GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:27
ANSWERED ON:24.02.2016
Revenue through Tickets Online and Offline Sale
Birla Shri Om

Will the Minister of RAILWAYS be pleased to state:

(a) the number of bookings made and revenue generated therefrom by railways through tickets on IRCTC website during the last three years and the current year, zone-wise;

(b) the number of bookings made and revenue generated therefrom by railways through offline and online ticketing respectively during the last three years and the current year, zone-wise; and

(c) the details of the steps taken by the Ministry to improve the performance of IRCTC website?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)
(a) to (c): A Statement is laid on the Table of the House.

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF UNSTARRED QUESTION NO. 27 BY SHRI OM BIRLA TO BE ANSWERED IN LOK SABHA ON 24.02.2016 REGARDING REVENUE THROUGH TICKETS ONLINE AND OFFLINE SALE.

(a) & (b): The zone-wise details of approximate number of tickets issued through Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) and across computerised Passenger Reservation System (PRS) counters and earnings therefrom during the last three years and the current year (up to January, 2016) are given in the Appendix.

(c): System improvement is a continuous and ongoing process. Various steps have been taken to improve the performance of IRCTC website which include the following significant measures:-

i. Additional servers have been deployed to increase system capacity to handle traffic on website. The per minute ticket booking capacity has been increased to 12900 tickets as against 7200 tickets per minute earlier.

ii. The timings for reservation under Tatkal scheme have been staggered and now it opens at 1000 hours on the previous day of journey from train originating station for AC classes whereas that for non-AC classes starts at 1100 hours which has significantly improved the performance of the website.

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