

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

STARRED QUESTION NO:297

ANSWERED ON:13.12.2012

IRCTC WEBSITE

Ghubaya Shri Sher Singh;Singh Shri Ijyaraj

**Will the Minister of RAILWAYS be pleased to state:**

- (a) the details regarding the number of tickets booked through the Indian Railway Catering and Tourism Corporation (IRCTC) website by the agents and individual customers respectively during the last three years and the current year;
- (b) the number of travel agents and customers officially registered with IRCTC during the said period;
- (c) whether the Railways have taken any initiative to prevent the frequent hanging of the website at Tatkal timings thereby causing inordinate delay in booking tickets and conducting other transactions;
- (d) if so, the details thereof; and
- (e) the details of the measures taken/being taken by the Railways to make IRCTC website customer friendly?

**Answer**

MINISTER OF RAILWAYS (SHRI PAWAN KUMAR BANSAL)

(a) to (e): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF STARRED QUESTION NO. 297 BY SHRI IJYARAJ SINGH AND SHRI SHER SINGH GHUBAYA TO BE ANSWERED IN LOK SABHA ON 13.12.2012 REGARDING IRCTC WEBSITE

(a) & (b): The details of active sub-agents and individual users authorised to book tickets through the website of Indian Railway Catering & Tourism Corporation(IRCTC) are as under:-

Financial Year	Number of active sub-Agents	Number of Tickets Booked by Registered Individual Agents	Number of Users Registered by Individual Users	Number of Tickets Booked
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2009-10	126139	24450760	14229038	47508834
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2010-11	154475	31441476	18745936	65469672
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2011-12	135395	29905190	23163210	86271944
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2012-13	106521	15236466	26507870	63783723
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(Upto  
October  
2012)

(c) to (e): The IRCTC website has provided increased convenience to passengers in booking of reserved tickets. In the current Financial Year 2012-13(upto October 2012), on an average, approximately 3.69 lakh tickets were booked daily online through the website of IRCTC. The e-ticketing system is already very user-friendly. Further, to increase the convenience, the following measures have been taken:-

(i) Capacity of the internet ticketing system has been enhanced through installation of new High Capacity Database servers, new firewalls and through installation of additional software licenses.

(ii) Internet Bandwidth has been increased from 340 Mbps to 450 Mbps.

(iii) The facility of booking reserved tickets through internet has been made available from 0030 hours to 2330 hours daily i.e., booking can be done round-the-clock except for one hour downtime which is required for maintenance.

(iv) With effect from 10.07.2012, the timings of opening of booking under Tatkal scheme have been segregated to 1000 hours on the previous day of journey from train originating station instead of 0800 hours as per earlier provision for balancing of load on the IRCTC server.

(v) 42 payment options for online payment have presently been made available.

(vi) For facilitating access of the public to e-ticketing, agents have been restricted from booking tickets on internet between 0800 hours and 1200 hours.

(vii) Single session per user ID check has been implemented.

(viii) The authorized SMS sent by IRCTC/Railways containing all vital details when displayed through laptops/palmtops/mobile phones combined with valid photo identity card in original, is treated as an instrument on par with the Electronic Reservation Slip (ERS).

(ix) The number of permissible Id proofs has been increased to 10 covering a diverse set of identity proofs facilitating travel on e-tickets.

These measures are part of a continuous and dynamic process of improving the internet based ticketing system of Indian Railways.