

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3127
ANSWERED ON:12.08.2010
E TICKETS AND FAKE UNRESERVED TICKETS
Mohan Shri P. C.;Pandurang Shri Munde Gopinathrao

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways are incurring losses amounting crores of rupees every year as a result of cancellation of E-tickets and sale of fake unreserved tickets;
- (b) if so, the details thereof for the last three years and the current year;
- (c) whether any such cases have come to the notice of the Railways; and
- (d) if so, the details of the steps taken by the Railways to check the sale of fake unreserved tickets?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI K.H. MUNIYAPPA)

(a): No, Madam.

(b) and (c): Some instances have been detected wherein a few individuals were caught selling fake unreserved tickets, but the individuals were arrested by the police. Action has been taken against such individuals and prosecution under the law has been initiated.

Some cases of claiming fraudulent refund on e-tickets have also come to notice. As per information available till date, the estimated amount involved in these refund cases is approximately Rs.13 lakhs.

(d): E-ticket refunds are processed after exercising due precaution and cross-verification. As and when some irregularities are reported or detected, action in the form of deactivation of such e-ticketing agent Ids/ e-mail Ids and initiation of penal action is taken as per law.

Preventive measures including regular surprise checks are conducted by the Commercial Department of Railways at Reservation/ Booking offices, platforms and in the trains also. Apart from this, frequent drives are conducted by Vigilance and antifraud squad of the Railways throughout the year in booking offices, which are intensified during festival and holiday seasons. To educate the passengers, frequent announcements are made through the Public Address System at Railway stations advising passengers to purchase tickets only from booking counters of the station or from authorized ticket counters.