

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(Railway Board)**

No. 2019/Sec(Crime)/45/60

New Delhi, Dated 15.11.2019

The Principal Chief Security Commissioners/RPF
All Zonal Railways
Including KRCL.

SECURITY CIRCULAR NO. 07 /2019

Sub: - Comprehensive procedure to curb menace of touting of tickets booked through IRCTC portal for reserved accommodation.

It has been seen that touts are often using IRCTC portal to create fake user IDs, book tickets on them and sell it to passengers seeking reservations in trains at a premium unauthorisedly. The recent drives that were successfully carried out throughout India points towards the vulnerability of IRCTC portal and spread of this menace all over India. These activities are not only adversely affecting the image of Indian Railways, but also cause harassment to the genuine passengers. Therefore it was felt to take immediate action to curb this crime and bring perpetrators of this offence to book.

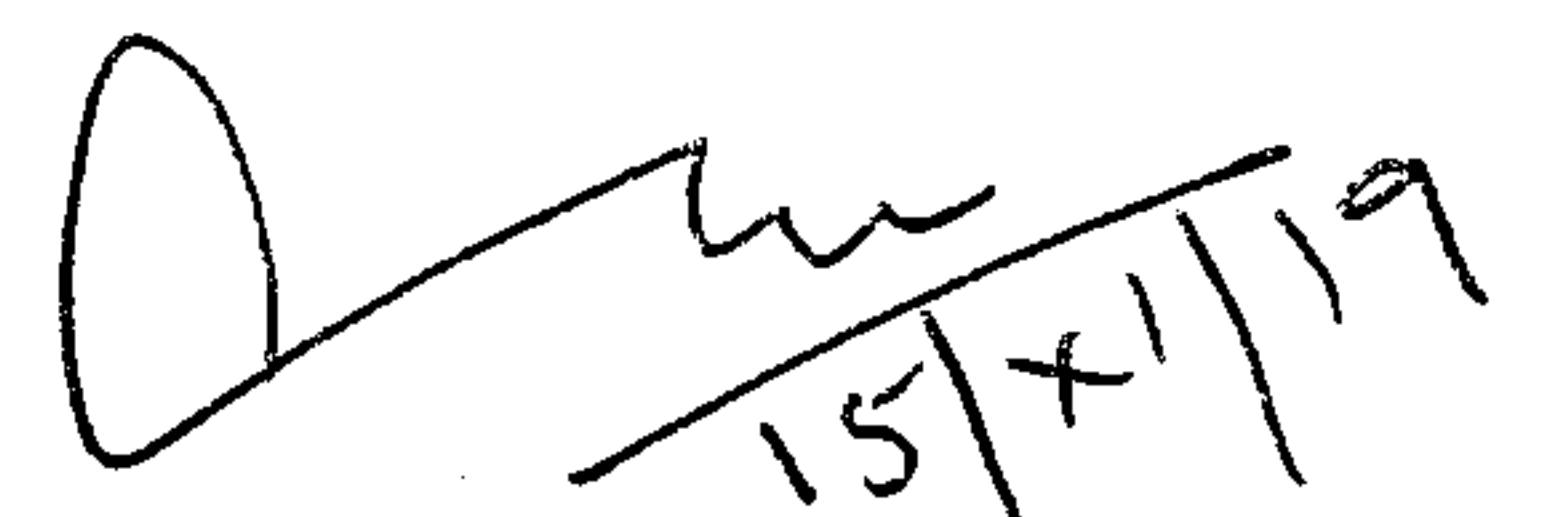
In view of above, it is further advised that –

1. PCSCs should identify most affected trains of their Zones vulnerable for cornering of reserved accommodation by touts.
2. This analysis should be based on demand rate for reserved accommodation in general season as well as in festival season and holidays also as per local inputs.

3. Proper monitoring of booking pattern of tickets in such identified trains should be analysed with the help of IRCTC.
4. A dedicated team, preferably trained staff posted in "Cyber Cell", may be utilised for this. Soon the access of PRS data will be available with PCSCs and effective action must be taken by Zones and Divisions to curb this crime.
5. Suspected IDs may be shortlisted and be verified using their profile mobile no., address, bank details, passenger detail, manner of booking, etc.
6. Mode of payment i.e. Bank transaction, mobile wallet etc used for making payment of reserved tickets should be analyzed thoroughly to get information about history of the suspected tout.
7. Action be taken after verification of suspects, as per legal provisions.
8. Dossiers of offenders booked under Sec. 143 of The Railway Act – 89 may be made as provided in Standing Order No. 95.
9. Surveillance be made on the offenders booked under Sec. 143 of The Railway Act and entry be made in dossiers.
10. Habitual offenders may be identified and their details be mentioned while forwarding them (on arrest) to the Magistrate. The details of past involvement may also be mentioned clearly in the complaints submitted against them in the court of law.
11. Concerned Sr. DSC/DSC should co-ordinate with their counter part of civil police & GRP for booking habitual offenders of touting under other Special Laws effective in that State if there is specific justification that are ingredients of that law.
12. Any previous conviction of such offence should be clearly mentioned in the subsequent complaints submitted in the court and should also be brought before the Hon'ble court at the time of hearing.
13. Harbourers and perpetrators along with abettors may also be identified and booked as per law.

