

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3663
ANSWERED ON:13.02.2014
E TICKETS
Jardosh Smt. Darshana Vikram

Will the Minister of RAILWAYS be pleased to state:

- (a) whether e-tickets or reservation tickets do not bear the address or contact number of passengers;
- (b) whether it is difficult to identify the passengers in the event of an accident owing to the lack of this information;
- (c) whether the Railways propose to add this information in the tickets;
- (d) if not, the reasons therefor; and
- (e) if so, the time by which it is likely to be implemented?

Answer

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

(a) to (e) In case of e-tickets booked by an individual user through Indian Railway Catering and Tourism Corporation (IRCTC), the address of registered user and mobile number of passenger/ registered user are mentioned on Electronic Reservation Slip (ERS).

In case of e-tickets booked through an agent, the address of agent and mobile number of passenger are mentioned on ERS.

In case of reserved tickets issued through computerised Passenger Reservation System (PRS) terminals, the address of the passenger/the person booking the ticket is indicated on the reservation requisition slip submitted at the time of booking of tickets. It is, however, practically not feasible to indicate the address of the passenger on the front of the ticket due to paucity of space.

Hence, in case of any exigency, the passenger/their relatives can be contacted by extracting the information available with the Railways/IRCTC.