

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2188

ANSWERED ON:03.08.2015

Ticketing Touts

Arunmozhithevan Shri A.;Ashok Kumar Shri K.;Chinnaraj Shri Gopalakrishnan;Chowdhury Shri Adhir Ranjan;Dhruvanarayana Shri Rangaswamy;Godse Shri Hemant Tukaram;Koli Shri Bahadur Singh;Paraste Shri Dalpat Singh;Sahu Shri Tamradhwaj

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways are aware of the activities of touts and involvement of many travel agencies in black marketing of train tickets and if so, the details in this regard including the action plan of the Railways to deal with the situation;
- (b) whether the Railways have busted a racket of travel agents who were booking train tickets in bulk with the help of a software made available to them illegally;
- (c) if so, the details thereof;
- (d) whether the Railways have filed cases against such people including IRCTC officials and if so, the details thereof; and
- (e) the corrective measures taken by the Railways in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) & (e) : Some cases of cornering/black marketing of train tickets by touts and involvement of travel agencies in black marketing of train tickets do come to notice at the time of surprise inspection and preventive checks conducted at reservation offices. To curb the activities of touts, preventive checks are conducted in and around reservation offices in association with Commercial, Vigilance and Security Departments.

Apart from conducting surprise inspection and preventive checks in and around reservation offices, following steps have also been taken to curb the activities of touts:-

â€¢ Surveillance at reservation offices has been stepped up by installing Close Circuit Television at important Passenger Reservation System locations.

â€¢ Booking pattern at reservation offices is also monitored for detecting unusual pattern and fraudulent activities, if any.

â€¢ Carrying of prescribed original Identity Proof has been made compulsory for one of the passengers while undertaking journey in reserved class.

â€¢ To meet the additional demand of reserved accommodation, especially during festivals and peak rush periods, special trains are run, carrying capacity of existing trains is augmented depending upon the pattern of traffic, operational feasibility and availability of resources.

â€¢ General public are also educated through Public Address System and media, not to buy tickets from touts/unscrupulous elements and consequences of buying tickets from these sources.

â€¢ To curb malpractices by Railway staff in connivance with touts in fraudulent cornering of seats, checks are conducted in booking offices, reservation offices, trains etc. Stringent action is taken against the Railway staff under Disciplinary and Appeal Rules, if found indulging in malpractices.

(b) : Yes, Madam.

(c) & (d): During the course of preventive checks conducted on Central Railway, two cases were detected in which unauthorized rail tickets were being sold through illegal software. Thirteen touts were arrested and handed over for prosecution. They were in possession of 3896 e-tickets valued at Rs.1,90,43,942/-. The present case is under trial in the court of law and the next date of hearing is scheduled for 29.08.2015.
