

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:2899  
ANSWERED ON:14.03.2013  
TICKETS BOOKED THROUGH PRIVATE AGENCIES  
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**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether the Railways have received any complaints in the recent past regarding the misuse of reservation tickets which have been booked through private agencies;
- (b) if so, the number of such cases booked by departmental squad during each of the last three years and the current year, zone-wise;
- (c) the steps taken or being taken to check such malpractices;and
- (d) the norms prescribed for identifying private agencies and the details of private agencies functioning at present, zone-wise ?

**Answer**

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

(a) Some cases of misuse of reserved tickets, which have been booked through private agencies /touts, have come to notice. Moreover, Comptroller & Auditor General in its Report No.34 of 2010-11(Railways) had inter-alia made certain observations regarding irregularities committed by Rail Travellers Service Agents (RTSAs) at reservation centres.

(b) The zone-wise number of touts apprehended/prosecuted during the last three years and the current year 2009-10, 2010-11, 2011-12 and 2012-13 (upto January 2013) is Appended.

(c) The steps taken to check malpractices by private booking agencies are as under:

I. Regular checks are conducted in and around reservation offices against the activities of agents and in trains against transferred reservation.

II. Surveillance/Monitoring of the working of reservation offices is also undertaken.

III. An IT-Anti Fraud Squad has been created at Internet Ticketing Centre of Indian Railway Catering and Tourism Corporation (IRCTC) to detect cases of fraud and fraudulent activity and also for constant cyberspace surveillance to detect possible threats to the system.

IV. Single user registration on one e-mail ID with email verification has been implemented.

V. Agents of IRCTC are not permitted to book tickets including Tatkal tickets between 0800 and 1200 hours.

VI. Mobile validation of users and single user registration on one mobile number has been implemented.

VII. Only two tickets can be booked per IP address between 0800 hours & 1200 hours.

VIII. Single session per user ID check has been implemented w.e.f. 26.05.2012.

IX. Captcha has been put and strengthened for booking in the 'Plan My Travel' to check fraudulent booking through automation software.

X. In order to prevent alterations in the contents of Electronic Reservation Slip (ERS) generated for main site, the necessary technical changes to disable `Copy/selection/right click` on the ERS have been implemented.

XI. Cash Cards have been stopped between 0800 hours & 1200 hours.

XII. Upon receipt of complaint against the sub-agent, the user-id is deactivated and the sub-agent is black-listed. The detail of the black-listed agent is put on the web-site ([www.irctc.co.in](http://www.irctc.co.in)). All the Principal Agents have been instructed not to take such black-listed agents.

XIII. A Penalty of Rs.20,000/- is also imposed upon the Principal Agent in case any of the sub-agents is found to be indulging in fraudulent activities and upon receipts of vigilance complaints.

XIV. Non-transacting user IDs more than one year is also being deactivated. Appropriate message displayed on website.

(d) Rail Travel Service Agents (RTSAs) are appointed to procure reserved ticket through Passenger Reservation System (PRS) Centre as per provisions of Authorization Act of Rail Travel Service Agents Rules 1985 as amended from time to time. At present total 618 RTSA are functioning whose details are as under:-

Railway	Number of RTSAs
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Central	95
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Eastern	15
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East Central	14
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East Coast	6
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Northern	134
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North Central	5
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North Eastern	9
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Northeast Frontier	13
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North Western	31
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Southern	88
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South Central	35
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South Eastern	17
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Southeast Central 12

South Western 29

Western 99

West Central 16

The norms prescribed for identifying private agencies for booking e-tickets through IRCTC include that the Agency should be a reputed company/partnership firm/proprietorship firm duly registered in India, must have minimum annual turnover (i.e. Gross transaction value) of Rs.5crores in last financial year from travel business, should have a minimum 500 agents /dealers/distributor, or outlet interested in doing business with IRCTC etc. At present approximately 86 Principal Agents have been authorised to book e-tickets by IRCTC.