

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:321

ANSWERED ON:01.03.2007

ISSUE SALE OF RAILWAY TICKETS

Pandey Dr. Laxminarayan;Patel Shri Kishanbhai Vestabhai;Singh Shri Sugrib;Sugavanam Shri E.G.

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether the Railways have decided to issue/sale of railway tickets through banks, post offices, petrol pumps and other means ;
- (b) if so, the details thereof;
- (c) whether any Memorandum of Understanding (MoU) has been signed with concerned departments/authorities for issue/selling of railway tickets ;
- (d) if so, the details and the terms and conditions thereof;
- (e) the charges levied on availing such facility;
- (f) the places where such facility is to be started initially;
- (g) the time by which such facilities is likely to be available to railway passengers;
- (h) whether the Railways have ascertained the implication of such system before its introduction; and
- (i) if so, the details thereof and the remedial measures taken by the Railways in this regard ?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R.VELU)

(a)to(g) : With a view to improve disbursal of railway tickets, following steps have been taken :-

(i) Memoranda of Understanding ( MoU ) have been signed with State Bank of India

(SBI) and six other Nationalized Banks namely Punjab National Bank, Dena Bank, Bank of Baroda, Canara Bank, Indian Bank and Union Bank of India to install ATMs at 1393 locations across the nation. Out of 1393 locations, facility of issuing tickets through Internet will be provided at 857 locations.

(ii) Indian Railway Catering & Tourism Corporation (IRCTC) has signed Memoranda of Understanding ( MoU ) with District Magistrates of Nawashahar, Kapurthala and Muktsar Districts of Punjab, Government of Andhra Pradesh (e-Seva) Department of Information Technology (e-Suvidha) and District Magistrate of Bareilly of Government of Uttar Pradesh, Government of Manipur (Manitron), Government of Rajasthan (E-Mitra Society), District Magistrate/ Indore (Samadhan Samiti), Bharat Petroleum Corporation Limited (BPCL), Sify Cyber Cafes, Distributors of ITZ Cash Card, Done Cash Card Utility Limited and Hughes Communication India Limited for issue of e-tickets and services are operational at their outlets.

(iii) Decision has also been taken for issue of railway tickets through Post Offices.

The broad terms and conditions, the charges to be levied for these facilities and other details are given in the appendix.

(h) &

(i) These agreements are being signed after careful examination keeping all the possible repercussions in mind and all necessary safeguards have been taken to avoid its misuse.

APPENDIX REFERRED TO IN REPLY TO PARTS (a) TO (g) OF THE UNSTARRED QUESTION NO.321 BY S/SHRI SUGRIB SINGH, KISHANBHAI V. PATEL, E.G. SUGAVANAM, DR. LAXMINARAYAN PANDEY, CHANDRABHAN SINGH, RASHEED MASOOD AND MILIND DEORA IN LOK SABHA ON 01.03.2007 REGARDING ISSUE/SALE OF RAILWAY TICKETS.

TERMS AND CONDITIONS FOR ISSUE OF RAILWAY TICKETS THROUGH VARIOUS AGENCIES

1. Issuing of tickets through Automated Teller Machines (ATMs)

- (a) Tickets will be issued through the Kiosks installed by the side of the ATMs with PCs connected to Internet.
- (b) The Bank will have to issue tickets through ATMs on fixed service charges to be paid by the passengers on different type of tickets. Banks will have the discretion to fix transaction charges for issue of tickets through kiosks.
- (c) Initial and recurring cost of installation of ATM structure and electricity and connectivity charges will be borne by the Banks.
- (d) Banks will have to pay annual license fee to be fixed by the Railway for each of the location.
- (e) The facility of issuing e-tickets through ATMs is likely to be provided at 857 locations.
- (f) A time period of twelve to fifteen months from the date of signing of MoU have been given to the Banks for installation of ATMs at various locations.

#### 2. Issuing of Tickets through Petrol Pumps and other agencies:

- (a) The Indian Railway Catering and Tourism Corporation (IRCTC) shall provide to the agents, the facility for transacting with Indian Railway's Passenger Reservation System through the Internet.
- (b) Indian Railways rules for reservation and booking of E-tickets shall apply to all such transactions along with special conditions imposed for Internet based E-Booking.
- (c) That terms & conditions of service applicable on E-booking of tickets through IRCTC's Website is Mutatis Mutandis applicable on the tickets booked by the Agents.
- (d) These Agents are required to purchase a class 3 personal digital certificate from any Indian Certifying Authority for their authorized user the details of which will be provided by them to IRCTC.
- (e) When any Agent logs in, IRCTC application will authenticate the digital certificate, and if authorized, will allow him/her to book without applying any restriction on number of tickets to be booked.
- (f) The Agents will book the ticket as per the normal flow, and will give the identity card details of any traveler.
- (g) Payment by the Agents to IRCTC for E-Booking tickets will be made online, and only Direct Debit using Internet Banking and Cash Card options will be made available for such payments.
- (h) Details terms and conditions and charges to be realized by the agents are available on the website of IRCTC i.e. [www.irctc.co.in](http://www.irctc.co.in).

#### 3. Issuing of Tickets through Post Offices

The proposal for selling of tickets through Post Offices is under finalization in consultation with Department of Post.