

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:370

ANSWERED ON:09.08.2012

E TICKETING

Dutt Smt. Priya Sunil;Scindia Smt. Yashodhara Rajee

Will the Minister of RAILWAYS be pleased to state:

- (a) whether IRCTC website hangs frequently leading to non-booking of railway e-tickets;
- (b) if so, the number of failed transaction and completed transaction in e-ticket booking during the month of June, 2012;
- (c) the measures undertaken by the IRCTC to ensure smooth e-booking of railway tickets;
- (d) whether the IRCTC are contemplating any measure to ensure that online users are refunded money of failed transaction the same day or paid interest otherwise; and
- (e) if so, the steps taken by the IRCTC to increase the capacity of e-ticket booking?

Answer

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

(a) & (b): No, Madam. A large number of e-tickets are booked every day through the Indian Railway Catering and Tourism Corporation (IRCTC) website. In the month of June 2012, 3.44 lakh tickets were booked per day, on an average. In the month of June 2012, the number of completed transactions was 103.61 lakhs out of a total 138.79 lakhs. The reasons for incomplete transactions included non availability of lower berths, entry of wrong password, entry of wrong Personal Identification Number (PIN) by customer, insufficient balance and network failure etc.

(c) to (e): 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.

Agents have been restricted from booking Tatkal tickets and on the opening day of the Advance Reservation Period (ARP) between 0800 hours and 1200 hours.

Internet Bandwidth has been increased to 450 Mbps.

In case of failed transactions, IRCTC does not withhold the amount and sends the advice of refund immediately upon the receipt of advice of such transactions. Payment of interest is not contemplated.