

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:821
ANSWERED ON:27.11.2014
BOOKING OF E - TICKET
Paswan Shri Chirag

Will the Minister of RAILWAYS be pleased to state:

- (a) whether there are frequent complaints with regard to failure in booking of e-tickets under Tatkal quota;
- (b) if so, the details thereof and inquiry conducted in this regard along with the outcome thereof; and
- (c) the steps taken/being taken by the Railways to improve the efficiency of the website for booking of e-tickets?

Answer

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

(a) and (b): No, Madam. However, some instances of unsuccessful transactions have been reported on account of reasons such as non-availability of the choice of berth, network failure at the bank's end, etc. All such cases are examined and necessary remedial action is taken.

(c): In order to improve the efficiency of the website for booking of e-tickets, a new State-of-the-Art Data Centre has been set up by Indian Railway Catering & Tourism Corporation. Further, the e-ticketing system has been upgraded with the launch of the Next Generation E-ticketing System (NGeT). This new e-ticketing system has an enhanced capacity of booking 7200 tickets in a minute as against the capacity of 2000 tickets per minute of the old system. In the new system 1,20,000 concurrent users can login at a time and simultaneously book e-tickets against the earlier capacity of 40,000 concurrent users at a time.