

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 2844
TO BE ANSWERED ON 03.08.2022**

TATKAL SCHEME

**2844. SHRIMATI MANJULATA MANDAL:
SHRI C.N. ANNADURAI:
SHRI SELVAM G.:
SHRI GAJANAN KIRTIKAR:
SHRI DHANUSH M. KUMAR:
DR. PON GAUTHAM SIGAMANI:
SHRI GOPAL CHINNAYA SHETTY:**

Will the Minister of RAILWAYS be pleased to state:

- (a) the achievements made by Tatkala Scheme since its inception;**
- (b) whether Tatkala scheme has achieved the objective for which it was launched and if so, the details thereof and if not, the corrective steps taken in this regard;**
- (c) whether the Government proposes to decrease the number of seats in all trains under Tatkala scheme and if so, the details thereof and the reasons therefor;**
- (d) the details of the inbuilt features of Tatkala scheme to protect its misuse by unscrupulous elements;**
- (e) whether cases of misuse of Tatkala scheme by unscrupulous elements have sharply risen despite the said inbuilt features in it and if so, whether a gang has been busted for allegedly booking fifty percent Tatkala tickets online through some critical software within few seconds of the Tatkala ticket window opening;**
- (f) if so, the details of the said gang and the action taken against these criminals;**
- (g) the place-wise number of cases of Tatkala ticket scam that surfaced during the last three years and till date;**
- (h) the action taken in this regard; and**
- (i) the corrective steps taken by the Government to put a check on tatkala ticket scam to stop the re-currence of such incidents in future?**

ANSWER

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

(SHRI ASHWINI VAISHNAW)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (i) OF UNSTARRED QUESTION NO. 2844 BY SHRIMATI MANJULATA MANDAL, SHRI C.N. ANNADURAI, SHRI SELVAM G., SHRI GAJANAN KIRTIKAR, SHRI DHANUSH M. KUMAR, DR. PON GAUTHAM SIGAMANI AND SHRI GOPAL CHINNAYA SHETTY TO BE ANSWERED IN LOK SABHA ON 03.08.2022 REGARDING TATKAL SCHEME.

(a) & (b) : With a view to meet the demand of those passengers who have to plan journey at short notice, Tatkal scheme was introduced in 1997. This scheme has been well taken by general public as during the period from financial year 2012-13 to 2022-23 (up to June 2022), approximately 80.30 crore passengers have availed reservation under this scheme.

(c) : The powers for earmarking of Tatkal accommodation has been delegated to Zonal Railways concerned who take this decision keeping in view the availability of accommodation, demand pattern as well as utilisation. The accommodation so earmarked can, however, not exceed 30% of available accommodation.

(d) : In order to prevent misuse of the Tatkal scheme following features are inbuilt in the scheme:-

- i. One of the passengers booked on the ticket has to carry one of the prescribed proof of identity(in original) failing which all the passengers are treated as travelling without ticket and charged accordingly.**
- ii. The timings of opening of booking under Tatkal scheme on the opening day of reservation have been staggered to 1000 hours & 1100 hours on the previous day of journey from train originating station for AC and non-AC classes respectively.**
- iii. The facility of change of name is not permitted on the booking made under Tatkal Scheme.**

- iv. No duplicate Tatkal tickets are issued. In exceptional circumstances, it is issued on payment of full fare including Tatkal Charges.**
- v. Authorised ticketing agents of Indian Railways are restricted from booking Tatkal tickets between 1000 hours and 1015 hours for tickets in AC classes and between 1100 hours and 1115 hours for non-AC classes.**
- vi. Only 4 passengers per PNR at a time are allowed to be booked in case of tatkal tickets.**
- vii. Refund of payment is not allowed on cancellation of confirmed Tatkal tickets, except under exigencies like cancellation/partial cancellation/short termination/diversion of train services.**
- viii. Web agents are allowed to book only one Tatkal ticket per train per day on internet.**
- ix. Detailed analysis of logs and activities while booking reserved tickets through the website of Indian Railway Catering and Tourism Corporation(IRCTC) is done and suspected users are blocked.**
- x. Check has been applied for minimum time required for booking tickets through internet.**
- xi. In addition, queue management and scrutiny of booking requisitions is done at ticket reservation counters.**

