

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:4550
ANSWERED ON:25.08.2005
RAIL TICKET BOOKING THROUGH INTERNET
Sugavanam Shri E.G.

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have started tickets booking through Internet;
- (b) if so, the details and features thereof;
- (c) whether booking of tickets through Internet starts from 0400 hrs;
- (d) if so, whether the Railways are aware of the difficulties being faced by the general public who are not accessible to Internet and can only book ticket through the ticket counters which starts only at 0800 hrs. thereby the ticket position comes to wait listed;
- (e) if so, whether the Railways propose to change the Internet booking timing to 0800 hrs. instead of 0400 hrs.; and
- (f) if not, the reasons therefor ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R.VELU)

(a) & (b) Reservation on Internet was started in August 2002 through Indian Railway Catering and Tourism Corporation (IRCTC). The salient features of Internet booking are enclosed as Appendix.

(c) Yes, Sir.

(d) On the opening day of advance booking of any train, the accommodation is simultaneously opened for Internet booking as well as at the computerised Passenger Reservation System (PRS) counters at 0800 hrs. thereby giving no preferential treatment to internet booking passengers.

(e) & (f) Do not arise.

APPENDIX REFERRED IN REPLY TO PARTS (a) AND (b) OF LOK SABHA UNSTARRED QUESTION NO.4550 RAISED BY SHRI E. G. SUGAVANAM FOR 25/08/2005 REGARDING RAIL TICKET BOOKING THROUGH INTERNET.

The salient features of Internet booking are as under: -

- 1) Customer has to register on the website www.irctc.co.in. Registration is free.
- 2) Customer can then log in and book tickets for journey between two commercial halts on the route of a train.
- 3) Children and Senior Citizen concessions can be availed of through the Internet.
- 4) Payment for Internet booking is only online and the options are:-

- a) Credit Card - Master/Visa/American Express
- b) Direct debit of bank accounts using Internet banking facility of 15 banks.
- c) Pre-paid cash card (ITZ cash)

5) Tickets are delivered to customers in 171 cities.

6) Cancellation is across the counters at any Passenger Reservation System (PRS) booking office but no cash is refunded. Refund is done electronically to the credit card/bank account/cash card account of the customer.