bulk of the passengers booked seats only 11 to 25 days in advance. In practice it was found sufficient to have registers with a provision for only 30 days advance booking with some additional pages for entries of advance booking beyond 30 days. During the two month period, when advance booking was allowed for unlimited period, there were only a few isolated cases where booking was done beyond 172 days. All Railways have expressed the view that increasing the period of advance reservation would not involve unmanageable reservation registers. The Committee has, however, been giving thought to rationalisation of the procedures and the reservation systems. This will be dealt with in the final report

EFFECT ON
CANCELLA-
TIONS

2.24 Yet another fear expressed was that adoption of unlimited advance reservation would increase workload due to larger number of cancellations. Table V shows the extent of cancellations of confirmed berths for third class 3-Tier on long distance trains before, during and after the experiment at Delhi.

TABLE V

Showing Extent of Cancellation of Confirmed
Berths Third Class Three Tier on Long Distance Trains
Before, During and After the Experiment at Delhi

| S. No. | Train | Prior to Experiment | | | During the Experiment | | | After the Experiment | | |
|--------|--|----------------------------|------------------------------------|--------------------------------|----------------------------|--|------------------------------|---------------------------------|--|--------------------|
| | | No. of berths booked | May 1972 | | No. of berths booked | May 1973 | | No. of berths book- ed | July 1973 | |
| | | | No. of berths can- celled | % of can- cel- lation | | No. of ber- ths lat- ed can- cel- led | % of can- cel- lion | | No. of ber- ths lat- ed can- cel- led | % of can ion |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 1. | New Delhi-Madras Central G.T. Express(16 Up) | 2197 | 141 | 6.4 | 1923 | 58 | 3.0 | 1540 | 31 | 2.0 |
| 2. | New Delhi-Hydera- bad Express(22 Up) | 899 | 97 | 10.8 | 2102 | 51 | 2.4 | 1484 | 34 | 2.3 |
| 3. | Kalka-Delhi- Howrah Mail(2 Dn) | 3379 | 210 | 6.2 | 1558 | 77 | 4.9 | 1388 | 83 | 6.0 |
| 4. | Delhi-Howrah Express (12 Dn) | 1261 | 89 | 7.1 | 1451 | 74 | 5.1 | 1258 | 66 | 5.2 |
| 5. | Amritsar-Bombay Central Frontier Mail (4 Up) | 2626 | 167 | 6.4 | 900 | 116 | 12.9 | 574 | 59 | 10.3 |
| 6. | New Delhi-Bombay Central Paschim Express (26 Up) | 2429 | 86 | 3.5 | 530 | 19 | *3.6 | 1088 | 38 | *3.5 |
| Total | | 12791 | 790 | 6.2 | 8464 | 395 | 4.7 | 7332 | 311 | 4.2 |

* On a number of days trains were cancelled due to priority for foodgrain movement from north to western India

Appendix L shows the average daily cancellations for first and third class travel during the experimental and the non-experimental periods for 13 important trains in the country. It would be seen that the extent of cancellations was not significantly different during the experimental period as compared to the normal period.

2.25 A view was expressed that extension of period for advance reservation would make short notice travel more difficult. Even under the existing system emergency reservation on important trains, a day or two before the date of journey, is quite difficult. The extension of the period of advance reservation would not change the situation.

ADVANTAGE
OF
EXTENSION
OF TIME
LIMIT

2.26 In contrast to the period when there are time limit on advance bookings, the excessive rush and scramble for queue positions on the day of opening of bookings, especially in the morning, underwent a complete change. The studies conducted at Delhi show that the queue pattern on the counters at different hours of the day become very different and the number of passengers

seeking reservations in first hour of the opening went down significantly. Charts I, II and III show the comparative arrival pattern of passengers on important counters seeking reservation at Delhi and New Delhi stations during July 1973, the experimental period for unlimited advance booking and November 1 to 14, 1972, prior to the experimental period of keeping reservation open for 30 days in advance. Long queues in the mornings or the need to sleep overnight became unnecessary, reducing considerable inconvenience to genuine passengers.

CBI REPORTS
ON THE ACTIVITIES OF
UNRECOGNISED
TRAVEL
AGENTS

2.27 Independent discreet enquiries conducted by the Central Bureau of Investigations at Bombay, Calcutta, Madras and Delhi also show that the business of the unrecognised travel agents and anti-social elements had considerably gone down during the experimental period. The CBI enquiries also reveal that black marketing in reserved accommodation is again picking up after the completion of the experiment as the Railways have reverted to their original time limits for advance booking.

CHART - I

COMPARATIVE ARRIVAL PATTERN OF PASSENGERS

AT

COUNTER NO. 7 & 8 DELHI MAIN

Delhi-Howrah Janta Express, Delhi-Howrah Express,
Delhi-Howrah Mail

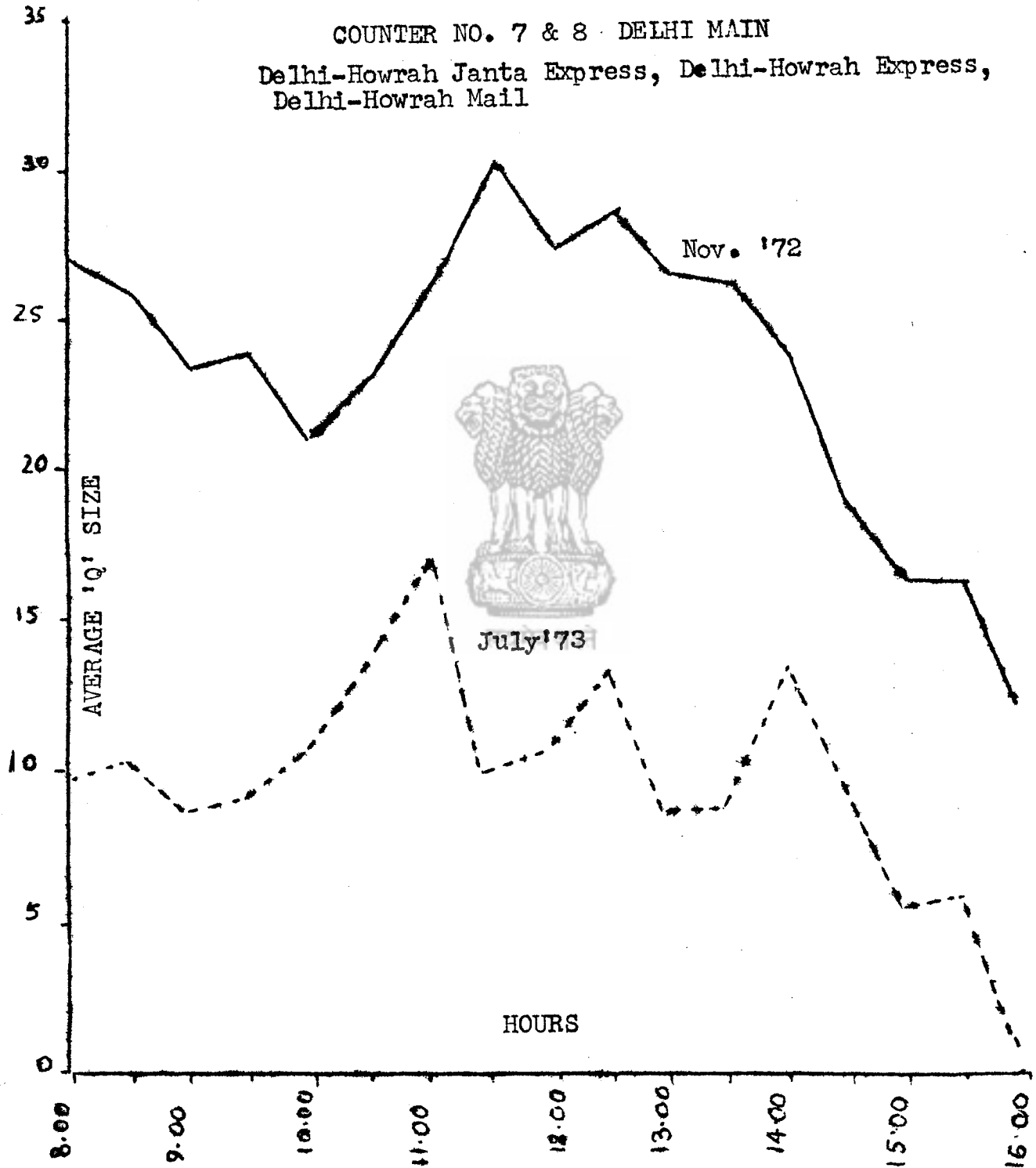


CHART - II

COMPARATIVE ARRIVAL PATTERN OF PASSENGERS

AT

COUNTER NO. 7 & 8 NEW DELHI

NEW DELHI - Bombay Central Airconditioned Express,
~~Dehradun - Bombay Central Express~~

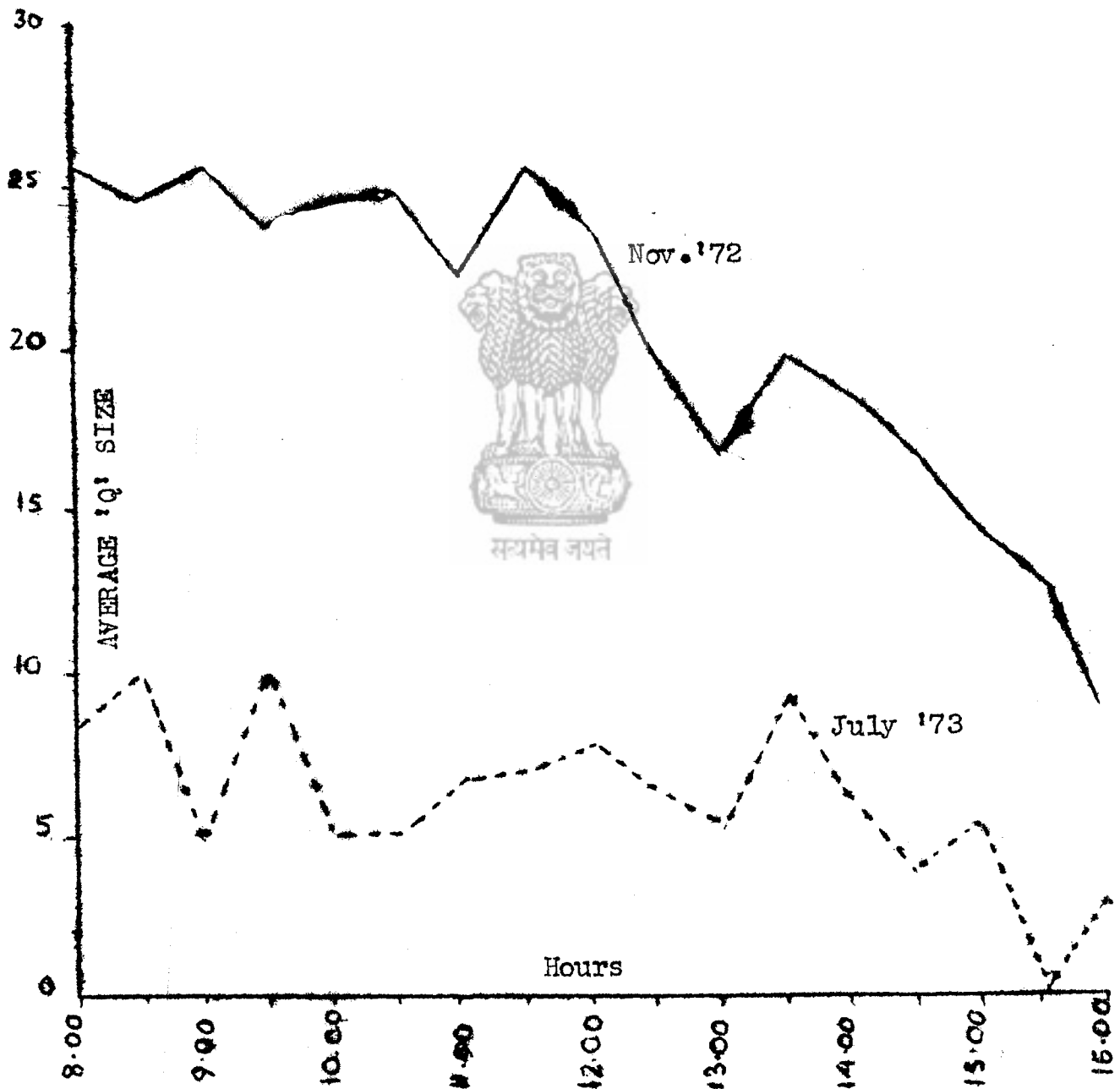


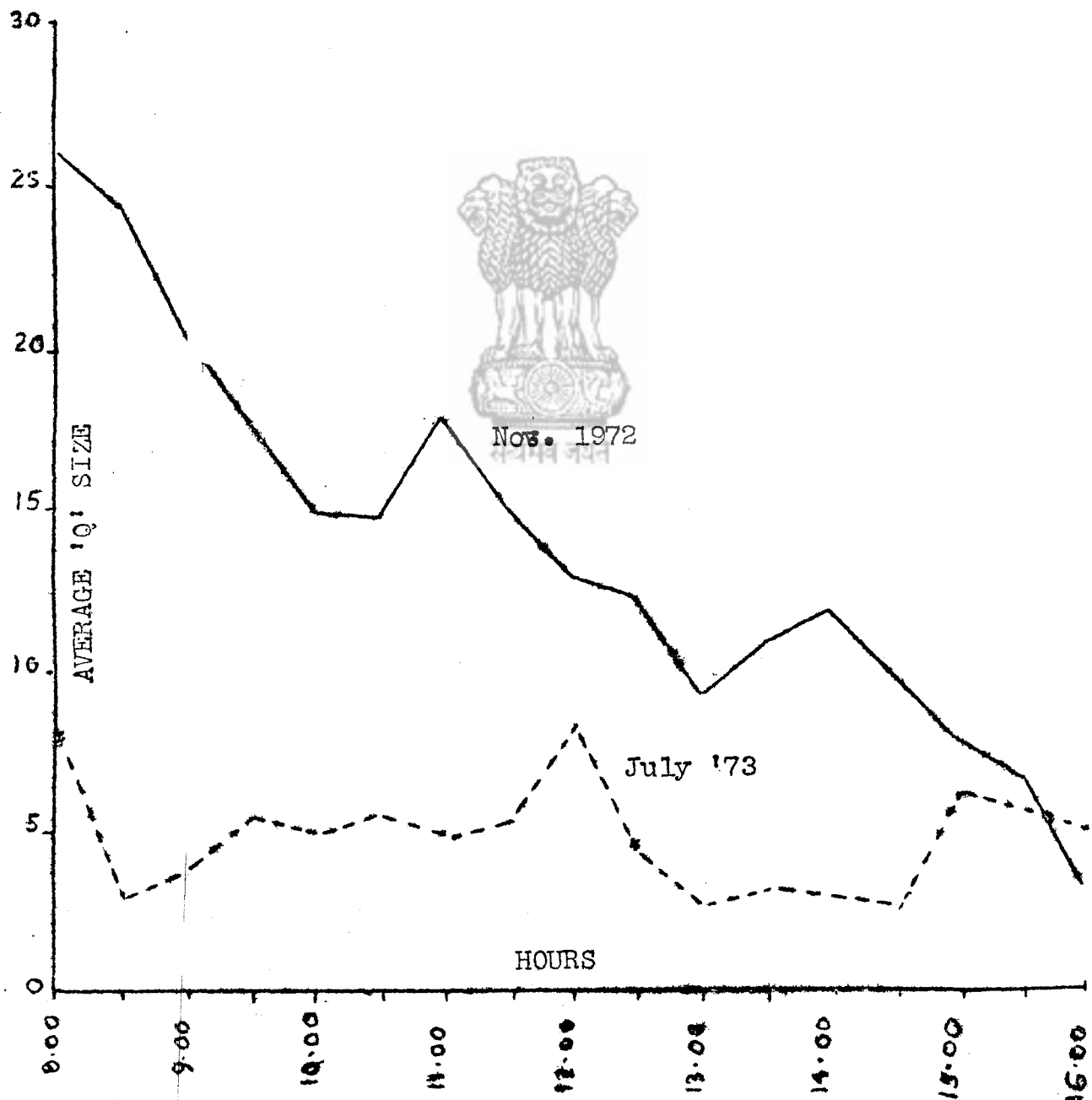
CHART- III

COMPARATIVE ARRIVAL PATTERN OF PASSENGERS

AT

COUNTER NO. 13 & 14 NEW DELHI

New Delhi-Madras G.T.Express



REACTION
OF RAILWAY
STAFF AND
UNIONS

2.28 During the tours, the Committee had discussions with a large number of railway officials. Most of the railway employees were in favour of the extension of time limit for advance booking. The representatives of the railwaymen's trade unions who met the Committee also supported the idea since they were worried because the railwaymen in general have to share the blame for malpractices resorted to by a few black sheep.

