

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:4557

ANSWERED ON:20.12.2012

INTRODUCTION OF CAPTCHA

Ganpatrao Shri Jadhav Prataprao;Yadav Shri M. Anjan Kumar

Will the Minister of RAILWAYS be pleased to state:

- (a) Whether the Railways have introduced Captcha system to check fraudulent booking through automation software;
- (b) if so, the details thereof;
- (c) the extent to which there has been check on the black marketing of railway tickets since the introduction of this software, zone-wise; and
- (d) the other slew of measures initiated/being initiated to curb such malpractices?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY)

(a) & (b) : Yes, Madam. Captcha has been introduced at e-ticketing website of IRCTC (Indian Railway Catering and Tourism Corporation Ltd.) from 20.08.2010 for preventing fraudulent booking through automation software. Captcha has been introduced at reservation counters also from 05.06.2012 to curb usage of programmable keys for feeding data in dumb terminals before opening of the counters.

(c) : It is a preventive measure and, therefore, benefits cannot be quantified.

(d) : On the website checks have been introduced such as against multiple user-ids & multiple bookings from one user-id or IP-address, disabling of quick book option and regular checks by anti-fraud team. For the Counters a minimum standard data entry time required for filling up the booking form has been configured in database from 04.05.2012. In the Zonal Railways checks for compliance of manual provisions, requisition checks, drives by Railway Protection Force, surprise checks and Passenger vigilance checks are conducted along with monitoring through various Management Information System reports. Further with a view to check passengers traveling on transferred tickets, with effect from 01.12.2012 it has been made mandatory that any one of the passengers traveling on a ticket in reserved classes shall produce one of the prescribed proofs of identity in original during the journey.