

**Checking activities of brokers  
in e-rail ticketing**

†898. SHRI SANJAY SETH: Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that Government has failed to check activities of brokers in Railway e-ticketing;
- (b) if so, the reasons therefor; and
- (c) if not, the number of brokers caught during the past one year along with the number of e-tickets seized from them?

THE MINISTER OF RAILWAYS (SHRI PIYUSH GOYAL): (a) and (b) During rush period like festivals, summer vacations, holidays etc. when demand exceeds availability, some instances of attempt to misuse reservation system do come to notice. However, in order to prevent the activities of unscrupulous elements including touts, several checks have been deployed by Indian Railway Catering and Tourism Corporation (IRCTC) including the following:

- (i) Creation of only one IRCTC User ID on a given mobile number and email ID.
- (ii) Setting a limit of booking 6 Railway tickets by an individual user in a month. This limit has been revised to 12 Railway tickets in a month for those individual users who have linked their IRCTC user ID with their respective Aadhaar number and ensured that at least one of the passengers in the passenger list is verifiable through Aadhaar.
- (iii) Checking of User IDs on daily basis and deactivation of those IDs found using malpractices like fast booking of tickets. Around 1.26 lakh user IDs have been deactivated from 1st April 2018 to 31st May 2019.
- (iv) Checking of Tatkal tickets booked in first minute for frivolous users on daily basis and cancellation/release of such tickets on suspicion.
- (v) Only one booking in one user login session except for return/ onward journey between 0800 and 1200 hours.
- (vi) Checks applied on minimum time required to enter the passenger details and displayed CAPTCHA at the time of e-ticket booking by users.
- (vii) Restriction on authorized agents of IRCTC for booking tickets during first fifteen minutes of opening of Advance Reservation Period (ARP) booking and Tatkal booking.

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†Original notice of the question was received in Hindi.

(c) Regular checks are conducted in mass contact areas such as Passenger Reservation System (PRS) centres, booking offices, platforms, trains etc. to prevent unauthorized ticketing activities including the use of scripting software. Such checks are also intensified during peak period like festivals, holidays etc. The number of touts/brokers arrested by Railway Protection Force along with number of e-tickets seized from them is as under:-

Year	Number of touts/brokers arrested	Number of e-tickets seized
2018	2391	78001
2019 (upto May)	613	18784

#### **Steps to prevent deaths due to trespassing**

899. SHRI T. RATHINAVEL: Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that Railways have been taking steps to prevent railway deaths by preventing trespassers;
- (b) if so, the details thereof;
- (c) whether it is also a fact that Railways have also been constructing boundary wall to prevent such deaths; and
- (d) if so, the details thereof?

THE MINISTER OF RAILWAYS (SHRI PIYUSH GOYAL): (a) and (b) Press, Sir. Railways have constituted an interdepartmental 'Joint Committee' comprising officers of Safety, Security, Signal and Engineering departments across all Zonal Railways to study the causes and suggest specific measures to minimise deaths due to untoward incidents including trespassing. Accordingly, preventive and corrective measures are taken to improve and create infrastructure to minimise casualties.

Besides, the following corrective measures are also being taken by the Railways to prevent deaths in untoward incidents on Railway track:

- (i) Railways has been constructing FOBs at places where passengers are required to cross tracks.
- (ii) Regular announcements are made through Passenger Address System at Railway stations urging passengers to use foot over bridges (FOBs) and to avoid crossing of railway tracks.