14. It should be ensured that the fake IDs so identified during the inquiry be blocked and subsequently the tickets booked on such IDs be forfeited as per law.
15. If the hideout of offender is rented, the involvement and role of owner of that premises be inquired and suitable action be taken.
16. All out efforts be made to find out the **KINGPINS** of the menace.
17. The digital devices used to commit this offence be properly secured & seized.
18. Analysis of these devices be preferably made with the help of Cyber Cells and maximum inputs be extracted from them.
19. On previous occasions, it is found that the authorised agents of IRCTC and Blacklisted agents of IRCTC are involved in such type of offences. Such authorized blacklisted agents should be kept under close watch. This list may be obtained from the IRCTC portal as updated from time to time.
20. The data/detail of drives may be shared with the counterparts of Commercial department also at Zonal Level and be sent to Railway Board on Monthly basis for sharing at Board Level.

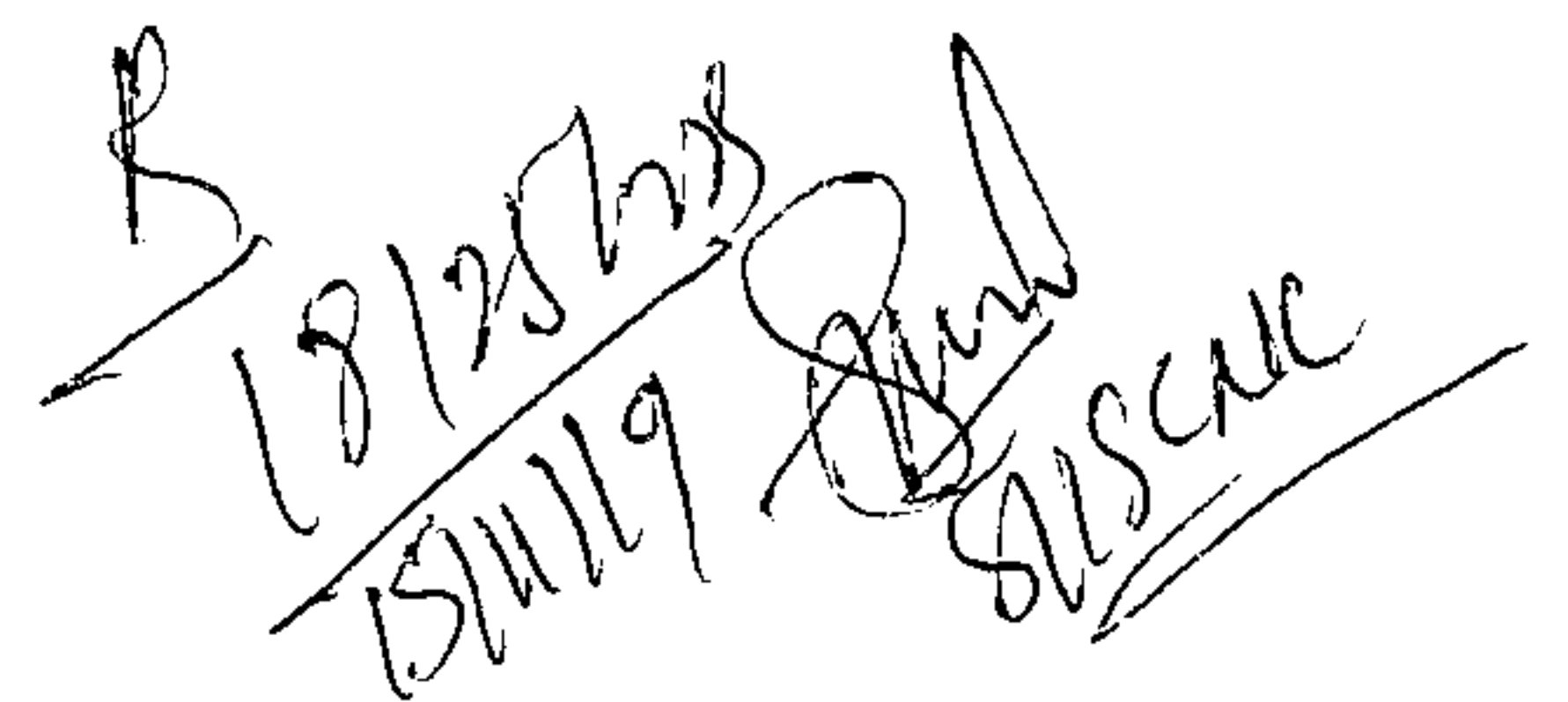
Hindi version of the letter will follow. Please acknowledge receipt.



(Arun Kumar)

Director General
Railway Protection Force

Copy to DIG/MAC/Rly. Board, to upload a copy of the circular on RPF official website.



18/12/19
15/11/19