ALTERNA-
TIVES FOR
EXTENSION
OF TIME
LIMITS

2.29 In view of the above mentioned considerations the Committee is of the opinion that it is not rational to have differing limits for advance booking for upper and lower classes. The Committee has also come to the conclusion that the existing periods for advance reservations are short and to a great extent responsible for the malpractices. There is, therefore, a clear case for extending the time limit for advance reservations. There are three alternatives suggested, viz., (i) a time limit of three months; (ii) a time limit of a year; and (iii) unlimited time.

RECOMMENDATION

2.30 After weighing the pros and cons of various alternatives, the Committee recommends the time limit of one year for advance reservations uniformly for all classes of accommodation.

2.31 The Committee would like to make two observations. First, the extension of time limit for advance reservations is in no way sought to be a solution for the overall imbalance between demand and supply of accommodation on railways. Second, a certain degree of resistance to the extension of time limits from some sections of the staff and public seems more psychological than real. The Committee hopes that the experience of conducting advance reservations for unlimited period must have given sufficient degree of confidence to Railways who may have to implement this decision.

CHAPTER III

WORKING HOURS OF THE RESERVATIONS OFFICES

The convenience of passengers and avoidance of long queues resulting in excessive waiting, have to be the primary considerations in determining working hours of the reservation offices. Since the Railways cater to a variety of occupational groups, it is necessary to take the passengers' convenient timings into consideration.

While it is convenient for a particular group to visit reservation office during day time, the others may find it easier to do their reservations before or after office hours. It is also necessary to keep in mind the size and character of the station and workload of the reservation offices. It has been suggested that the ideal solution would be to keep the reservations open round the clock. But in recommending working hours which would be convenient to all sections of the travelling public a constraint is imposed by the cost of operation of the staff manning these offices. Therefore, the Committee has to take a balanced view between the financial cost of longer hours and the non-quantifiable factors like the benefits and conveniences to the passengers.

3.2 At present, broadly speaking, working hours for reservation offices vary from (i) one city to another; (ii) one booking office within the same city to another; (iii) one class of travel to another; and (iv) one zonal railway to another. The working hours are usually longer for the upper and shorter for the lower classes of travel.

3.3 Viewed from the size of the reservations, a booking office has to do, it is found that even though the number of seats and berths to be booked in upper classes of travel is much smaller,

the staff strength and the actual hours of work are, in comparison to lower classes, much higher. For example, at Delhi Main and New Delhi stations, where bookings for lower classes is done, the number of reservations to be made is nearly 9,000 a day. At Connaught Place Reservation Office, exclusively meant for first class and ACC reservations, the accommodation to be booked is only about 2,000. The staff strength for third class booking offices in Delhi and New Delhi is 82, whereas the first class booking office is manned by 89 persons. As regards the working hours, the timings for first class are from 8 a.m. to 8 p.m. and for third class, these are from 8 a.m. to 4 p.m. only. Appendix 'M' gives details of the comparative work load, staff strength and working hours of the reservation offices at important stations for upper and lower classes.

DEPARTMENTAL
REVIEW

3.4 The Railways had reviewed the question of working hours of reservation offices in August, 1965. On certain stations the offices were kept open round the clock for a few months. In 1970, the Railway Board, once again, considered the issue and advised Zonal Railways that each zone could determine its own timings, keeping in mind the convenience of the passengers in their area. The Board however, directed the Zonal Railways to adopt uniform timings for upper and lower classes for opening and closing of reservation offices. Upto January 25, 1969; reservation offices for third class at New Delhi were kept open upto 10 p.m.. But the working hours were

reduced on the basis of Work Study Team Report of 1966. The ~~Work~~ Study came to the conclusion that in the third class booking office at New Delhi station, there was very little work for the staff from 6 p.m. to 10 p.m. The ~~same~~ was true of the booking hours between 6 a.m. to 8 a.m.

3.5 It is relevant to note that workload, during different parts of the working hours, is very closely related to the time limits for advance reservation. If the limits are short, as is ^{the} case at present, passengers seeking reservations have to reach in the early hours of booking since late arrival may, in all probability, mean their failure to obtain reservation even on the opening day. Thus it is not unlikely that the Work Study Team had found the reservation staff without much work in the evenings, because there were few passengers due to the fact that seats for most of the trains had already been exhausted.

3.6 Generally, upper class passengers give expression to their difficulties through the Press and are more vocal in contrast to the average third class passenger. The railways, therefore, may be put under pressure to remove discomfort of the upper class passengers. But absence of protests and higher degree of tolerance on the part of poorer sections should not result in lack of attention and action.

3.7 During the experimental period at Bombay, Calcutta and Madras, it was observed that though bulk of the passengers looked their seat between 9 a.m. and 6 p.m.; there were 15 to 20 percent of the passengers who visited reservation offices either early morning or between 6 p.m. and 8 p.m. This pattern would further change once it is widely known that reservation timings have been extended and reservation could be made for longer duration in advance. Even as it is, we consider that 15 to 20 percent is fairly large number to warrant extension of the present timings for reservation. A substantial advantage of extended hours is that since queue lengths get reduced considerably the average waiting time is reduced. Table VI shows the comparative waiting time in the reservation office at New Delhi station during experimental and post experimental periods.

TABLE VI

Showing comparative Waiting Time at Different Counters at New Delhi Station III Class Reservation office during Experimental and Post Experimental Period.

| S. No. | Train | Counter No. | Reservation dealt with | Waiting time (Minutes) during working hours 8 a.m. to 9 p.m. | Waiting time (Minutes) during working hours 8 a.m. to 4 p.m. | % excessive time 5 : 4 |
|--------|--|-------------|------------------------|--|--|------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | |
| 1 | New Delhi-Howrah AC Express (82/104 Dn) | 1 | III ACC | 4.7 | 8.2 | 74 |
| 2 | New Delhi-Howrah Rajdhani Express (102 Bn) | 2 | III ACC | 7.1 | 26.5 | 273 |
| 3 | New Delhi-Bombay Central Rajdhani Express (152 Up) | 2 | III ACC | 7.1 | 26.5 | 273 |

CHAPTER IV

WAITING LISTS

The objective of maintaining waiting lists is two fold. First to obtain advance indication of the likely demand and initiate action to augment accommodation if necessary. Indian Railway Commercial Manual 1967 requires the Assistant Commercial Superintendent (Reservation) to "contact his counterpart in the operating branch for augmenting the train composition" in case he finds the waiting list reasonably large to warrant attaching of additional coaches. However, when it is not possible to augment the load on a particular train, the Manual suggests that "alternative arrangements to provide additional accommodation on other ^{suitable} trains should be made". Second, to reduce element of discretion to the Railway staff at the platform in the matter of allotting berths in case there are last minutes cancellations or release of accommodation due to any other reason. Maintenance of waiting lists operates on 'first come first served' principle and provides a basis for determining the order of preference for wait-listed persons in allotment of reserved accommodation on the spot.

4.2 According to the Commercial Manual, the actual number of persons to be 'wait-listed' per train is left to the discretion of the Railways. The Manual, however, prescribes the minimum limit as ten persons per train. Prior to March, 1968, the Railways had the practice of maintaining unlimited waiting lists for all classes of travel. But, it was reported to the Committee that due to the inadequate supply of third class sleeper coaches, the Railway Board took a decision to limit the waiting lists for lower classes to 10 percent of the accommodation available.

As upper class coaches were not in short supply, the practice of unlimited waiting lists was continued. Since then the supply of third class sleeper coaches has increased substantially. Table VII shows the year-wise increase;

TABLE VII
Showing Increase in the Third Class
Sleeper Coaches between 1968 to 1972

| S. No. | Year | Number of III Class sleeper coaches | Number of coaches added during the year |
|--------|------|-------------------------------------|---|
| | 1 | 2 | 3 |
| 1 | 1968 | 1288 | .. |
| 2 | 1969 | 1300 | 12 |
| 3 | 1970 | 1900 | 600 |
| 4 | 1971 | 1975 | 75 |
| 5 | 1972 | 2064 | 89 |
| 6 | | Total increase | 776 |

The Committee therefore observes that ^{with} increased stock of the sleeper coaches, the plea of inadequate supply does not hold good any more.

RESERVA-
TION SYS-
TEM RES-
PONSIVE
TO UPPER
CLASS
ONLY

4.3 The decision to limit waiting lists to 10 percent for lower classes and allowing unlimited waiting lists for upper classes has resulted in creation of an in-built mechanism which makes the reservation system responsive only to the upper classes. Since there is not even a single train, on the major routes, which has ten coaches of any lower class, the 10 percent waiting lists on no train would warrant attaching an additional ^{third class coach.} Whenever, addl. coaches for lower classes were attached, these were on any other ground rather than the waiting lists. Table VIII shows break-up of additional coaches attached for different classes during the rush periods on important trains.

TABLE VIII

Showing Number of Extra Reserved Coaches
Attached During Rush Periods in 1972

| S. No. | Period | I | AC Chair car | III | Total |
|-----------|-------------------------------|-------|-----------------|------|-------|
| | 1 | 2 | 3 | 4 | 5 |
| 1. | April to July 1972 | 2,307 | 89 | 381 | 2,777 |
| 2. | September to October, 1972 | 395 | 16 | 126 | 537 |
| 3 | Total | 2,702 | 105 | 507 | 3,314 |
| 4 | Percentage | 81.5 | 3.2 | 15.3 | 100 |

TOTAL
VACANCIES
EXCEED
10 PER
CENT

4.4 A study of the extent of cancellation shows that nearly 3 to 7 percent passengers cancel confirmed reservations. This percentage, of course, varies from train to train and period to period as shown in Table V of Chapter II. Accommodation also becomes available due to under-utilisation of quotas. Table IX shows the extent of non-utilisation of quotas on selected trains during November '72:

TABLE IX
Showing Extent of Non-utilisation of
Quotas During November, 1972

| S. No. | Train | Total No. of III Sleeper berths avail- able | No. of berths set aside for quotas | Average No. of berths not utili- sed | % of Col. 4 to Col. 2 |
|-----------|---|--|---|---|--------------------------------|
| | 1 | 2 | 3 | 4 | 5 |
| 1 | Bombay VT-Ferozepur Cantt. Punjab Mail (5 Dn) | 173 | 62 | 4 | 2.3 |
| 2 | Bombay-Howrah Mail via Nagpur (1 Dn) | 225 | 27 | 22 | 9.8 |
| 3 | Howrah-Amritsar Mail (5 Up) | 243 | 81 | 18 | 7.3 |
| 4 | Howrah-Dehradun Express (9 Up) | 287 | 69 | 18 | 6.4 |
| 5. | Howrah-Delhi Express (11 Up) | 173 | 42 | 9 | 5.2 |

| | 1 | 2 | 3 | 4 | 5 |
|----|--|-----|-----|----|------|
| 6 | Howrah-New Delhi AC Express (81 Up) | 173 | 61 | 7 | 4.0 |
| 7 | Amritsar-Howrah Mail (6 Dn) | 173 | 89 | 11 | 6.3 |
| 8 | Amritsar-Dadar Express (58 Up) | 98 | 75 | 10 | 10.2 |
| 9 | Howrah-Bombay Mail via Nagpur (2 Up) | 225 | 94 | 47 | 20.9 |
| 10 | Howrah-Madras Mail (3 Up) | 248 | 99 | 14 | 5.6 |
| 11 | Bombay-Amritsar Frontier Mail (3 Dn) | 150 | 38 | 0 | 0.0 |
| 12 | Bombay-Dehradun Express (19 Dn) | 182 | 95 | 6 | 3.3 |
| 13 | Bombay-Ahmedabad Gujarat Mail (2 Up) | 150 | 51 | 3 | 2.0 |
| 14 | Howrah-Delhi-Kalka Mail (1 Up) | 248 | 103 | 10 | 4.0 |
| 15 | New Delhi-Madras G.T. Express (16 Up) | 173 | 79 | 1 | 0.6 |
| 16 | New Delhi-Hyderabad Express (22 Up) | 99 | 40 | 4 | 4.0 |
| 17 | Delhi-Howrah Express (12 Dn) | 173 | 55 | 11 | 6.4 |
| 18 | Kalka-Delhi-Howrah Mail (2 Dn) | 173 | 63 | 3 | 1.7 |
| 19 | Amritsar-Bombay Frontier Mail (4 Up) | 150 | 74 | 4 | 2.7 |
| 20 | Amritsar-Bombay AC Express (26 Up) | 144 | 36 | 4 | 2.8 |

4.5 The Committee, in its final report would be dealing at length with the question of the quotas. For the present, it would suffice to mention that some accommodation on all important trains becomes available when the utilisation of different quotas is clearly known. Appendix 'P' shows the number of days when unutilised quotas and cancellations were more than 10% of the accommodation available on important trains. It has also been observed that at intermediate stations, a number of seats fall vacant due to termination of journey by passengers occupying reserved accommodation.

