

**GOVERNMENT OF INDIA**  
**MINISTRY OF RAILWAYS**  
**RAJYA SABHA**  
**QUESTION NO 12.11.2010**  
**ANSWERED ON**

**BOOKING OF RAILWAY TICKETS THROUGH MOBILE PHONES .**

613

Shri Parshottam Rupala

Will the Minister of COALCOALCOALCOALRAILWAYS be pleased to state :-

- (a) whether government is aware that several passengers book their railway ticket through mobile phone and full details of booked railway ticket are received through message on their mobile phone but on printed ticket is received and railway stations have no facility of printing ticket even if PNR number is provided;
- (b) whether it is a fact that during journey, ticket checker charges fine from those passengers travelling without printed ticket despite their identity proof; and
- (c) whether any complaint has been received in this regard, if so, the steps being taken for the convenience of such passengers?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

( SHRI E. AHAMED )

- (a) : It is obligatory for all passengers to take print out of e-ticket from a computer on the basis of confirmation message sent to them on mobile phone before commencing journey.
- (b) :As per the extant rules, passenger is required to carry with him a computerized print out of the Electronic Reservation Slip (ERS). In case the passenger does not carry the electronic reservation slip, a charge of Rs.50/- per ticket is recovered by the ticket checking staff and an excess fare ticket is issued in lieu of that.
- (c) : A few complaints have been received in this regard. The proposal for permitting the virtual ticket sent to the mobile phones as valid ERS is under examination.