

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3016
ANSWERED ON:31.07.2014
RAILWAY BOOKING WEBSITE
Nayak Shri B.V.;Somaiya Dr. Kirit

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 India Railways Catering and Tourism Corporation (IRCTC);
- (b) if so, the details thereof and the reasons therefor along with the steps taken/ being taken by the Railways to improve and upgrade the IRCTC website;
- (c) the operational status of Ticket Window at Vidya Vihar/Jolly Gymkhana in Mumbai Railway;
- (d) whether the Railways have approved the installation of Smart Card Machine; and
- (e) if so, the details thereof and the timeframe for its installation?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA)

(a): No, Madam.

(b): Does not arise.

(c): At Vidya Vihar, one counter is functional at East side and three counters are functional at West side. Further, on Foot over Bridge (FOB) of Jolly Gymkhana, one booking window is under construction.

(d) & (e): Yes, Madam. Automatic Ticket Vending Machines operated by Smart Card are already functional over Indian Railways. It is proposed to add another 5000 such machines across all zonal railways, out of which 2000 will be coin operated and 3000 smart card operated. The procurement will start from this financial year.