LIMIT ON WAITING
LIST ENCOURAGES
MALPRACTICES

4.6 The Commercial Manual places an obligation on the Railways to decide fairly well in advance about the extra coaches so that the public may have as long notice as possible, in any case not less than 3 days in advance. In practice, the decision regarding attachment of additional coaches is taken on the same day. This creates a situation, when passengers find plenty of vacant seats on the train, while according to the reservation office all seats for the train were shown as booked. From experience, passengers know that they stand good chance of obtaining reserved accommodation if they are on the waiting list. Another impression widely shared by public is that even if one is not on the waiting list, it is possible to obtain a seat or berth by paying some money to a Porter, an unrecognised Travel Agent, Ticket Collector, Coach Attendant or the Conductor.

4.7 The Committee finds that the number of seats and berths allotted by Travelling Ticket Examiners, Conductors or Coach Attendants on trains is large. Appendix 'Q' shows the number of persons, who were provided accommodation by the Travelling Ticket Examiners, on important trains.

The Committee believes that allotment of a large number of seats on train by the railway travelling staff is an unhealthy situation as it gives them discretion in allotment of reserved accommodation. The Committee

also finds that according to the Rules, waiting lists remain valid only up to the time of departure of the trains. It is not uncommon to come across cases where Travelling Ticket Examiners refuse to entertain wait-listed passengers even when accommodation is available, on the plea that the validity of the wait-list has ceased with the starting of the train. The procedures regarding allotment of accommodation on platform and train to the wait-listed passengers would be dealt with in the final report. The limited waiting lists neither provide a basis on which additional coaches for lower classes can be attached, nor do these serve as a basis for determining the order of preference for allotment of accommodation ^{on} the platform and the train.

4.8 A study of the number of persons provided accommodation out of the waiting lists shows that the percentage of absorption is quite high. Table X shows the number of persons, who were wait-listed and accommodated out of the waiting lists for important trains.

TABLE X
Showing number of persons accommodated out of the waiting
list on some important trains

| S. No. | Train | Total No. of berths available for booking daily | Average No. of passengers on waiting list daily | Average No. of passengers on waiting list | | % of columns | | Average No. of passengers provided out of waiting list | | % of columns | |
|--------|---------------------------------------|---|---|---|------|--------------|------|--|------------------|--------------|--------|
| | | 30 | Unlimited | 3 | 4 | 2 | 2 | 30 days in advance | Unlimited period | 7 to 2 | 8 to 2 |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 1. | Bombay-Amritsar Frontier Mail (3 Dn.) | 150 | 30.8 | 32.0 | 20.5 | 21.3 | 22.8 | 24.0 | 15.2 | 16.0 | |
| 2. | Howrah-Delhi-Kalka Mail (1 Up) | 248 | 35.3 | 29.6 | 14.2 | 12.0 | 10.0 | 8.5 | 4.0 | 3.4 | |

CHAPTER V

SUMMARY OF OBSERVATIONS AND RECOMMENDATIONS

Para Number
referred to
in the
Report

Summary of observations and recommendations

CHAPTER I Introduction

- 1.4 The First Report deals with three aspects of reservation system;
- i) Time Limit for advance reservation;
 - ii) Working hours of reservation offices; and
 - iii) Waiting lists

CHAPTER II Time Limit for Advance Reservation

- 2.1 It is observed that there is an imbalance between demand of the passengers and the capacity available leading to excessive over-crowding on important trains.
- 2.3 Passengers seek reservations because by paying additional a small amount, one can avoid inconvenience of overcrowding.
- 2.5 When the three facts of (i) higher rate of long distance traffic, (ii) restricting of coach utilisation through reserved accommodation; and (iii) difficulty in augmenting capacity, are seen together, the rationality for excessive demand for reserved seats or berths than the present capacity and the unavoidable premium on reserved seats or berths become only too obvious.
- 2.7 On most of the important trains, the entire accommodation open for reservation gets filled within hours of opening of the reservation offices.

2.9

When the maximum time limit for advance reservation is fixed, as at present, those who are not successful in obtaining reservation on the opening day, have to come to the reservation office again and again till they are able to book their seats or berths. This is most pronounced at important stations for long distance trains.

2.10

One of the main reasons for people sleeping overnight and touts occupying queue positions, is the rush for reservations at the time of opening of the windows which is inevitable, if the time limit is short.

2.11

Due to shorter duration of 10 days of advance period for third class as compared to 20 days for first class, there is a greater scope for and malpractices in third class/AC chair-car reservations. Anti-social elements corner reserved accommodation because of the obvious advantage of making quick money within a few days.

2.12

A number of suggestions from the public were received by the Committee for removal of malpractices. An analysis of these suggestions as well as preliminary discussions with the officials revealed that one of the important reasons for the malpractices is the short period allowed for advance reservation.

Summary of observations and recommendations

2.13

There were a few objections to extending the period of advance reservation which were;

- i) an average passenger cannot plan his journey in advance;
- ii) it would help unrecognised Travel Agents;
- iii) seats would get blocked much in advance of the date of journey, making emergency travel difficult;
- iv) poorer classes cannot book money in advance; and
- v) workload of staff and cancellations would increase.

2.14

In view of the mixed reaction to the proposal for extending the time limit for advance reservations, the Committee decided that the Railways should undertake experiments in extending the time limit for advance reservation both during lean and rush periods. Accordingly, an experiment for keeping the reservation open for 30 days in advance for all classes was conducted from November 15 to December 14, 1972 and from April 15 to May 14, 1973. From May 15 to July, 15, 1973 the period was made unlimited.

2.17
2.18 &
2.19

Analysis of the data of the experiments revealed that an average passenger, especially that of the third class, plans his journey much better. For example, more than 1,000 passengers booked 40 days in advance ex-Delhi to Madras.

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referred to
in the Report

Summary of observations and recommendations.

- 2.20 The pattern of advance booking shows that longer the train journey, the earlier is the demand for reservation.
- 2.21 When the period for advance reservation was more, the scope for malpractices by unrecognised Travel Agents was much less as they were not able to block money over a long period.
- 2.22 Reports from Calcutta alleging blocking of reserved accommodation in fictitious names on important trains during Puja holidays and non-availability of same were not quite correct. Accommodation on most of the trains was available even at the end of the two months experimental period.
- 2.23 The bulk of the reservations were only between 11 to 25 days in advance of the scheduled journey and it was found sufficient to have registers for 30 days with some extra pages. Extension of the period of advance reservation would not increase the workload.
- 2.24 Number of cancellations did not increase significantly during the extended period of advance reservation as compared to normal periods.
- 2.25 There was a fear that emergency travellers may suffer if the period is extended. However, the situation regarding emergency travel would not get aggravated even with the extension.

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in the Report

Summary of observations and recommendations

- 2.26 During the period of the experiment, excessive rush and scramble for queue positions on the day of opening decreased. The queues were substantially shortened in the morning as the reservations were spread throughout the day.
- 2.27 Discreet enquiries by CBI at metropolitan cities revealed that business of unrecognised Travel Agents had considerably gone down during the extended period of advance reservations.
- 2.28 Railway employees and representatives of their unions supported the idea of the extension of time limit for advance reservations.
- 2.29 Committee considered three alternatives:
i) a time limit for advance reservation for three months;
ii) a time limit for a year; and
iii) unlimited time.
- 2.30 After weighing pros and cons of the various alternatives, the Committee recommends the time limit of one year for advance reservations uniformly for all classes of accommodation.

Para Number
referred to
in the Report

Summary of observations and recommendations

CHAPTER III Working Hours of the Reservation Offices

- 3.1 The primary considerations in determining the working hours of reservation offices should be the convenience of passengers keeping in view the additional cost of operation. The Committee has tried to take a balanced view between the financial costs and the non-quantifiable factors like the benefits and convenience to the passengers.
- 3.2 The working hours of reservation offices vary from railway to railway, class to class and city to city as also from one reservation office to another within a city.
- 3.3 Though the workload in the reservation offices for the lower classes is much higher, the staff strength and the facilities to the lower class passengers are far poorer than those of the upper classes.
- 3.6 Absence of protest and higher degree of tolerance on the part of poorer section should not result in lack of attention and action on the part of the Railways.
- 3.7 During the experimental period, it was observed that a fairly large number of passengers booked seats during the extended hours. The queue length and the average waiting time also got reduced substantially.

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referred to
in the Report

Summary of observations and recommendations

- 3.8 Inconvenient and limited hours of working of reservation offices have, to some extent, also helped unrecognised Travel Agents to flourish.
- 3.9 The Committee notes that the workload differs from counter to counter and there is a need for rationalisation to reduce long queues.
- 3.10 The Committee, therefore, recommends that the Railways should have uniform working hours for all classes of reservations, and the reservation offices at all major stations should function on two shift basis for 16 hours a day.

CHAPTER IV Waiting Lists

- 4.1 The Committee observes that maintenance of waiting lists provides an indicator to the Railways to initiate advance action for augmenting train capacities for the likely excessive demands on particular days. Further, the waiting lists operationalise the concept of 'first come first served' for allocation of seats and berths on the spot in case these fall vacant due to any reason.
- 4.2 &
4.3 At present, waiting lists for third class passengers are kept to the extent of 10 percent of the accommodation, whereas there is no limit for waiting lists for upper classes.

referred to
in the Report

Summary of observations and recommendations

The present limit on maintaining waiting lists for lower classes of travel has created an inbuilt mechanism which gives no scope for attaching extra coaches for third classes, while it leaves scope for augmenting of capacity for upper classes.

4.4 &
4.5

The Committee has observed that in practice a fairly large number of berths and seats become available for allotment due to last minute cancellations and non-utilisation of quotas. It is not uncommon to find that the waiting list is smaller than the number of seats which fall vacant for allotment.

4.6

In spite of the Rules that the Railways should decide to attach additional coaches at least three days in advance, in practice the decision is normally taken on the day of the journey. This creates situations where passengers find lot of vacant space on the trains, though it was denied to them at reservation offices. This space comes handy for allotment at the discretion of the railway staff or through porters and unrecognised Travel Agents.

4.7

The Committee finds that the number of seats and berths allotted by the Travelling Ticket Examiners, Conductors or Coach Attendants is large, which is not a healthy situation.

The Committee has observed that according to the present rules the waiting lists lapse on the departure of the train, which wipes out the order of preference for allotment on train.

Para Number
referred to
in the Report

Summary of observations and recommendations

4.8

The Committee, therefore, recommends that:-

- i) limit imposed on the size of the waiting list for lower classes should be withdrawn;
- ii) the waiting list should not lapse on the departure of the train and the wait-listed persons should be given preference in order of priority over others; and
- iii) Rule 627 of the Commercial Manual making it obligatory to have indication boards with the legend 'Reservation Booth for Wait-listed Passengers' should be strictly implemented on all important stations.

Krishan Kant
Chairman

Lokanath Misra
Member

K. Manoharan
Member

S. M. Banerji
Member

Salebhoy Abdul Kader
Member

Sumitra Kulkarni
Member

Narsingh Narain Pandey
Member

Shankar Dayal Singh
Member

D. C. Goswami
Member

New Delhi,
October 9, 1973.

APPENDIX 'A'

Resolution No. ERB-I/72/21/60 dated January 23, 1973
Appointing the Committee.

R E S O L U T I O N

In the course of the debate on Railway Budget, 1972-73, in Rajya Sabha, the Minister for Railways had announced on 25.5.1972 his intention to appoint a Committee to look into the problem concerning mal-practices of unauthorised agencies and other anti-social elements in the matter of obtaining rail reservation of seats and berths. The Government of India accordingly constituted a Committee known as the "Committee on Reservation & Booking - 1972". The Committee consists of the following:-

Chairman

1. Shri Krishan Kant, Member Parliament

Members

2. Smt. Sumitra Gandhi Kulkarni, Member Parliament
3. Shri Narsingh Narain Pandey, Member Parliament
4. Shri Salebhoy Abdul Kadar, Member Parliament
5. Shri Lokanath Misra, Member Parliament
6. Shri S.M. Banerji, Member Parliament
7. Shri K. Manoharan, Member Parliament
8. Shri Shankar Dayal Singh, Member Parliament
9. Shri D.C. Goswami, Member Parliament

Shri P.V. Vaitheeswaran, an officer of I.R.T.S. has been appointed to function as the Secretary of the Committee.

The terms of reference of the Committee are:-

- (i) to examine the rules and procedures in vogue on Railways in respect of sale of tickets and reservation of seats/berths and suggest proposals;
 - (a) to minimise inconvenience to passengers in the matter of obtaining tickets and reservations;
 - (b) to remove the lacunae in the procedures which permit commission of irregularities.
- (ii) to identify the nature of malpractices and irregularities committed by out-siders including unrecognised Travel Agencies in securing unauthorised reservations and to suggest measures to stop the same; and
- (iii) to study the adequacy of the existing provisions of law to deal effectively with the offenders and to make recommendations in this regard.

The Committee will endeavour to submit its report to Government as early as possible.

