

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2668

ANSWERED ON:29.03.2012

PROBLEMS RELATED TO ONLINE RESERVATION

Bhagora Shri Tarachand;Raghavan Shri M. K.;Thomas Shri P. T.

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that the present on-line reservation facility is not available to physically disabled persons thereby causing lot of hardships to them;
- (b) if so, the details and the reasons therefor alongwith the corrective measures proposed in this regard;
- (c) the reasons for non-availability of rail reservations after 11 p.m. on official website;
- (d) the necessary steps taken in this regard;
- (e) whether the poor performance of IRCTC website causing lot of inconveniences to the passengers while booking ticket online have come to the notice of the Railways; and
- (f) if so, the details of measures taken to address the said issue?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI K.H. MUNIYAPPA)

(a)& (b): All persons including physically handicapped persons can book full fare tickets on payment through the internet. However, booking of concessional tickets requiring verification of the requisite concession certificate and also retention of copies of the said certificate issued/ signed by the competent authority at the railway counter as documentary evidence is not done through internet. Accordingly, the facility of e- ticketing has not been extended to such cases where the physical document is to be verified at the time of booking on concessional fare in case of disabled persons.

(c) & (d): Rail Reservations through the IRCTC website are available from 00:30 hours to 23:30 hours. The services are not available for only one hour from 23:30 hours to 00:30 hours when the system is shut down for maintenance activity.

(e) No, Madam. Online Booking of tickets has facilitated passengers. However, some instances of inconveniences caused due to technical reasons have come to notice.

(f) The working of the system is regularly monitored. The following measures have been taken to improve the functioning of the IRCTC website.

Capacity of the servers has been upgraded to meet the demand.

Internet Bandwidth has been increased to 450 Mbps.

Agents have been restricted from booking Tatkal tickets and on the opening day of the Advance Reservation Period (ARP) between 0800 hours and 1000 hours.