

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2486

ANSWERED ON:08.12.2014

IRCTC

Gavit Dr. Heena Vijaykumar;Mahadik Shri Dhananjay Bhimrao;Pandey Shri Ravindra Kumar;Patil Shri Vijaysinh Mohite;Radhakrishnan Shri T.;Satav Shri Rajeev Shankarrao;Sule Smt. Supriya Sadanand;Udasi Shri Shivkumar Chanabasappa

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways are aware of various problems faced by the IRCTC website users like congestion, deduction of amount multiple times etc. and if so, the action taken/ being taken to minimize these problems;
- (b) whether IRCTC has lower valuation as compared to other e-commerce companies despite of monopolistic position, higher web traffic and sales and if so, the details thereof;
- (c) whether some big e-commerce companies are planning to sell their products through IRCTC and if so, the details thereof;
- (d) the total amount generated by IRCTC through online ticket sales during the last three years including current year and the details of steps proposed to be taken to increase their revenue; and
- (e) whether the Railways have received complaints against IRCTC services during the last three years and if so, the details thereof along with the action taken against the erring officials?

Answer

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

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.2486 BY SHRI MOHITE PATIL VIJAYSINH SHANKARRAO, SHRI DHANANJAY MAHADIK, SHRI RAVINDRA KUMAR PANDEY, SHRI SATAV RAJEEV, DR. HEENA VIJAYKUMAR GAVIT, SHRIMATI SUPRIYA SULE, SHRI T. RADHA-KRISHNAN AND SHRI SHIVKUMAR UDASI TO BE ANSWERED IN LOK SABHA ON 08.12.2014 REGARDING IRCTC.

(a): Yes, Madam. With these problems in view, IRCTC has already gone for new ticketing system called NGeT (New Generation E-Ticketing), at a total cost of Rs.180 crores for five years. This was launched on 28.4.2014. With the new system, the problem has lessened to a great extent. This new system has capacity to book 7200 tickets per minute as against the old capacity of 2000 tickets per minute. It supports 1,20,000 concurrent users at any point of time. This system has been designed for faster booking of online rail reserved ticket all over Indian Railways.

(b): No, Madam.

(c): Yes, Madam. IRCTC has floated a tender for the selection of co-branded market place provider.

(d): The total amount generated by IRCTC through online ticket sales during the last three years, including current year (upto October 2014), is Rs.49310.38 crores. To increase the revenue, state of the art infrastructure and software has been provided to increase the capacity of e-ticketing system. Efforts are also on to increase the reach to rural areas through Common Service Centres.

(e): It was observed that the website used to get affected at the time of opening of tatkal ticket booking. This led to customer complaints. In order to address the issue, the ticketing capacity has been upgraded with the launch of NGeT system.