H.F. Pinto
Secretary, Railway Board

APPENDIX B

Meetings held and Tours undertaken by the Committee

I MEETINGS

September 28 and 29, 1972
October 23 to 25, 1972
December 9, 1972
March 24, 1973
April 4, 1973
May 12 and 22, 1973
August 20 and 31, 1973
September 6, 11 to 14, 17, 24 to 29, 1973
October 1 to 4, 1973

(All the meetings were held at New Delhi)

II TOURS

| <u>Place visited</u> | <u>Dates</u> |
|----------------------|---------------------------------------|
| Calcutta | December 30, 1972 to January 2, 1973. |
| Puri | January 3 and 4, 1973 |
| Bhubaneshwar | January 5, 1973 |
| Ahmedabad | February 3, 1973 |
| Surat | February 4, 1973 |
| Bombay | February 5 to 7, 1973 |
| Vasco-da-Gama | February 9, 1973 |
| Pune | February 11, 1973 |
| Kanpur | July 14, 1973 |
| Allahabad | July 15, 1973 |
| Varanasi | July 16, 1973 |
| Gorakhpur | July 17, 1973 |
| Lucknow | July 18 and 19, 1973. |

APPENDIX C

List of Persons and Organisations who gave Evidence

I - INDIVIDUALS

| <u>S.No.</u> | <u>Name</u> | <u>Place</u> | <u>Date</u> |
|--------------|------------------------------------|--------------|-------------|
| 1. | Shri K.C. Rae | New Delhi | 23-10-72 |
| 2. | Shri K.S. Bhalla | New Delhi | 23-10-72 |
| 3. | Shri Shiv Sagar Gupta | Calcutta | 30-12-72 |
| 4. | Shri S. Chowdhri | Calcutta | 30-12-72 |
| 5. | Shri H.K. Moitra | Calcutta | 30-12-72 |
| 6. | Shri Amal Chandra Ray | Calcutta | 30-12-72 |
| 7. | Shri A. Victor | Calcutta | 30-12-72 |
| 8. | Shri Madhusudan Das | Calcutta | 1- 1-73 |
| 9. | Shri B.K. Basu | Calcutta | 2- 1-73 |
| 10. | Shri Jafar Moochala | Calcutta | 2- 1-73 |
| 11. | Shrimati Kuntala Acharya | Puri | 3- 1-73 |
| 12. | Mahant Maharaj of Jagannath Temple | Puri | 3- 1-73 |
| 13. | Shri A.R.R. Menon | Ahmedabad | 3- 2-73 |
| 14. | Shri A.P. John | Ahmedabad | 3- 2-73 |
| 15. | Shri V.R. Armugam | Ahmedabad | 3- 2-73 |
| 16. | Shri J.P. Singh | Ahmedabad | 3 - 2-73 |
| 17. | Shri V.C. Golvala | Surat | 4- 2-73 |
| 18. | Shri S.M. Shah | Surat | 4- 2-73 |
| 19. | Shri Nana Lal Gajjar | Surat | 4- 2-73 |
| 20. | Shri Ramesh Mehta | Surat | 4- 2-73 |

Contd...

| <u>S.No.</u> | <u>Name</u> | <u>Place</u> | <u>Date</u> |
|--------------|-----------------------------|--------------|-------------|
| 21. | Shri S.G. Shah | Bombay | 5-2-73 |
| 22. | Shri Manubhai A. Shah | Bombay | 5-2-73 |
| 23. | Shri J.A. Modi | Bombay | 5-2-73 |
| 24. | Shri I.A. Syed | Bombay | 5-2-73 |
| 25. | Shri T.P. Sethna | Bombay | 5-2-73 |
| 26. | Shri K.U. Thakkar | Bombay | 5-2-73 |
| 27. | Shri G.S. Dwivedi | Bombay | 6-2-73 |
| 28. | Shri F. Nawab | Bombay | 6-2-73 |
| 29. | Shri Durga Shankar P. Mehta | Bombay | 6-2-73 |
| 30. | Shri S.C. Patel | Bombay | 6-2-73 |
| 31. | Shri Goverdhan G. Khaitan | Bombay | 6-2-73 |
| 32. | Shri M.S. Subrahmanya | Bombay | 6-2-73 |
| 33. | Shri I.N. Padhya | Bombay | 6-2-73 |
| 34. | Shri Rao Satyanand Narayan | Bombay | 6-2-73 |
| 35. | Shri Rajesh Gami | Bombay | 6-2-73 |
| 36. | Shri M.P. Kini | Bombay | 6-2-73 |
| 37. | Shri K. Ramakrishnan | Bombay | 6-2-73 |
| 38. | Shri J.B. Chacha | Bombay | 6-2-73 |
| 39. | Shri Virchand Nihalchand | Bombay | 6-2-73 |
| 40. | Shri K.N. Nair | Bombay | 6-2-73 |
| 41. | Shri Sampatraj J. Jani | Bombay | 6-2-73 |

....contd.

Appendix C (contd.)

| <u>S.No.</u> | <u>Name</u> | <u>Place</u> | <u>Date</u> |
|--------------|------------------------|--------------|-------------|
| 42. | Shri S.A. Trivedi | Bombay | 7-2-73 |
| 43. | Shri G.C. Goyal | Bombay | 7-2-73 |
| 44. | Shri R.S. Dhond | Bombay | 7-2-73 |
| 45. | Shri D. Vaidyanathan | Bombay | 7-2-73 |
| 46. | Shri K.S. Mani | Bombay | 7-2-73 |
| 47. | Shri T.N. Awasthi | Kanpur | 14-7-73 |
| 48. | Shri Sriram Gupta | Kanpur | 14-7-73 |
| 49. | Shri P.N. Srivastava | Kanpur | 14-7-73 |
| 50. | Shri Ramesh Srivastava | Kanpur | 14-7-73 |
| 51. | Shri Ramji Agarwal | Kanpur | 14-7-73 |
| 52. | Shri S.K. Verma | Kanpur | 14-7-73 |
| 53. | Dr. Hari Har Goswami | Allahabad | 15-7-73 |
| 54. | Shri S.R. Bhartiya | Allahabad | 15-7-73 |
| 55. | Dr. R.C. Mitra | Allahabad | 15-7-73 |
| 56. | Shri N.N. Mukherjee | Allahabad | 15-7-73 |
| 57. | Shri K.M.S. Nair | Allahabad | 15-7-73 |
| 58. | Shri Bhargava | Allahabad | 15-7-73 |
| 59. | Shri B.P. Tripathi | Allahabad | 15-7-73 |
| 60. | Shri H.P. Pandiya | Allahabad | 15-7-73 |
| 61. | Shri L.N. Gupta | Allahabad | 15-7-73 |
| 62. | Sh. Shyam Kumar | Allahabad | 15-7-73 |
| 63. | Shri Lokmani Lall | Allahabad | 15-7-73 |

.....contd.

| <u>S.No.</u> | <u>Name</u> | <u>Place</u> | <u>Date</u> |
|--------------|-------------------------------|--------------|-------------|
| 64. | Dr. O.P. Gupta | Varanasi | 16-7-73 |
| 65. | Dr. H.C. Samant | Varanasi | 16-7-73 |
| 66. | Shri A.G. Sathyanesan | Varanasi | 16-7-73 |
| 67. | Shri Banarsi Lall | Varanasi | 16-7-73 |
| 68. | Shri Satguru Prashad Chowdhry | Gorakhpur | 17-7-73 |
| 69. | Shri V.K. Pant | Gorakhpur | 17-7-73 |
| 70. | Shri Afzal Ahmed Siddiqui | Gorakhpur | 7-7-73 |
| 71. | Shri Sajjad Hussain | Gorakhpur | 17-7-73 |
| 72. | Shri K.L. Gupta | Gorakhpur | 17-7-73 |
| 73. | Shri Laxmi Shanker Verma | Gorakhpur | 17-7-73 |
| 74. | Shri Mritunjay Prashad | Gorakhpur | 17-7-73 |
| 75. | Shri P.P. Abraham | Lucknow | 18-7-73 |
| 76. | Miss I. Wallace | Lucknow | 13-7-73 |
| 77. | Shri I.U. Gehani | Lucknow | 18-7-73 |
| 78. | Shri Anand Awasthi | Lucknow | 18-7-73 |
| 79. | Shri C.B. Mehrotra | Lucknow | 18-7-73 |
| 80. | Shri Ashok Agarwal | Lucknow | 13-7-73 |
| 81. | Shri H.L. Kumar | Lucknow | 19-7-73 |
| 82. | Shri K.S. Bhatia | Lucknow | 19-7-73 |
| 83. | Shri K.A. Kalani | Lucknow | 19-7-73 |

.....contd.

Appendix C (contd)II-REPRESENTATIVES OF PASSENGERS' ASSOCIATIONS, TRADE ORGANISATIONS AND OTHER ASSOCIATIONS

| <u>S.No.</u> | <u>Name of Association</u> | <u>Place</u> | <u>Date</u> |
|--------------|--|--------------|-------------|
| 84. | South Delhi Welfare Association | New Delhi | 25-10-72 |
| 85. | Federation of Indian Chamber of Commerce | New Delhi | 25-10-73 |
| 86. | Railway Passengers Association | Calcutta | 1- 1-73 |
| 87. | Eastern Railway Passengers Association. | Calcutta | 1- 1-73 |
| 88. | West Bengal Passengers Association | Calcutta | 1- 1-73 |
| 89. | Bharat Chamber of Commerce | Calcutta | 2- 1-73 |
| 90. | Merchant's Chamber of Commerce | Calcutta | 2- 1-73 |
| 91. | Chamber of Commerce, Puri | Puri | 3- 1-73 |
| 92. | Orissa Mill Owners Association, Jatni | Puri | 3- 1-73 |
| 93. | Puri Passengers Association | Puri | 3- 1-73 |
| 94. | Gujarat Chamber of Commerce | Ahmedabad | 3- 2-73 |
| 95. | Kerala Samajam | Ahmedabad | 3- 2-73 |
| 96. | Defence Employees Association | Ahmedabad | 3- 2-73 |
| 97. | South Gujarat Chamber of Commerce | Surat | 4- 2-73 |
| 98. | Railway Passengers' Association of India | Bombay | 5-2-73 |
| 99. | Kutch Passengers Association | Bombay | 5- 2-73 |
| 100. | Dombivili Passengers' Association | Bombay | 5- 2-73 |

....contd.

| <u>S.No.</u> | <u>Name of Association</u> | <u>Place</u> | <u>Date</u> |
|--------------|---|--------------|-------------|
| 101. | Passenger and Traffic Relief Association | B ombay | 5-2-73 |
| 102. | Travel Agents Association of India | Bombay | 5-2-73 |
| 103. | The Youngmen's Hindu Association | Bombay | 6-2-73 |
| 104. | Bombay Commuters' Council | Bombay | 7-2-73 |
| 105. | Karjat Railway Passengers Association | Bombay | 7-2-73 |
| 106. | All India Travel and Transport Relief Association | Pune | 11-2-73 |
| 107. | Northern India Railway Passengers Association | Kanpur | 14-7-73 |
| 108. | Merchant Chamber of Uttar Pradesh | Kanpur | 14-7-73 |
| 109. | Kerala Association | Kanpur | 14-7-73 |
| 110. | Awadh Chamber of Commerce | Lucknow | 19-7-73 |

III. PRESS REPRESENTATIVES/JOURNALISTS

| <u>S.No.</u> | <u>Name</u> | <u>Press/NEWSPAPER</u> | <u>Place</u> | <u>Date</u> |
|--------------|--------------------------|-----------------------------|--------------|-------------|
| 111. | Shri K.N. Singh | Transport & Tourism Journal | New Delhi | 25-10-72 |
| 112. | Shri Radha Nath Rath | The Samaj, Cuttack | Bhubaneswar | 5-1 -73 |
| 113. | Shri R.D. Tripathi | N.I. Patrika | Gorakhpur | 17-7 -73 |
| 114. | Shri Hriday Vikas Pandey | Satdal | Gorakhpur | 17-7 -73 |

....contd.

| <u>S.No.</u> | <u>Name</u> | <u>Press/Newspaper</u> | <u>Place</u> | <u>Date</u> |
|--------------|-----------------------|------------------------|--------------|-------------|
| 115. | Shri Sarvajeet Shukla | Nav Bharat Times | Gorakhpur | 17-7-73 |
| 116. | Shri S. Das | U.N.I. | Gorakhpur | 17-7-73 |

IV. RAILWAYMEN'S UNIONS

| <u>S.No.</u> | <u>Name of Union</u> | <u>Place</u> | <u>Date</u> |
|--------------|--|--------------|-------------|
| 117. | Eastern Railway Men's Union | Calcutta | 1-1-73 |
| 118. | Northern Railway Men's Union | Kanpur | 14-1-73 |
| 119. | Northern Railway Men's Union | Lucknow | 19-7-73 |
| 120. | All India Commercial Clerks Association | Lucknow | 19-7-73 |
| 121. | National Federation of Indian Railwaymen | New Delhi | 17-9-73 |
| 122. | All India Railwaymen's Federation | New Delhi | 24-9-73 |

V. RAILWAY OFFICERS

| <u>S.No.</u> | <u>Name of Officer</u> | <u>Designation</u> | <u>Place</u> | <u>Date</u> |
|--------------|------------------------|--|--------------|-------------|
| 123. | Shri B.S.D. Baliga | Chairman, Railway Board | New Delhi | 23-9-72 |
| 124. | Shri B.M. Kaul | Member Traffic Railway Board | New Delhi | 23-10-72 |
| 125. | Shri G.D. Khandelwal | Retd. Chairman Railway Board | New Delhi | 24-10-72 |
| 126. | Shri Kripal Singh | Retd. Chairman Railway Board | New Delhi | 24-10-72 |
| 127. | Shri J.B. Rao | Retd. J.S.D. (FS), Railway Board | New Delhi | 24-10-72 |

Appendix C (contd.)

| <u>S.No.</u> | <u>Name of Officer</u> | <u>Designation</u> | <u>Place</u> | <u>Date</u> |
|--------------|------------------------|---|--------------|-------------|
| 128. | Shri V.P. Sawhney | General Manager Eastern Rly. | Calcutta | 30-12-72 |
| 129. | Shri R. Jagannathan | Chief Commr. Supdt., Eastern Railway | Calcutta | 30-12-72 |
| 130. | Shri R. Srinivasan | Chief Optg. Supdt., Eastern Railway | Calcutta | 30-12-72 |
| 131. | Shri G.S.A. Saldanha | General Manager S.E. Railway | Calcutta | 2- 1-73 |
| 132. | Shri V.K. Sthanunathan | Chief Commr. Supdt., S.E. Railway | Calcutta | 2- 1-73 |
| 133. | Shri C.D. Chatterjee | Chief Optg. Supdt., S.E. Railway | Calcutta | 2- 1-73 |
| 134. | Shri A. Chakravarti | Divisional Suddt. Puri S.E. Rly., Khurda Road | | 4- 1-73 |
| 135. | Shri B.K. Patnayak | Divl. Commr. Supdt., S.E., Railway Khurda Road | Puri | 4- 1-73 |
| 136. | Shri M.K. Misra | Divl. Optg. Supdt., S.E., Railway Khurda Road | Puri | 4- 1-73 |
| 137. | Shri A.K. Gupta | General Manager Western Railway | Bombay | 5- 2-73 |
| 138. | Shri R.T. Shahani | Chief Commr. Supdt., Western Railway | Bombay | 5- 2-73 |
| 139. | Shri R. Sampath | Chief Optg. Supdt., Western Railway | Bombay | 5- 2-73 |

contd. ...

