

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 3653
TO BE ANSWERED ON 17.03.2021**

ILLEGAL E-TICKETING

† 3653. SHRI PANKAJ CHAUDHARY:

Will the Minister of RAILWAYS be pleased to state:

- (a) the zone-wise number of cases in respect of illegal business of e-tickets in Railways that have come to the notice of the Government during 2019-2020;**
- (b) whether the Government proposes to take any effective steps to check this illegal business of e-tickets; and**
- (c) if so, the measures being taken to make IRCTC website more safe and secure?**

ANSWER

**MINISTER OF RAILWAYS, COMMERCE & INDUSTRY AND
CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION**

(SHRI PIYUSH GOYAL)

(a) to (c): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF UNSTARRED QUESTION NO. 3653 BY SHRI PANKAJ CHAUDHARY TO BE ANSWERED IN LOK SABHA ON 17.03.2021 REGARDING ILLEGAL E-TICKETING

(a): The zone-wise details of number of cases registered for touting of e-tickets over Indian Railways during the last two years i.e. 2019 & 2020, are appended.

(b) and (c): In order to curb e-ticketing malpractices, a number of preventive and punitive measures have been taken by Indian Railways. Some of the important initiatives taken in this regard, to make IRCTC reservation website, foolproof are as under:

- (i) Instructions have been issued to ensure that tickets are not booked on abbreviated names and full name of the passenger and the surname wherever applicable are captured at the time of booking reserved tickets.**
- (ii) Carrying of prescribed identity proof has been made compulsory for one of the passengers while undertaking journey in reserved class.**
- (iii) Regular checks are conducted in mass contact areas such as Passenger Reservation System (PRS) centres, booking offices, platforms, trains etc. to prevent unauthorized ticketing activities including the use of scripting software. Such checks are also intensified during peak period like festivals, holidays etc.**
- (iv) In case of online booking of tickets, checks have been applied on minimum time required to enter the passenger details and CAPTCHA and no ticket can be booked before 35 seconds. User IDs are checked on daily basis and those IDs found using malpractices like fast booking of tickets are deactivated.**
- (v) The authorized agents of IRCTC have been restricted from booking tickets during first fifteen minutes of opening the Advance Reservation Period (ARP) booking and Tatkal booking.**

- (vi) General public are also educated through Public Address System and media, not to buy tickets from unscrupulous elements and consequences of buying tickets from these sources.**
- (vii) Restrictions have been put on creation of IRCTC user ID and booking of tickets per user.**
- (viii) Dynamic CAPTCHA has been introduced at registration, login and booking page.**
- (ix) Multilayer security & regular audits by Standardization Testing and Quality Certification (STQC).**
- (x) A limit of booking 6 Railway tickets by an individual user in a month has been set in case of booking from Indian Railway Catering and Tourism Corporation (IRCTC) portal. This limit has been revised to 12 Railway tickets in a month for those individual users who have linked their IRCTC user ID with their respective Aadhaar number and ensured that at least one of the passengers in the passenger list is verifiable through Aadhaar number.**
- (xi) Regular drives are being conducted by RPF against persons/agencies found involved in unauthorized carrying on of business of procuring and supplying of railway tickets. The offenders are booked under section 143 of the Railways Act. Cases having wider ramifications and involving ingredients of other offences are being dealt in coordination with other law enforcement agencies like Police & CBI.**
- (xii) Use of PRABAL query based application for verification of IRCTC IDs to detect the cases of illegal E-ticketing with follow up action.**

APPENDIX REFERRED TO IN REPLY TO PART (a) OF UNSTARRED QUESTION NO. 3653 BY SHRI PANKAJ CHAUDHARY TO BE ANSWERED IN LOK SABHA ON 17.03.2021 REGARDING ILLEGAL E-TICKETING

(a): The zone-wise details of number of cases registered for touting of e-tickets over Indian Railways during the last two years i.e. 2019 & 2020, are as under:-

Zonal Railway	Number of cases for touting of e-tickets registered	
	2019	2020
Central	293	406
Eastern	250	221
East Central	90	287
East Coast	126	97
Northern	363	731
North Central	200	207
North Eastern	243	241
Northeast Frontier	38	82
North Western	143	119
Southern	286	315
South Central	209	275
South Eastern	244	93
South East Central	235	177
South Western	87	172
Western	527	744
West Central	182	184
