

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
LOK SABHA
UNSTARRED QUESTION NO. 552
TO BE ANSWERED ON 22.07.2026**

CLOSURE OF IRCTC ACCOUNTS IN BAREILLY DISTRICT

†552. SHRI NEERAJ MAURYA:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether about 7,000 IRCTC user accounts have been closed down in Bareilly district of Uttar Pradesh due to non-linking with Aadhaar and if so, the details thereof;**
- (b) the details of such IRCTC accounts closed down across the country during the last three years, State-wise;**
- (c) the extent to which fake ticket booking accounts and the accounts operated by totus have been effectively checked after making Aadhaar authentication mandatory and the details of improvement in the availability of tickets to genuine passengers as a result thereof;**
- (d) the comparative data of online and counter ticket sales during the last one year after enforcing strict measures in online ticket booking; and**
- (e) whether the Government proposes to deploy any other new technology, surveillance/punitive mechanism to completely eliminate the network of black-marketing of tickets?**

ANSWER

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

(SHRI ASHWINI VAISHNAW)

- (a) to (e): IRCTC has not deactivated any user account due to non-linking of Aadhaar. IRCTC adopts broad parameters for identifying suspicious user IDs on the basis of unusual mobile numbers, email domains, IP Addresses, etc. During the period 01.01.2024 to 30.06.2026, more than 6.68 crore user accounts were deactivated and more than 6.22 crore user accounts were put under temporary suspension with option of revalidation.**

The introduction of Aadhaar authentication has helped in preventing the creation and operation of fake or unauthorized agent-controlled multiple user accounts. This measure acts as an effective safeguard against account multiplication and automated misuse, thereby ensuring fair allocation of tickets. Aadhaar authentication has contributed to improved ticket availability for genuine passengers by reducing unfair booking practices and enhancing transparency in the online booking system. Further, the following steps have also been taken by Indian Railways to ensure that tickets are made available to the genuine users:

1) Systemic Measures (Content Delivery Network and Anti BOT):

- a) To optimize system performance, Indian Railway has implemented a Content Delivery Network (CDN) to offload static content and reduce direct traffic on NGeT (Next Generation e-Ticketing) website servers.**
- b) In addition, anti-BOT Technology has been deployed which helps in mitigating malicious and suspicious attempts which on an average is mitigated to the extent of 64%.**
- c) It helps in reducing malicious traffic and providing static content reducing load on the system and thus enhancing the user experience for genuine and verified users.**

2) Administrative Measures:

Several anti-fraud measures have been adopted by Indian Railways to prevent unauthorized access and to ensure seamless booking for genuine users, which include :

- a) Deactivation of more than 6 crore suspicious user IDs in the year 2024 to 2026 (Upto 30.06.2026).**

- b) 530 complaints have been lodged on the National Cyber Crime Portal for 3.93 lakh suspicious PNRs.**
- c) About 6.22 crore suspicious user IDs have been put under revalidation during the period 01.01.2024 to 30.06.2026.**
- e) 13,343 suspicious email domains have been blocked in the year 2025-26 & 2026-27 (till 30.06.2026).**
- f) Only Aadhaar Verified Users are allowed to book Tatkal tickets and ARP (Advance Reservation Period) tickets.**

The comparative data of online and counter ticket sales during the last one year (from June 2025 to June 2026) after enforcement of strict measures in online ticket booking is as under:

Online ticketing	57.90 Cr.	89%
Counter booking	07.18 Cr.	11%
Total	65.08 Cr.	100%