Appendix C (contd..)

| <u>S.No.</u> | <u>Name of Officer</u> | <u>Designation</u> | <u>Place</u> | <u>Date</u> |
|--------------|--------------------------|--|------------------|-------------|
| 140. | Shri G.P. Warriar | General Manager, Bombay Central Railway | | 7-2-73 |
| 141. | Shri M.P. Sathaye | Chief Comml. Supdt. Bombay Central Railway | | 7-2-73 |
| 142. | Shri H.L. Verma | Chief Optg. Supdt. Bombay Central Railway | | 7-2-73 |
| 143. | Shri K.S. Charyulu | Chief Comml. Supdt S.C. Railway | Vasco da Gama | 9-2-73 |
| 144. | Shri B. Venkataramani | Divl. Supdt., S.C. Railway Hubli | Vasco da Gama | 9-2-73 |
| 145. | Shri B.L. Verma | Divl. Comml. Supdt., S.C. Rly., Hubli. | Vasco da Gama | 9-2-73 |
| 146. | Shri M.D. Furushottam. | Divl. Optg. Supdt., S.C. Rly. Hubli. | Vasco da Gama | 9-2-73 |
| 147. | Shri M.R.N. Murthy | Divisional Supdt., Central Railway, Bombay | Pune | 11-2-73 |
| 148. | Shri R.L. Seth | Divisional Comml. Supdt., C. Railway Bombay | Pune | 11-2-73 |
| 149. | Shri V.K. Srivastava | Divl. Operating Supdt., Central Rly Bombay | Pune | 11-2-73 |
| 150. | Shri B.C. Srivastava | Retd. Superinten- dent, Northern Railway, Kanpur Area | Kanpur | 14-7-73 |
| 151. | Shri Prabhinder Singh | Divisional Supdt. Allahabad Divn., Northern Rly. | Allahabad | 15-7-73 |

.....contd.

| <u>S.No.</u> | <u>Name of Officer</u> | <u>Designation</u> | <u>Place</u> | <u>Date</u> |
|--------------|------------------------|---|--------------|-------------|
| 152. | Shri S.D. Chand | Divisional Commr. Supdt., Northern Railway, Allahabad | Allahabad | 15-7-73 |
| 153. | Shri P.N. Jauhari | Divisional Optg. Supdt., Northern Railway, Allahabad | Allahabad | 15-7-73 |
| 154. | Shri C.N. Kapur | Divisional Supdt., Varanasi Division N.E. Railway | Varanasi | 16-7-73 |
| 155. | Shri R.D. Saklani | Divisional Commr. Superintendent, N.E. Railway, Varanasi | Varanasi | 16-7-73 |
| 156. | Shri R.S. Jain | Divisional Optg. Supdt., N.E. Rly Varanasi | Varanasi | 16-7-73 |
| 157. | Shri T.R. Vachha | General Manager, N.E. Railway, Gorakhpur | Gorakhpur | 17-7-73 |
| 158. | Shri H.N. Kidwai | Chief Commr. Supdt. N.E. Railway | Gorakhpur | 17-7-73 |
| 159. | Shri Tej Ram | Chief Optg. Supdt., N.E. Railway | Gorakhpur | 17-7-73 |
| 160. | Shri M. Srinivasan | Director-General R.D.S.O. Lucknow | Lucknow | 18-7-73 |
| 161. | Shri D.C.H. Mathur | Divisional Supdt., Northern Railway Lucknow | Lucknow | 19-7-73 |
| 162. | Shri T.S. Saxena | Divisional Commr. Supdt., Northern Railway, Lucknow | Lucknow | 19-7-73 |
| 163. | Shri N.N. Vasudeva | Divisional Optg. Supdt., Northern Railway, Lucknow | Lucknow | 19-7-73 |

....contd.

Appendix C (contd.)

| <u>S.No.</u> | <u>Name of Officer</u> | <u>Designation</u> | <u>Place</u> | <u>Date</u> |
|--------------|------------------------|--|--------------|-------------|
| 164. | Shri K.D. Madan | Divisional Supdt., N.E. Railway, Lucknow | Lucknow | 19-7-73 |
| 165. | Shri M.S. Nanda | Divisional Comml. Supdt., N.E. Rly Lucknow | Lucknow | 19-7-73 |
| 166. | Shri M.L. Talwar | Divisional Optg., Supdt., N.E. Rly Lucknow | Lucknow | 19-7-73 |

VI - RAILWAY OFFICIALS

| | | | | |
|------|------------------------------|--|--------------|----------|
| 167. | Shri R.B. Saxena | Chief Reservation Supervisor, Northern Railway | New Delhi | 23-10-72 |
| 168. | Shri K.C. Sharma | Chief Reservation Supervisor, Northern Railway | New Delhi | 23-10-72 |
| 169. | Shri B.N. Bhatta- charjee | Chief Reservation Supervisor Eastern Railway | Calcutta | 2-1- 73 |
| 170. | Shri D.D. Vyas | Chief Reservation Inspector, Western Railway | Ahmedabad | 3-2- 73 |
| 171. | Shri Krishan Lal | Chief Ticket Check- ing Inspector, Western Railway | Ahmedabad | 3-2- 73 |
| 172. | Shri R.G. Verma | Chief Ticket Inspec- tor, Western Rly. | Bombay | 7-2- 73 |
| 173. | Miss Barucha | Chief Reservation Inspector, Central Railway, Bombay | Pune | 11-2- 73 |

.....contd.

| <u>S.No.</u> | <u>Name of Officer</u> | <u>Designation</u> | <u>Place</u> | <u>Date</u> |
|--------------|------------------------|--|--------------|-------------|
| 174. | Shri A.N. Sharma | Assistant Chief Ticket Inspector, Bombay | Pune | 11-2-73 |
| 175. | Shri V.D. Nikumbh | Chief Reservation Inspector, Central Railway, Pune | Pune | 11-2-73 |
| 176. | Shri V.N. Mukkawar | Head Coaching Clerk Central Railway, Pune | Pune | 11-2-73 |
| 177. | Shri L.J.G.D'Souza | Tourist Guide, Central Railway, Bombay | Pune | 11-2-73 |

VII - TRAVEL AGENTS

| <u>S.No.</u> | <u>Name</u> | <u>Travel Agency</u> | <u>Place</u> | <u>Date</u> |
|--------------|---------------------------|-----------------------------|--------------|-------------|
| 178. | Shri K.C. Arora | Delhi Travels | New Delhi | 25-10-72 |
| 179. | Shri Kumaraiyan | Kumaran Travel Agents | Calcutta | 1-1-73 |
| 180. | Shri Mohd. Abdul Razak | All India Travel Service | Calcutta | 2-1-73 |

APPENDIX D

List of Members of Parliament who
met the Committee

| <u>S.No.</u> | <u>Name</u> |
|--------------|--|
| 1. | Shri Balram Dass, Member Rajya Sabha |
| 2. | Shri B.P. Maurya, Member Lok Sabha |
| 3. | Shri B.R. Munda, Member Rajya Sabha |
| 4. | Shri Manoranjan Roy, Member Rajya Sabha |
| 5. | Shri N.K. Shejwalkar, Member Rajya Sabha |
| 6. | Shri N.R. Chowdhry, Member Rajya Sabha |
| 7. | Shri Piloo Mody, Member Lok Sabha |
| 8. | Shri Ram Sahai, Member Rajya Sabha |
| 9. | Shri Ramavatar Shashtry, Member Lok Sabha |
| 10. | Shrimati Saraswati Pradhan, Member Rajya Sabha |
| 11. | Shri S.S. Mariswamy, Member Rajya Sabha |

APPENDIX E

List of persons and Associations who
submitted Memoranda to the Committee

I.- INDIVIDUALS

| <u>S.No.</u> | <u>Name</u> | <u>Place</u> |
|--------------|------------------------|----------------------------|
| 1. | Shri A. Sivadasan | Trichur |
| 2. | Shri A. Victor | Calcutta |
| 3. | Shri K.N. Singh | New Delhi |
| 4. | Shri K.S. Bhalla | New Delhi |
| 5. | Shri K. Venkataramayya | West Godavary Distt (A.P.) |
| 6. | Shri M.S. Pandalai | New Delhi |
| 7. | Shri N.K. Sinha | Nagpur |

II - ASSOCIATIONS

| <u>S.No.</u> | <u>Name of Association</u> | <u>Place</u> |
|--------------|--|--------------|
| 8. | All India Travel and Transport Relief Association | Pune |
| 9. | Eastern Railwaymen's Union | Calcutta |
| 10. | Eastern Railway Ticket Checking Staff Association. | Patna |
| 11. | Northern Railway Reservation & Enquiry Staff Association | New Delhi |
| 12. | Orissa Railjatri Hitasadhak Sangh | Bhubaneswar |
| 13. | Railway Passengers' Association of India | Bombay |
| 14. | Thakkar Travel Bureau | New Delhi |

APPENDIX FList of Members of Parliament and State Legislatures who Responded to the Chairman's Letter Asking for SuggestionsI. MEMBERS OF PARLIAMENT

1. Shri A.K. Gopalan, Member Lok Sabha
2. Shri Bhupesh Gupta, Member Rajya Sabha.
3. Shri G. Murahari, Deputy Chairman Rajya Sabha
4. Shri Jyotirmoy Bosu, Member Lok Sabha
5. Shri J.B. Dhote, Member Lok Sabha
6. Dr. R.K. Chakrabarti, Member Rajya Sabha
7. Shri Sitaram Jaipuria, Member Rajya Sabha
8. Shri V. V. Swaminathan, Member Rajya Sabha

II - MEMBERS OF STATE LEGISLATURES

9. Smt. Anusuiya Devi, M.L.A., Bihar
10. Shri Bhabani Sankar Mukherjee, M.L.A., West Bengal
11. Shri Chandra Sekhar Dutta, M.L.A., Tripura
12. Shri G. Pattaswamy, M.L.A., Mysore
13. Shri Kundrakudi Adigalar, M.L.C., Tamilnadu
14. Smt. Manorama Devi, M.L.A., Bihar
15. Smt. Manorama Madhav Raj, M.L.A., Mysore
16. Shri Moti Lal Bora, M.L.A., Madhya Pradesh
17. Shri Manik Rao Chavar, M.L.A., Madhya Pradesh
18. Shri Narsingh Das, M.L.A., Madhya Pradesh
19. Shri Narain Jain, M.L.A., Madhya Pradesh
20. Shri N.K. Sarkar, M.L.A., Tripura
21. Shri Nanhey Lal Patel, M.L.A., Madhya Pradesh
22. Shri Naseemuddin Siddique, M.L.A., Uttar Pradesh
23. Shri Ramesh Dayal Arele, M.L.A., Madhya Pradesh
24. Shri Radha Raman Nath, M.L.A., Tripura
25. Shri Vikram Singh Katoch, M.L.A., Himachal Pradesh.

APPENDIX G

List of Trains on which the Accommodation is Fully Reserved in All Classes

S.No.

1. Bombay Central-Delhi Frontier Mail (3 Dn)
2. Delhi-Bombay Central Frontier Mail (4 Up)
3. Howrah-Delhi Kalka Mail (1 Up)
4. Delhi-Howrah Kalka Mail (2 Dn)
5. New Delhi-Madras Central GT/AC Express (16 Up)
6. Madras Central- New Delhi GT/AC Express (15 Dn)
7. Bombay-Howrah Mail via Nagpur (1 Dn)
8. Howrah-Bombay Mail via Nagpur (2 Up)
9. Bombay-Pune Deccan Queen (301 Up)
10. Pune-Bombay Deccan Queen (302 Dn)
11. Madras-Bangalore Brindavan Express (39 Dn)
12. Bangalore-Madras Brindavan Express (40 Up)
13. New Delhi-Agra Cantt. Taj Express (80 Up)
14. Agra Cantt-New Delhi Taj Express (79 Dn)
15. New Delhi-Mangalore/Ernakulam Jayanti Janta
Express (132 Up)
16. Ernakulam/Mangalore-New Delhi Jayanti Janta
Express (131 Dn).

APPENDIX H

Statement Showing Availability of Third Class
3-Tier Sleeper Berths at Closing Time on July 15,
1973 on Important Trains for Puja Period of 1973

| Date of Journey | Number of Berths Available for Reservation at Closing Time on July 15, 1973 | | | | |
|---|--|--------------------------|---------------------------|------------------------------|---------------------------------|
| | Bombay Mail (2 Up) | Madras Mail (3 Up) | Puri Express (8 Up) | Bombay Express (30 Up) | Hyderabad Express (45 Up) |
| Total avail- able accommo- dation | 217 berths | 159 berths | 62 berths | 93 berths | 38 berths |
| | 1 | 2 | 3 | 4 | 5 |

TRAINS ORIGINATING FROM HOWRAH (S.E.RLY.)

| | | | | | | |
|-----------|----|-----|-----|----|----|----|
| September | 22 | 210 | 122 | 62 | 93 | 38 |
| | 23 | 217 | 96 | 62 | 93 | 29 |
| | 24 | 217 | 157 | 62 | 93 | 38 |
| | 25 | 210 | 142 | 49 | 93 | 38 |
| | 26 | 213 | 146 | 58 | 93 | 38 |
| | 27 | 209 | 147 | 58 | 93 | 23 |
| | 28 | 211 | 111 | 56 | 93 | 36 |
| | 29 | 175 | 74 | 37 | 93 | 32 |
| | 30 | 214 | 113 | 35 | 93 | 37 |
| | | | | | | |
| October | 1 | 121 | 74 | 20 | 93 | 32 |
| | 2 | 187 | 84 | 21 | 93 | 31 |
| | 3 | 194 | 107 | 60 | 93 | 38 |
| | 4 | 213 | 134 | 54 | 93 | 38 |
| | 5 | 207 | 115 | 27 | 93 | 38 |
| | 6 | 213 | 156 | 62 | 93 | 38 |
| | 7 | 204 | 152 | 46 | 93 | 34 |
| | 8 | 217 | 139 | 52 | 93 | 38 |
| | 9 | 217 | 150 | 55 | 93 | 38 |
| | 10 | 217 | 159 | 61 | 93 | 38 |
| | 11 | 217 | 159 | 62 | 93 | 38 |
| | 12 | 217 | 159 | 34 | 93 | 38 |
| | 13 | 217 | 145 | 60 | 93 | 38 |
| | 14 | 217 | 159 | 58 | 93 | 38 |

Appendix H (Contd.)

| Number of Berths Available for Reservation at Closing Time on July 15, 1973 | | | | | | | | | | |
|--|----------------------------|------------------------------------|-------------------------------------|--------------------------------------|----------------------------------|-------------------------------------|--|--------------------------------------|--------------------------|--------------------|
| Date of Journey | Kalka Mail (1 Up) | A C Exp- ross (81/ Up) | Delhi Exp- ross (11 Up) | Upper India Exp. (13 Up) | Too- fan Exp. (7 Up) | Jammu Dar- Exp. (17 Up) | Tin- joo- ling Exp. (59 Up) | North Bihar Exp. (21 Up) | Bombay Mail (3 Up) | |
| Total Avail- able Accom- modation | 126 ber- ths | 93 ber- ths | 112 ber- ths | 61 ber- ths | 115 ber- ths | 69 ber- ths | 40 ber- ths | 75 ber- ths | 27 ber- ths | 104 ber- ths |
| | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |

TRAINS ORIGINATING FROM HOWRAH/SEALDAH (EASTERN RAILWAY)

