

Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralya)
Rail Board

NO: 2008/TG-I/10/P/e-Ticket ID

New Delhi, Dated: 31/10/2008

The Chief Commercial Managers,
All Indian Railways.

Sub: e-tickets – Photo ID.

(Commercial Circular No. 59 of 2008)

Please refer to this office letter of even No. dated 08.10.2008 (Commercial Circular No. 56 of 2008) on the subject quoted above wherein inter-alia it has been advised that the condition of indicating proof of identity at the time of booking e-ticket has been dispensed with and now the passenger can carry any one of the five proofs of identity permissible under the scheme during the journey.

IRCTC has advised that necessary changes in the software will be released for the customers from 01.11.2008. It is, therefore, desired that:-

- (i) The instructions dated 08-10-2008 should be made effective w.e.f. 1.11.2008 in respect of e-tickets for journey dated 01-11-2008 onwards booked before or after 01-11-2008.
- (ii) Zonal railways may, therefore, direct ticket checking staff that in case of tickets booked before 01-11-2008, if any passenger who has booked e-ticket fails to produce the same identity card as mentioned on e-ticket but he/she or any other passenger booked on that particular e-ticket produces any other original proof of identity mentioned in the scheme, that proof of identity should be accepted as valid proof of identity and no penalty should be realized from such passengers.
- (iii) In case of e-tickets booked after 01-11-2008, there will no indication of proof of identification and as such even if any one passenger booked on a particular e-ticket produces any original proof of identity mentioned in the scheme, that proof of identity should be accepted as valid proof of identity and no penalty should be realized from such passenger(s).
- (iv) It is reiterated that any staff involved in harassment of e-ticket users should be dealt with strictly.

Necessary instructions may be issued to all concerned.



(Dr. Monica Agnihotri)
Director Passenger Marketing
Railway Board.

Copy to :

1. GGM, CRIS, Chanakayapuri, New Delhi.
2. MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi
3. CCM/PMs and CCM/PSs, all zonal railways.
4. EDV (T), EDFC, DPR, DIP, OSD/TC, V (SS), TG-V branches of Railway Board.