(e) to (i) : Unauthorised carrying on of business of procuring and supplying of railway tickets is a punishable offence and the persons found involved in such illegal activities are punished as per provisions laid down under section 143 of the Railways Act, 1989. Regular drives are conducted by Railway Protection Force (RPF) against touts over Indian Railway and action is taken against persons found involved as per extant legal provisions. In course of action against touts, some gangs involved in development, sale and use of illegal softwares were busted. These softwares were used for

cornering e-Tickets that bypassed Captcha & OTP verification and thereby facilitated the requisitions made to IRCTC portal through these softwares, jump the queue in booking of e-tickets. Tickets so procured were sold by touts at premium. Action under relevant legal provisions were taken by RPF in such cases.

The details of cases registered by RPF against touts (u/s 143 of the Railways Act) alongwith persons arrested are appended. During action against touts, more than 140 illegal softwares were disrupted with arrest of 583 persons involved in operation of these softwares since 2019 till 2022(June).

In order to prevent activities of unscrupulous elements/touts using illegal softwares, regular cyber patrolling, detailed analysis of logs and activities during Tatkal and Advance Reservation Period (ARP) at the backend, proactive blocking of suspected users at network level based on analysis by IRCTC anti-fraud team and RPF and consistent and proactive measures including engaging cyber security experts from the industry to prevent touting by identifying unscrupulous elements is done.

APPENDIX REFERRED TO IN REPLY TO PARTS (e) to (i) OF UNSTARRED QUESTION NO. 2844 BY SHRIMATI MANJULATA MANDAL, SHRI C.N. ANNADURAI, SHRI SELVAM G., SHRI GAJANAN KIRTIKAR, SHRI DHANUSH M. KUMAR, DR. PON GAUTHAM SIGAMANI AND SHRI GOPAL CHINNAYA SHETTY TO BE ANSWERED IN LOK SABHA ON 03.08.2022 REGARDING TATKAL SCHEME.

No. of cases registered for touting along with persons arrested			
Zone	Year	No. of cases registered	No. of persons arrested
CR	2019	475	546
	2020	466	522
	2021	353	436
	2022 (upto June)	182	213
ER	2019	338	383
	2020	248	295
	2021	208	252
	2022 (upto June)	215	236
ECR	2019	138	149
	2020	316	338
	2021	327	362
	2022 (upto June)	268	289
ECoR	2019	154	169
	2020	100	110
	2021	100	106
	2022 (upto June)	93	97
NR	2019	458	385
	2020	801	725
	2021	542	510
	2022 (upto June)	403	391
NCR	2019	213	224
	2020	214	241
	2021	119	124
	2022 (upto June)	80	83
NER	2019	282	352
	2020	261	328
	2021	212	273
	2022 (upto June)	90	97
NFR	2019	68	78
	2020	96	103
	2021	112	124
	2022 (upto June)	131	136

NWR	2019	163	200
	2020	123	158
	2021	117	140
	2022 (upto June)	99	108
SR	2019	317	337
	2020	321	341
	2021	365	376
	2022 (upto June)	272	277
SCR	2019	241	251
	2020	277	281
	2021	349	359
	2022 (upto June)	271	273
SER	2019	292	316
	2020	116	128
	2021	105	116
	2022 (upto June)	62	70
SECR	2019	244	280
	2020	181	204
	2021	257	282
	2022 (upto June)	121	128
SWR	2019	101	110
	2020	176	198
	2021	179	190
	2022 (upto June)	184	186
WR	2019	584	737
	2020	774	926
	2021	680	837
	2022 (upto June)	377	426
WCR	2019	190	207
	2020	197	224
	2021	165	176
	2022 (upto June)	98	107
