

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1361
ANSWERED ON:12.12.2013
INDIAN RAILWAY CATERING AND TOURISM CORPORATION
Karwariya Shri Kapil Muni

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

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (e) OF UNSTARRED QUESTION NO. 1361 BY SHRI KAPIL MUNI KARWARIYA TO BE ANSWERED IN LOK SABHA ON 12.12.2013 REGARDING INDIAN RAILWAY CATERING AND TOURISM CORPORATION.

(a): The number of tickets booked through the Indian Railway Catering and Tourism Corporation (IRCTC) website by the agents and individual customers during the last three years and the current year are as follows:

Financial year	No. of tickets booked by agents/subagents (in crores)	No. of tickets booked by individual users (in crores)
2010-2011	3.14	6.55
2011-2012	2.99	8.63
2012-2013	2.61	11.46
2013-14	1.60	8.65

(Upto Nov'13)

(b): The number of travel agents/sub agents and number of customers/individual users registered with IRCTC during the said period are as follows:

Financial year	No. of travel agents/sub agents registered with IRCTC (in lakhs)	No. of customers/individual users registered with IRCTC (in crores)
2010-2011	1.54	1.87
2011-12	1.35	2.32
2012-13	1.06	2.89
2013-14	0.78	3.19

(Upto Oct'13)

(c) to (e): The number of hits on IRCTC website are disproportionately high during Tatkal booking which at times, exceeds the figure of 20 lakh as against normal hits of 6-7 lakhs. As a result of the heavy load, the entire system is put to strain causing slow responses. The following steps have been taken to improve the functioning of IRCTC website and to make the website customer friendly:

The total committed internet bandwidth has been augmented from 450 Mbps to 775 Mbps.

A high capacity data base server and firewall system have been installed.

Additional software has been launched and new server has been inducted to ease load on the server and to enhance its capacity.

In order to increase the access of individual users, agents are not permitted to book any type of tickets between 0800 hours and 1200 hours. Only individual users are allowed to book on www.irctc.co.in between 0800 hours and 1200 hours.

The timings of opening of booking of general reservation as per Advance Reservation Period (ARP) and Tatkal reservation have been staggered to balance the load of the system.