

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2849

ANSWERED ON:14.03.2013

RESERVATION THROUGH INTERNET

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Will the Minister of RAILWAYS be pleased to state:

- (a) whether it has come to the notice of Railways that passengers face a lot of inconvenience in booking railway tickets through internet due to slow running server of Indian Railways Catering and Tourism Corporation (IRCTC);
- (b) if so, the details of the failed transactions reported during last one year for normal tickets as well as tatkal tickets;
- (c) the reasons for inordinate delay in booking tickets and conducting other transactions through IRCTC website particularly for tatkal tickets;
- (d) the steps taken or being taken by the Railways to enhance the capacity of servers as well as to make non-conventional form of ticketing popular in order to reduce the rush at ticket counters; and
- (e) the average number of passenger reservation tickets booked per month through internet during the last one year?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY)

- (a) No, Madam. Booking through internet has increased.
- (b) Failed transactions cannot be quantified separately for tatkal tickets and normal tickets.
- (c) Does not arise.
- (d) There is a continuous effort to improve and upgrade the IRCTC website by augmenting bandwidth and induction of ticketing capacity.
- (e) The average volume of passenger reservation tickets booked through internet is 3.82 lakhs daily for the period April 2012 to February 2013.