September

| | | | | | | | | | | |
|----|-----|----|-----|----|-----|-----|-----|----|----|----|
| 22 | Nil | 31 | 110 | 61 | 78 | Nil | Nil | 74 | 26 | 98 |
| 23 | 95 | 34 | 99 | 54 | 110 | 23 | Nil | 70 | 19 | 90 |
| 24 | 86 | * | 104 | 58 | 107 | 52 | Nil | 72 | 26 | 78 |
| 25 | 112 | 49 | 88 | 60 | 102 | Nil | Nil | 69 | 23 | 63 |
| 26 | 64 | 45 | 108 | 57 | 72 | 6 | 4 | 63 | 23 | 96 |
| 27 | 46 | 25 | 36 | 48 | 37 | 4 | 18 | 28 | 21 | 51 |
| 28 | 42 | * | 35 | 48 | 32 | 34 | 7 | 29 | 19 | 50 |
| 29 | 43 | 8 | 20 | 48 | 30 | 15 | 2 | 14 | 13 | 38 |
| 30 | 49 | 3 | 32 | 48 | 24 | 13 | 1 | 13 | 15 | 41 |

October

| | | | | | | | | | | |
|----|-----|----|-----|----|-----|-----|-----|----|----|-----|
| 1 | 29 | * | 8 | 45 | 23 | 18 | Nil | 6 | 12 | 31 |
| 2 | 46 | 1 | 13 | 46 | 4 | 13 | 3 | 13 | 16 | 44 |
| 3 | 55 | 10 | 17 | 48 | 24 | 9 | 3 | 32 | 21 | 50 |
| 4 | 57 | 30 | 27 | 48 | 27 | 20 | 3 | 31 | 21 | 55 |
| 5 | 63 | * | 32 | 49 | 26 | 41 | 19 | 29 | 21 | 55 |
| 6 | 64 | 55 | 33 | 49 | 46 | 33 | 11 | 43 | 19 | 55 |
| 7 | 69 | 25 | 78 | 48 | 78 | 28 | 3 | 25 | 22 | 58 |
| 8 | 55 | * | 69 | 59 | 83 | 19 | 5 | 7 | 26 | 74 |
| 9 | 113 | 21 | 76 | 58 | 92 | 32 | 7 | 51 | 27 | 96 |
| 10 | 51 | 87 | 68 | 60 | 88 | 67 | 5 | 72 | 23 | 99 |
| 11 | 92 | 86 | 108 | 61 | 82 | 48 | 2 | 75 | 21 | 93 |
| 12 | 86 | * | 102 | 59 | 63 | Nil | 18 | 73 | 24 | 102 |
| 13 | 104 | 29 | 99 | 57 | 57 | 53 | 3 | 69 | 17 | 95 |
| 14 | 106 | 57 | 106 | 61 | 113 | 26 | 5 | 73 | 27 | 101 |

* No service on these dates.

Appendix H (Contd.)

| Date of Journey | Number of Berths Available for Reservation at Closing Time on July 15, 1973 | | | | |
|-------------------------------|---|-------------------------|------------------------------|-----------------------|--------------------------|
| | Howrah Mail (2 Dn.) | Howrah Express (12 Dn.) | Upper India Express (14 Dn.) | Toofan Express (8 Up) | A C Express (82/104 Dn.) |
| Total Available Accommodation | 112 berths | 46 berths | 54 berths | 118 berths | @ 108 berths |

TRAINS ORIGINATING FROM DELHI/NEW DELHI (NORTHERN RLY.)

September

| | | | | | |
|----|-----|----|----|-----|-----|
| 22 | 110 | 46 | 54 | 118 | * |
| 23 | 107 | 46 | 54 | 118 | 108 |
| 24 | 112 | 46 | 54 | 118 | 108 |
| 25 | 103 | 46 | 54 | 118 | 108 |
| 26 | 111 | 46 | 54 | 118 | * |
| 27 | 109 | 46 | 54 | 118 | 133 |
| 28 | 107 | 46 | 54 | 118 | 123 |
| 29 | 78 | 43 | 48 | 118 | * |
| 30 | 49 | 46 | 54 | 118 | 96 |

October

| | | | | | |
|----|-----|----|----|-----|-----|
| 1 | 71 | 44 | 54 | 117 | 83 |
| 2 | 65 | 46 | 54 | 118 | 104 |
| 3 | 112 | 43 | 54 | 118 | * |
| 4 | 108 | 46 | 54 | 118 | 129 |
| 5 | 109 | 46 | 51 | 118 | 135 |
| 6 | 81 | 41 | 54 | 118 | * |
| 7 | 105 | 39 | 54 | 118 | 108 |
| 8 | 95 | 46 | 54 | 118 | 106 |
| 9 | 107 | 46 | 54 | 118 | 102 |
| 10 | 112 | 46 | 54 | 118 | * |
| 11 | 101 | 46 | 54 | 118 | 134 |
| 12 | 112 | 46 | 54 | 118 | 130 |
| 13 | 75 | 46 | 54 | 118 | * |
| 14 | 93 | 46 | 54 | 118 | 106 |

@ 108 Berths on days when train leaves from Amritsar

* No service on these dates

Appendix H (Contd.)

| Date of Journey | Number of Berths Available for Reservation at Closing Time on July 15, 1973 | | |
|---|--|--|---|
| | Howrah Mail via Nagpur (1 Dn.) | Howrah Express via Nagpur (29 Dn.) | Howrah Mail via Allahabad (4 Dn.) |
| Total Avail- able Accom- modation | 215 berths | 71 berths | 208 berths |
| | 21 | 22 | 23 |

TRAINS ORIGINATING FROM BOMBAY VT (CENTRAL RAILWAY)

September

| | | | |
|----|-----|----|-----|
| 22 | 208 | 71 | 208 |
| 23 | 214 | 71 | 208 |
| 24 | 215 | 71 | 208 |
| 25 | 215 | 71 | 206 |
| 26 | 215 | 71 | 206 |
| 27 | 204 | 71 | 206 |
| 28 | 201 | 71 | 206 |
| 29 | 165 | 68 | 200 |
| 30 | 203 | 71 | 207 |



October

| | | | |
|----|-----|----|-----|
| 1 | 179 | 71 | 206 |
| 2 | 213 | 71 | 208 |
| 3 | 215 | 71 | 206 |
| 4 | 214 | 71 | 206 |
| 5 | 206 | 71 | 208 |
| 6 | 209 | 71 | 208 |
| 7 | 215 | 71 | 208 |
| 8 | 215 | 71 | 208 |
| 9 | 214 | 71 | 208 |
| 10 | 214 | 71 | 208 |
| 11 | 214 | 71 | 208 |
| 12 | 202 | 71 | 204 |
| 13 | 202 | 71 | 199 |
| 14 | 213 | 71 | 206 |

Appendix H (Contd.)

| Date of Journey | Number of Berths Available for Reservation at Closing Time on July 15, 1973 | | | |
|---|---|---|--------------------------------------|---|
| | Puri- Howrah Express (7 Dn.) | Jammu- Scaaldah Express (18 Dn.) | Madras- Howrah Mail (4 Dn.) | Hyderabad- Howrah Express (48 Dn.) |
| Total Avail- able Accom- modation | 75 berths 24 | 41 berths 25 | 150 berths 26 | 75 berths 17 |

TRAINS ORIGINATING FROM PURI, JAMMU, MADRAS AND HYDERABAD

September

| | | | | |
|----|----|----|-----|----|
| 22 | 75 | 41 | 148 | 75 |
| 23 | 75 | 41 | 149 | 75 |
| 24 | 75 | 41 | 148 | 75 |
| 25 | 75 | 35 | 147 | 75 |
| 26 | 75 | 39 | 150 | 75 |
| 27 | 75 | 38 | 150 | 75 |
| 28 | 75 | 41 | 136 | 75 |
| 29 | 75 | 12 | 131 | 75 |
| 30 | 75 | 37 | 146 | 75 |

October

| | | | | |
|----|----|----|-----|----|
| 1 | 61 | 41 | 124 | 75 |
| 2 | 71 | 41 | 150 | 75 |
| 3 | 75 | 41 | 147 | 75 |
| 4 | 75 | 37 | 134 | 75 |
| 5 | 75 | 35 | 146 | 75 |
| 6 | 75 | 35 | 147 | 75 |
| 7 | 75 | 41 | 150 | 75 |
| 8 | 75 | 37 | 150 | 75 |
| 9 | 75 | 36 | 150 | 75 |
| 10 | 75 | 31 | 150 | 75 |
| 11 | 75 | 25 | 150 | 75 |
| 12 | 75 | 31 | 138 | 75 |
| 13 | 75 | 37 | 145 | 75 |
| 14 | 75 | 38 | 150 | 75 |

* * * * *

APPENDIX J

Statement Showing Availability of First Class Berths at Closing Time on July 15, 1973 on a few Important Trains for Puja Rush Period of 1973

| Date of Journey | Number of Berths Available for Reservation at Closing Time on July 15, 1973 | | | | |
|-------------------------------|---|--------------------|---------------------|------------------------|---------------------------|
| | Bombay Mail (2 Up) | Madras Mail (3 Up) | Puri Express (8 Up) | Bombay Express (35 Up) | Hyderabad Express (45 Up) |
| Total Available Accommodation | 56 berths | 52 berths | 66 berths | 17 berths | 22 berths |
| | 1 | 2 | 3 | 4 | 5 |

TRAINS ORIGINATING FROM HOWRAH (S.E. RAILWAY)

September

| | | | | | |
|----|----|----|----|----|----|
| 22 | 46 | 52 | 66 | 17 | 22 |
| 23 | 51 | 47 | 66 | 17 | 22 |
| 24 | 52 | 52 | 66 | 17 | 22 |
| 25 | 52 | 38 | 59 | 17 | 21 |
| 26 | 54 | 34 | 56 | 17 | 21 |
| 27 | 56 | 47 | 61 | 17 | 18 |
| 28 | 56 | 31 | 53 | 17 | 21 |
| 29 | 49 | 42 | 58 | 17 | 21 |
| 30 | 52 | 34 | 53 | 17 | 21 |

October

| | | | | | |
|----|----|----|----|----|----|
| 1 | 48 | 26 | 48 | 17 | 21 |
| 2 | 54 | 28 | 48 | 17 | 21 |
| 3 | 56 | 43 | 59 | 17 | 21 |
| 4 | 56 | 44 | 54 | 17 | 21 |
| 5 | 56 | 50 | 59 | 17 | 21 |
| 6 | 56 | 52 | 66 | 17 | 22 |
| 7 | 56 | 49 | 66 | 17 | 22 |
| 8 | 56 | 52 | 66 | 17 | 22 |
| 9 | 56 | 52 | 66 | 17 | 22 |
| 10 | 56 | 52 | 66 | 17 | 22 |
| 11 | 56 | 52 | 66 | 17 | 22 |
| 12 | 54 | 52 | 66 | 17 | 22 |
| 13 | 56 | 52 | 66 | 17 | 22 |
| 14 | 56 | 52 | 66 | 17 | 22 |

Appendix J (Contd.)

| Date of Journey | Number of Borths Available for Reservation at Closing Time on July 15, 1973 | | | | | | | | | |
|---------------------------------|---|----------------------|------------------|------------------------|-----------------------------|--------------------------|---------------------------------|----------------------------|------------------------------|---------------------|
| | Kalka A C Mail (1 Up) | Exp-ross (81/103 Up) | Exp-ross (11 Up) | Delhi Exp-ross (13 Up) | Uppor India Exp-ross (7 Up) | Too-fan-Exp-ross (17 Up) | Jammu Dar-jool-ing Mail (43 Up) | Tin-sukia Exp-ross (59 Up) | North Bihar Exp-ross (21 Up) | Bom-bay Mail (3 Up) |
| Total Avail-able accom-modation | 70 | 13 | 32 | 31 | 13 | 7 | 23 | 39 | 26 | 63 |
| | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |

TRAINS ORIGINATING FROM HOWRAH/SEALDAH (EASTERN RAILWAY)

September

| | | | | | | | | | | |
|----|----|----|----|----|----|-----|----|----|----|----|
| 22 | 49 | 10 | 32 | 31 | 9 | Nil | 21 | 39 | 26 | 63 |
| 23 | 63 | 10 | 32 | 31 | 9 | Nil | 19 | 36 | 26 | 63 |
| 24 | 61 | * | 32 | 31 | 9 | Nil | 21 | 39 | 26 | 63 |
| 25 | 40 | 10 | 32 | 31 | 5 | Nil | 21 | 37 | 26 | 63 |
| 26 | 49 | 10 | 32 | 31 | 9 | Nil | 8 | 39 | 26 | 63 |
| 27 | 43 | 2 | 27 | 31 | 13 | 2 | - | 27 | 26 | 63 |
| 28 | 33 | * | 32 | 31 | 13 | - | - | 27 | 26 | 63 |
| 29 | 24 | - | 32 | 31 | 9 | 4 | - | 19 | 26 | 63 |
| 30 | 27 | 3 | 32 | 31 | 13 | - | - | 22 | 26 | 63 |

October

| | | | | | | | | | | |
|----|----|----|----|----|----|---|----|----|----|----|
| 1 | 32 | * | 30 | 31 | 13 | 4 | 9 | 19 | 26 | 52 |
| 2 | 59 | 10 | 32 | 31 | 9 | - | 3 | 20 | 26 | 63 |
| 3 | 63 | 10 | 32 | 31 | 13 | 6 | - | 27 | 26 | 62 |
| 4 | 63 | 10 | 32 | 31 | 13 | 5 | 10 | 27 | 26 | 63 |
| 5 | 63 | * | 32 | 31 | 13 | 6 | 11 | 27 | 26 | 63 |
| 6 | 63 | 10 | 32 | 31 | 13 | 6 | 17 | 27 | 26 | 63 |
| 7 | 63 | 2 | 32 | 31 | 9 | 3 | 12 | 39 | 26 | 63 |
| 8 | 59 | * | 32 | 31 | 9 | 7 | 21 | 39 | 26 | 63 |
| 9 | 48 | 10 | 32 | 31 | 4 | 7 | 19 | 39 | 26 | 63 |
| 10 | 60 | 12 | 32 | 31 | 9 | 7 | 19 | 39 | 26 | 63 |
| 11 | 63 | 12 | 32 | 31 | 9 | 7 | 21 | 39 | 26 | 63 |
| 12 | 54 | * | 32 | 31 | 4 | 7 | 21 | 39 | 26 | 63 |
| 13 | 63 | 12 | 32 | 31 | 9 | 7 | 9 | 39 | 26 | 63 |
| 14 | 63 | 10 | 32 | 31 | 9 | 7 | 18 | 39 | 26 | 63 |

* No service on these dates

Appendix J (Contd.)

| Date of Journey | Number of Berths Available for Reservation at Closing Time on July 15, 1973 | | | | |
|-------------------------------|---|-------------------------|------------------------------|------------------------|--------------------------|
| | Howrah Mail (2 Dn.) | Howrah Express (12 Dn.) | Upper India Express (14 Dn.) | Tootian Express (8 Up) | A C Express (82/104 Dn.) |
| Total Available Accommodation | 25 berths | 10 berths | 9 berths | 12 berths | 26 berths |
| | 16 | 17 | 18 | 19 | 20 |

TRAINS ORIGINATING FROM DELHI/NEW DELHI (NORTHERN RLY.)

September

| | | | | | |
|----|----|----|---|----|----|
| 22 | 25 | 10 | 9 | 12 | * |
| 23 | 25 | 10 | 9 | 12 | 26 |
| 24 | 25 | 10 | 9 | 12 | 26 |
| 25 | 25 | 10 | 9 | 12 | 26 |
| 26 | 25 | 10 | 9 | 12 | * |
| 27 | 25 | 10 | 9 | 12 | 30 |
| 28 | 25 | 10 | 9 | 12 | 30 |
| 29 | 5 | 10 | 9 | 12 | * |
| 30 | 22 | 10 | 9 | 12 | 26 |

October

| | | | | | |
|----|----|----|---|----|----|
| 1 | 25 | 10 | 9 | 12 | 26 |
| 2 | 25 | 10 | 9 | 12 | 26 |
| 3 | 25 | 10 | 9 | 12 | * |
| 4 | 25 | 10 | 9 | 12 | 28 |
| 5 | 25 | 10 | 9 | 12 | 30 |
| 6 | 23 | 10 | 9 | 12 | * |
| 7 | 9 | 10 | 9 | 12 | 26 |
| 8 | 25 | 10 | 9 | 12 | 26 |
| 9 | 25 | 10 | 9 | 12 | 23 |
| 10 | 22 | 10 | 9 | 12 | * |
| 11 | 23 | 10 | 9 | 12 | 30 |
| 12 | 25 | 10 | 9 | 12 | 28 |
| 13 | 25 | 10 | 9 | 12 | * |
| 14 | 24 | 10 | 9 | 12 | 26 |

@ 26 Berths on days when train leaves from Amritsar
 * No service on those dates

Appendix J (Contd.)

| Date of Journey | Number of Berths Available for Reservation at Closing Time on July 15, 1973 | | |
|---|---|------------------------------------|-----------------------------------|
| | Howrah Mail via Nagpur (1 Dn.) | Howrah Express via Nagpur (29 Dn.) | Howrah Mail via Allahabad (4 Dn.) |
| Total Available accommodation | 47 berths | 55 berths | 27 berths |
| | 21 | 22 | 23 |
| TRAINS ORIGINATING FROM BOMBAY VT (CENTRAL RAILWAY) | | | |
| September | | | |
| 22 | 47 | 55 | 27 |
| 23 | 47 | 55 | 27 |
| 24 | 47 | 55 | 27 |
| 25 | 47 | 55 | 27 |
| 26 | 47 | 55 | 27 |
| 27 | 47 | 55 | 27 |
| 28 | 44 | 55 | 27 |
| 29 | 31 | 55 | 27 |
| 30 | 47 | 55 | 27 |
| October | | | |
| 1 | 45 | 55 | 27 |
| 2 | 47 | 55 | 27 |
| 3 | 47 | 55 | 27 |
| 4 | 47 | 55 | 27 |
| 5 | 47 | 55 | 27 |
| 6 | 47 | 55 | 27 |
| 7 | 47 | 55 | 27 |
| 8 | 47 | 55 | 27 |
| 9 | 47 | 55 | 27 |
| 10 | 47 | 55 | 27 |
| 11 | 47 | 55 | 27 |
| 12 | 41 | 55 | 27 |
| 13 | 47 | 55 | 27 |
| 14 | 47 | 55 | 27 |



Appendix J (Contd.)

| Date of Journey | Number of Borths Available for Reservation at Closing Time on July 15, 1973- | | | |
|---|---|---|--------------------------------------|---|
| | Puri- Howrah Express (7 Dn.) | Jammu- Saldah Express (18 Dn.) | Madras- Howrah Mail (4 Dn.) | Hyderabad- Howrah Express (46 Dn.) |
| Total Avail- able Accom- modation | 66 borths | 6 borths | 76 borths | 22 borths |
| | 24 | 25 | 26 | 27 |

TRAINS ORIGINATING FROM PURI, JAMMU, MADRAS AND HYDERABAD

September

| | | | | |
|----|----|---|----|----|
| 22 | 66 | 4 | 76 | 22 |
| 23 | 66 | 6 | 76 | 22 |
| 24 | 66 | 3 | 76 | 22 |
| 25 | 66 | 6 | 76 | 22 |
| 26 | 66 | 4 | 76 | 22 |
| 27 | 66 | 6 | 76 | 22 |
| 28 | 66 | 5 | 76 | 22 |
| 29 | 66 | 2 | 76 | 22 |
| 30 | 66 | - | 76 | 22 |

October

| | | | | |
|----|----|---|----|----|
| 1 | 66 | 6 | 76 | 22 |
| 2 | 66 | 6 | 76 | 22 |
| 3 | 66 | 6 | 76 | 22 |
| 4 | 66 | 6 | 76 | 22 |
| 5 | 64 | 3 | 76 | 22 |
| 6 | 66 | 4 | 76 | 22 |
| 7 | 60 | 4 | 76 | 22 |
| 8 | 66 | 6 | 76 | 22 |
| 9 | 66 | 4 | 76 | 22 |
| 10 | 66 | - | 72 | 22 |
| 11 | 66 | 6 | 76 | 22 |
| 12 | 66 | 6 | 68 | 22 |
| 13 | 66 | 6 | 76 | 22 |
| 14 | 66 | 6 | 76 | 22 |

* * * * *

APPENDIX K

Statement Showing Pattern of Advance
Reservations of Third Class Sleeper Berths
During the Experimental Period of Unrestricted
Advance Reservations

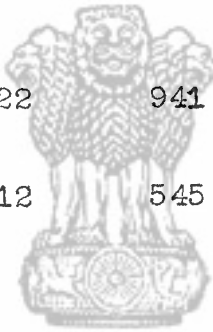
| S. No. | T r a i n | Total Number of berths out of Col. 2 reserved | | | | | | |
|--------|-----------|---|---------|---------|---------|---------|---------|---|
| | | Number | 1 to 10 | 11 to | 21 to | 26 to | More | |
| | | of | days in | 20 days | 25 days | 30 days | than 30 | |
| | | berths | advance | in ad- | in ad- | in ad- | days in | |
| | | reser- | vance | vance | vance | vance | advance | |
| | | ved | | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Originating from
Dolhi/New Dolhi

| | | | | | | |
|---|------|-----|------|-----|-----|-----|
| 1. New Delhi-Bombay A C/Paschim Express (26 Up) | 1921 | 424 | 1196 | 214 | 87 | 1 |
| 2. New Delhi-Howrah A C Express (82/104 Dn.) | 2405 | 535 | 1225 | 266 | 334 | 25 |
| 3. New Delhi-Madras G T/A C Express (16 Up) | 1187 | 19 | 195 | 299 | 489 | 185 |
| 4. New Delhi-Madras Express (22 Up) | 625 | 161 | 281 | 98 | 72 | 13 |
| 5. Amritsar-Bombay Frontier Mail (4 Up) | 1140 | 14 | 258 | 317 | 388 | 163 |
| 6. Kalka-Howrah Mail (2 Dn.) | 1560 | Nil | 847 | 384 | 294 | 35 |
| 7. Dolhi-Howrah Express (12 Dn.) | 570 | 148 | 218 | 99 | 91 | 14 |
| 8. Dolhi-Madras Janata Express (18 Up) | 330 | 104 | 149 | 21 | 45 | 11 |

Appendix K (Contd.)

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--|---|------|------|------|-----|-----|-----|
| 9. Delhi-Bombay Janata Express (24 Up) | | 2520 | 1472 | 766 | 156 | 106 | 20 |
| 10. Firezpur-Bombay : Punjab Mail (6 Up) | | 510 | 1 | 34 | 154 | 259 | 62 |
| 11. Originating from <u>Howrah/Sealdah</u> | | | | | | | |
| 11. Howrah-Kalka Mail (1 Up) | | 1890 | 747 | 912 | 113 | 62 | 56 |
| 12. Howrah-New Delhi A C Express (81/103 Up) | | 1395 | 523 | 629 | 128 | 67 | 48 |
| 13. Howrah-Bombay Mail via Allahabad (3 Up) | | 1422 | 941 | 347 | 56 | 43 | 35 |
| 14. Kamrup Express (59 Up) | | 1112 | 545 | 428 | 65 | 42 | 32 |
| Originating from <u>Bombay Central</u> | | | | | | | |
| 15. Frontier Mail (3 Dn.) | | 2250 | 422 | 817 | 564 | 292 | 155 |
| 16. A C/Paschim Express (25 Dn.) | | 3050 | 1476 | 1186 | 200 | 101 | 87 |
| 17. Gujarat Mail (1 Dn.) | | 2197 | 932 | 865 | 273 | 125 | 2 |
| 18. Saurashtra Janata Express (17 Dn.) | | 1938 | 1269 | 524 | 93 | 64 | 33 |



सत्यमेव जयते

Appendix K (Contd.)

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---|---|------|------|------|-----|-----|-----|
| <hr/> | | | | | | | |
| <u>Originating from</u> | | | | | | | |
| <u>Bombay V.T.</u> | | | | | | | |
| 19. Punjab Mail (5 Dn.) | | 2245 | 172 | 704 | 496 | 499 | 374 |
| 20. Madras Mail (9 Dn.) | | 2479 | 1510 | 419 | 262 | 213 | 75 |
| 21. Howrah Mail via Nagpur (1 Dn.) | | 3052 | 1153 | 1002 | 598 | 146 | 153 |
| 22. Howrah Mail via Allahabad (4 Dn.) | | 3207 | 1185 | 872 | 577 | 458 | 115 |



सत्यमेव जयते

APPENDIX L

Statement Showing Average Daily Cancellations of
First and Third Class (5-Tier) Berths during
Non-experimental and Experimental Periods

| S. No. | T r a i n | FIRST CLASS | | | | | | |
|--------|---|----------------------------------|------------------------------|-----------------------|------------------------------|-----------------------|--------------------|---|
| | | Total Number of berths available | Non-experi- mental period | Experi- mental period | Differe- nce in | | | |
| | | Number of berths available | Number of berths can- collod | Percon- tago to total | Number of berths can- collod | Percon- tago to total | percon- tago (6-4) | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1. | Bombay-Ahmedabad Gujarat Mail (1 Dn.) | 140 | 20 | 14.3 | 23 | 16.4 | + 2.1 | |
| 2. | Bombay Amritsar Frontier Mail(3 Dn.) | 162 | 25 | 15.4 | 24 | 14.8 | - 0.6 | |
| 3. | Bombay-Dohra Dun Express (19 Dn.) | 68 | 11 | 16.2 | 11 | 16.2 | Nil | |
| 4. | Bombay-New Delhi AC/ Paschim Express(25Dn.) | 96 | 9 | 9.4 | 13 | 13.5 | + 4.1 | |
| 5. | Howrah-Delhi-Kalka Mail (1 Up) | 110 | 13 | 11.8 | 3 | 2.7 | - 9.1 | |
| 6. | Howrah-Bombay Mail via Allahabad(3 Up) | 86 | 10 | 11.6 | 5 | 5.8 | - 5.8 | |
| 7. | Howrah-Amritsar Mail (5 Up) | 76 | 7 | 9.2 | 6 | 7.9 | - 1.3 | |
| 8. | Howrah-Dohra Dun Express (9 Up) | 64 | 11 | 17.2 | 3 | 4.7 | -12.5 | |
| 9. | Howrah-New Delhi AC Express (81 Up) | 22 | 5 | 22.7 | 2 | 9.1 | -13.6 | |
| 10. | Madras-New Delhi GT Express (15 Dn.) | 76 | 11 | 14.5 | 5 | 6.6 | - 7.9 | |
| 11. | Madras-New Delhi Express (51 Dn.) | 42 | 1 | 2.4 | 2 | 4.8 | + 2.4 | |
| 12. | Madras-Bombay Mail (10 Dn.) | 54 | 6 | 11.1 | 8 | 14.8 | + 3.7 | |
| 13. | Madras-Howrah Mail (4 Dn.) | 76 | 9 | 11.8 | 10 | 13.1 | + 1.3 | |

Appendix L (Contd.)

| S. No. | T r a i n | THIRD CLASS | | | | | D i f f e r e n c e in per cent- (6-4) |
|--------|--|----------------------------------|---|---------------------|---|---------------------|--|
| | | Total number of berths available | Non-experimental period Number of berths occupied | Percentage of total | Experimental period Number of berths occupied | Percentage of total | |
| 1 | | 2 | 3 | 4 | 5 | 6 | 7 |
| 1. | Bombay-Ahmedabad Gujarat Mail (1 Dn.) | 150 | 23 | 15.3 | 18 | 12.0 | - 3.3 |
| 2. | Bombay-Amritsar Frontier Mail (3 Dn.) | 150 | 16 | 10.7 | 21 | 14.0 | + 3.3 |
| 3. | Bombay-Dohra Dun Express (19 Dn.) | 182 | 22 | 12.0 | 12 | 6.6 | - 5.4 |
| 4. | Bombay-New Delhi AC/Paschim Express (25 Dn.) | 174 | 21 | 12.0 | 25 | 14.5 | + 2.5 |
| 5. | Howrah-Delhi Kalka Mail (1 Up) | 248 | 15 | 6.0 | 5 | 2.0 | - 4.0 |
| 6. | Howrah-Bombay Mail via Allahabad (3Up) | 248 | 10 | 4.0 | 6 | 2.6 | - 1.4 |
| 7. | Howrah-Amritsar Mail (5 Up) | 248 | 14 | 5.6 | 5 | 2.0 | - 3.6 |
| 8. | Howrah-Dohra Dun Express (9 Up) | 280 | 18 | 6.4 | 5 | 1.7 | - 4.7 |
| 9. | Howrah-New Delhi AC Express (81 Up) | 150 | 7 | 4.6 | 9 | 6.0 | + 1.4 |
| 10. | Madras-New Delhi GT Express (15 Dn.) | 131 | 20 | 15.2 | 2 | 1.5 | -13.7 |
| 11. | Madras-New Delhi Express (51 Dn.) | 131 | 6 | 4.5 | 2 | 1.5 | - 3.0 |
| 12. | Madras-Bombay Mail (10 Dn.) | 173 | 26 | 15.0 | 5 | 2.8 | -12.2 |
| 13. | Madras-Howrah Mail (4 Dn.) | 206 | 21 | 10.1 | 6 | 2.9 | - 7.2 |

APPENDIX M

Comparative Workload, Staff Strength and Working Hours of Important Reservation Offices

| S. No. | Place of Reservation | Total Working Hours | | | Number of Berths/ Seats dealt with daily | | | Number of Staff | | | Workload per staff | | | Numbers of Staff common to both upper and lower class |
|--------|----------------------|---------------------|---------------------|---------------------|--|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---|
| | | Upper: Lower Class: | Upper: Lower Class: | Upper: Lower Class: | Upper: Lower Class: | Upper: Lower Class: | Upper: Lower Class: | Upper: Lower Class: | Upper: Lower Class: | Upper: Lower Class: | Upper: Lower Class: | Upper: Lower Class: | Upper: Lower Class: | |
| | | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | | |
| 1. | Delhi | 12 | 8 | 2431 | 9024 | 89 | 82 | 27.3 | 110.0 | Nil | | | | |
| 2. | Bombay (C.Rly.) | 8 | 8 | 1737 | 5235 | 13 | 16 | 133.6 | 327.2 | 46 | | | | |
| 3. | Bombay (W.Rly.) | 8 | 8 | 1315 | 3087 | 49 | 38 | 26.8 | 81.2 | Nil | | | | |
| 4. | Calcutta (E.Rly.) | 10½ | 12 | 2365 | 1654 | 47 | 17 | 50.3 | 97.3 | 20 | | | | |
| 5. | Calcutta (S.E.Rly.) | 7 | 12 | 715 | 1636 | 11 | 8 | 65.0 | 204.5 | 22 | | | | |
| 6. | Madras | 14½ | 14½ | 2063 | 6737 | 24 | 29 | 86.0 | 232.3 | 38 | | | | |
| 7. | Puno | 8½ | 8½ | 623 | 1137 | 2 | 4 | 311.5 | 284.3 | 3 | | | | |
| 8. | Patna | 12 | 12 | 452 | 2032 | 4 | 6 | 113.0 | 338.7 | 4 | | | | |
| 9. | Allahabad | 16 | 8 | 247 | 931 | 5 | 6 | 49.4 | 155.2 | 1 | | | | |
| 10. | Lucknow (N.Rly.) | 14½ | 14½ | 436 | 1669 | 8 | 7 | 54.5 | 238.4 | 15 | | | | |

* While calculating workload for different classes, common staff has not been taken into account.

Appendix M (Contd.)

| S. No. | Place of Reservation | Total Working Hours | | Number of Borths/ Seats dealt with daily | | Number of Staff | | Workload per staff | | Numbers of Staff common to both upper and lower class | |
|--------|----------------------|---------------------|-------------|--|-------------|-----------------|-------------|--------------------|-------------|---|----|
| | | Upper Class | Lower Class | Upper Class | Lower Class | Upper Class | Lower Class | Upper Class | Lower Class | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11. | Varanasi | 7½ | 7½ | 132 | 1245 | 1 | 3 | 132.0 | 415.0 | 4 | |
| 12. | Amritsar | 8 | 6½ | 540 | 1229 | 2 | 4 | 270.0 | 307.3 | 3 | |
| 13. | Bangalore City | 15½ | 15½ | 667 | 2744 | 6 | 12 | 111.2 | 228.7 | 14 | |
| 14. | Secunderabad | 10 | 10 | 173 | 1234 | 4 | 7 | 43.3 | 176.3 | 5 | |
| 15. | Vijayawada | 8 | 8 | 84 | 671 | 1 | 3 | 84.0 | 223.7 | 4 | |
| 16. | Ahmedabad | 8½ | 8½ | 521 | 1768 | 17 | 13 | 30.6 | 136.0 | NIL | |

* While calculating workload for different classes, common staff has not been taken into account.

APPENDIX N

Work Load on Different Counters Within the
Reservation Offices at New Delhi Connaught
Place (NDCR), Delhi Main Station and New
Delhi Station for June, 1973

 NEW DELHI CONNAUGHT PLACE (NDCR)

| Counter Number | Nature of counter | Total reser- vation capacity | Daily average number of passen- gers booked and cancelled |
|-------------------|-------------------------|---------------------------------------|--|
| 1 | 2 | 3 | 4 |
| 1 | Single man | 220 | 161 |
| 2 | Single man | 236 | 145 |
| 3 | Single man | 196 | 144 |
| 4 | Single man | 257 | 148 |
| 5 | Single man | 316 | 141 |
| 6 | Single man | 136 | 89 |
| 7 | Single man | 154 | 93 |
| 8 | Single man | 324 | 129 |
| 9 | Single man | 243 | 88 |
| 10 | Single man | 276 | 157 |
| 11 | Single man | 192 | 95 |
| 12 | Single man | 214 | 87 |
| TOTAL | | 2,764 | 1,477 |

DELHI MAIN

| | | | |
|-------|------------|-----|-----|
| 1-2 | Double men | 400 | 357 |
| 3-4 | Double men | 439 | 199 |
| 5-6 | Double men | 525 | 328 |
| 7-8 | Double men | 563 | 325 |
| 9-10 | Double men | 418 | 257 |
| 11-12 | Double men | 752 | 320 |

DELHI MAIN (continued)

| Counter Number | Nature of counter | Total reservation capacity | Daily average number of passengers booked and cancelled |
|----------------|-------------------|----------------------------|---|
| 1 | 2 | 3 | 4 |
| 19 | Single man | 230 | 117 |
| 20 | Single man | 308 | 98 |
| 21 | Single man | 357 | 165 |
| 22 | Single man | 325 | 171 |
| 23 | Single man | 416 | 160 |
| 24 | Single man | 342 | 147 |
| TOTAL | | 5,076 | 2,644 |

NEW DELHI

| | | | |
|-------|------------|-------|-------|
| 1 | Single man | 168 | 147 |
| 2 | Single man | 206 | 212 |
| 3 | Single man | 312 | 202 |
| 4 | Single man | 461 | 164 |
| 5 | Single man | 309 | 184 |
| 6 | Single man | 210 | 178 |
| 7-8 | Double men | 488 | 355 |
| 9 | Single man | 166 | 89 |
| 11 | Single man | 377 | 167 |
| 12 | Single man | 232 | 162 |
| 13-14 | Double men | 799 | 343 |
| 15 | Single man | 265 | 86 |
| 16 | Single man | 232 | 271 |
| 17 | Single man | 278 | 232 |
| 19 | Single man | 384 | 393 |
| TOTAL | | 4,937 | 3,235 |

APPENDIX P

statement showing Number of Days when Unutilised
Quotas and Cancellations were More Than 10 per cent
of the Accommodation Available on Important Trains

| S. No. | T r a i n | Type of III Class Coach | Number of days when Unutilised quotas and cancellations were more than 10 per cent of the accommodation available | | | |
|-----------|---|----------------------------------|---|---------|---------|---------|
| | | | Jan. | Feb. | May | June |
| | 1 | 2 | 3 | 4 | 5 | 6 |
| 1. | Bombay-Howrah Mail via Nagpur (1 Dn.) | 3-Tier for Howrah | 12 | 13 | 4 | 5 |
| | | 3-Tier for Nagpur. | 13 | 11 | 3 | 4 |
| 2. | Howrah-Bombay Mail via Nagpur (2 Up) | 3-Tier for Nagpur | 5 | 3 | 18 | 17 |
| | | 3-Tier for Bombay | 11 | 19 | 3 | 3 |
| | | 3-Tier for Viramgam | 8 | 13 | 7 | 13 |
| 3. | Bombay-Ahmedabad Gujarat Mail (1 Dn.) | 3-Tier | 7 | 9 | 8 | 5 |
| 4. | Madras-Howrah Mail (4 Dn.) | 3-Tier 2-Tier | 1 9 | 2 12 | 4 12 | 4 13 |
| 5. | Howrah-Madras Mail (3 Up) | 3-Tier 2-Tier | 2 13 | 4 13 | 4 14 | 2 16 |
| 6. | Amritsar-Bombay Frontier Mail (4 Up) | 3-Tier | 9 | 7 | - | - |
| 7. | Bombay-Amritsar Frontier Mail (3 Dn.) | 3-Tier | 6 | 6 | 8 | 11 |
| 8. | Bombay-Howrah Mail via Allahabad (4 Dn.) | 3-Tier for Howrah | 14 | 11 | 1 | 1 |
| | | 2-Tier for Howrah | 17 | 16 | 3 | 4 |
| | | 3-Tier for Patna | 11 | 12 | 1 | 2 |

Appendix P (Contd.)

| S. No. | Train | Type of III class Coach | Number of days when unutilized quotas and cancellations were more than 10 per cent of the accommodation available | | | |
|--------|--|-------------------------|---|------|------|------|
| | | | Jan. | Feb. | Mar. | Apr. |
| 1 | 2 | 3 | 4 | 5 | 6 | |
| 9. | Bombay-Firozpur Cantt. Punjab Mail (5 Dn.) | 3-Tier for Firozpur | 7 | 6 | 1 | 1 |
| | | 3-Tier for Lucknow | 21 | 13 | 9 | 11 |
| | | 2-Tier for Lucknow | 18 | 16 | 12 | 9 |
| 10. | Bombay-Virangam Saurashtra Mail (5 Dn.) | 3-Tier | 9 | 10 | 12 | 10 |
| 11. | Madras-Bombay Mail (10 Dn.) | 3-Tier | 28 | 22 | 14 | 7 |
| | | 2-Tier | 30 | 26 | 25 | 21 |
| 12. | Delhi-Howrah Express (12 Dn.) | 3-Tier | 17 | 19 | 6 | 5 |
| | | 2-Tier | 15 | 16 | 6 | 4 |
| 13. | Sealdah-Jammu Tawi Express (17 Up) | 3-Tier | 31 | 28 | 31 | 30 |
| | | 2-Tier | 31 | 28 | 31 | 30 |
| 14. | Bombay-Cecunderabad Express (51 Dn.) | 3-Tier | 19 | 17 | 8 | 11 |
| | | 2-Tier | 19 | 18 | 9 | 7 |
| 15. | Howrah-Madras Janata Express (37 Up) | 3-Tier for Madras | 24 | 25 | 19 | 22 |
| | | 2-Tier for Madras | 19 | 21 | 11 | 6 |
| | | 3-Tier for Vijayawada | 27 | 29 | 12 | 19 |
| 16. | Madras-New Delhi G T Express (15 Dn.) | 3-Tier | 1 | 3 | 2 | - |
| | | 2-Tier | 25 | 18 | 23 | 26 |
| 17. | Madras-Cochin Mail (19 Dn.) | 3-Tier | 20 | 20 | 9 | 24 |
| | | 2-Tier | 30 | 27 | 28 | 30 |
| 18. | Kalka-Delhi-Howrah Mail (2 Dn.) | 3-Tier | 13 | 10 | 1 | - |
| | | 2-Tier | 13 | 15 | 4 | 2 |
| 19. | Bombay-Howrah Express via Nagpur (30 Up) | 3-Tier | 20 | 18 | 9 | 14 |
| | | 2-Tier | 19 | 23 | 11 | 17 |
| | | 3-Tier for Nagpur | 16 | 19 | 12 | 21 |
| 20. | Delhi-Ahmedabad Mail (201 Up) | 3-Tier | 21 | 19 | 7 | 9 |
| | | 2-Tier | 17 | 29 | 6 | 5 |
| 21. | Tatanagar-Madras Express (89 Up) | 3-Tier | 17 | 15 | 11 | 13 |

APPENDIX Q

Statement Showing Number of Persons
Provided Accommodation in Third Class
Sleeper Coaches by Travelling Ticket
Examiners on Important Trains

| S. No. | T r a i n | A U G U S T 1 9 7 2 | | | | | | | | | | Total | Average Daily |
|-----------|---|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|------|-------|------------------|
| | | 1st | 2nd | 3rd | 4th | 5th | 6th | 7th | 8th | 9th | 10th | | |
| 1. | Kalka-Howrah Mail (2 Dn.) | 27 | 40 | 23 | 48 | 37 | 28 | 39 | 19 | 29 | 46 | 336 | 33.6 |
| 2. | Bombay-Howrah Mail via Allahabad (4 Dn.) | 20 | 22 | 17 | 22 | 30 | 27 | 21 | 42 | 18 | 21 | 240 | 24.0 |
| 3. | Amritsar-Howrah Mail (6 Dn.) | 48 | 72 | 50 | 62 | 66 | 67 | 52 | 56 | 50 | 51 | 574 | 57.4 |
| 4. | Delhi-Howrah Toofan Express (8 Dn.) | 29 | 52 | 56 | 59 | 61 | 35 | 48 | 40 | 24 | 19 | 423 | 42.3 |
| 5. | Jammu Tawi-Sealdah Express (18 Dn.) | 32 | 62 | 56 | 69 | 59 | 65 | 68 | 55 | 62 | 46 | 574 | 57.4 |
| 6. | New Delhi-Howrah A C Express (82 Dn./104 Dn.) | 27 | 23 | - | 14 | 24 | - | 10 | 23 | 17 | 16 | 154 | 15.4 |
| 7. | Allahabad-Gorakhpur Triveni Express (6 Dn) | 26 | 23 | 14 | 24 | 29 | 10 | 32 | 2 | 15 | 19 | 194 | 19.4 |
| 8. | Kathgodam-Lucknow Nainital Express (7 Dn.) | 53 | 29 | 49 | 53 | 46 | 48 | 46 | 45 | 36 | 42 | 447 | 44.7 |
| 9. | Lucknow-Kathgodam Nainital Express. (8 Up) | 26 | 21 | 32 | 37 | 38 | 33 | 27 | 42 | 34 | 17 | 307 | 30 |
| 10. | Amritsar-Delhi Janata Express (46 Up) | 36 | 53 | 31 | 50 | 25 | 42 | 32 | 49 | 58 | 43 | 419 | 41. |

| S. No. | T r a i n | A U G U S T 1 9 7 2 | | | | | | | | | | No. of Passengers | Av. Fare |
|--------|---|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|------|-------------------|----------|
| | | 1st | 2nd | 3rd | 4th | 5th | 6th | 7th | 8th | 9th | 10th | | |
| 11. | Amritsar-Bombay Frontier Mail (4 Up) | 11 | 25 | 22 | 22 | 26 | 24 | 8 | 19 | 16 | 16 | 189 | 1 |
| 12. | Mehsana-Porbandar Kirti Exp. (36 Dn.) | 36 | 18 | 26 | 19 | 24 | 44 | 8 | 18 | 33 | 24 | 250 | |
| 13. | Porbandar-Mehsana Kirti Express (35 Up) | 30 | 37 | 32 | 46 | 61 | 19 | 49 | 15 | 38 | 42 | 369 | |
| 14. | Madras-Cochin Mail (19 Dn.) | 9 | 14 | 15 | 11 | 16 | 31 | 15 | 16 | 21 | 20 | 168 | |
| 15. | Cochin-Madras Mail (20 Up) | 8 | 23 | 21 | 27 | 32 | 38 | 41 | 33 | 26 | 25 | 274 | |
| 16. | Dibrugarh Town-Barauni Assam Mail (4 Dn.) | | | | | | | | | | | 286 | |

