

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 4275  
TO BE ANSWERED ON 21.03.2018**

**PROMOTION OF DIGITAL TRANSACTIONS**

**†4275. SHRI SUMEDHANAND SARSWATI:  
SHRI NAGAR RODMAL:  
SHRI OM PRAKASH YADAV:**

**Will the Minister of RAILWAYS be pleased to state:**

- (a) the amount of revenue collected by the Government under digital transactions along with the measures proposed to be taken further by the Government to promote digital transactions;**
- (b) the details of the increase in digital transactions in all the railway zones falling fully or partly in Madhya Pradesh, Bihar and Rajasthan, separately; and**
- (c) the additional steps proposed to be taken by the Railways to promote digital transactions in the Railways?**

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF RAILWAYS  
(SHRI RAJEN GOHAIN)**

**(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.4275 BY SHRI SUMEDHANAND SARSWATI, SHRI NAGAR RODMAL AND SHRI OM PRAKASH YADAV TO BE ANSWERED IN LOK SABHA ON 21.03.2018 REGARDING PROMOTION OF DIGITAL TRANSACTIONS**

**(a): The amount of revenue received on account of ticket booking through digital means during the Financial Year 2017-18 ( up to February, 2018) is ₹27504.51 crore out of which the amount received on account of digital transaction in reserved passenger segment is ₹26100.27 crore which is approximately 70% of total passenger earnings in reserved segment. The amount received on account of digital transaction in unreserved passenger segment is ₹1404.24 crore which is approximately 9% of total passenger earnings in unreserved segment. The cashless transaction in case of freight traffic is above 99%.**

**Further, Indian Railways have undertaken following measures to promote digital transactions:-**

- i. The facility of online booking of reserved tickets has been provided through Indian Railway Catering and Tourism Corporation (IRCTC) website. The payment for tickets booked through IRCTC website is made through various cashless modes such as net banking, through credit/debit cards, cash cards and e-wallets. To incentivise payment through digital means, service charge on online booking of tickets was withdrawn for the tickets booked from 23.11.2016. The facility has been extended upto 31.03.2018.**
- ii. Indian Railways have tied up with State Bank of India to install 10,000 Point of Sale (POS) machines at various locations of Indian Railways i.e. Passenger Reservation System (PRS)/ Unreserved Ticketing System (UTS) ticket booking counters and Parcel/Goods locations.**

- iii. Booking of tickets through mobile phone has also been introduced wherein payment can be made through credit/debit cards, net banking, e-wallets etc.**
- iv. Service charge applicable on transactions against credit/debit cards for purchasing journey tickets at UTS/PRS counters has been withdrawn.**
- v. International credit/debit cards issued outside India are accepted for booking of e-tickets through IRCTC website.**
- vi. Automatic Ticket Vending Machines (ATVMs) have been introduced to facilitate sale of unreserved tickets which have provision of payment through smart cards.**
- vii. 0.5% discount is given on purchase of season tickets through digital means with effect from 01.01.2017 upto 31.03.2018.**
- viii. It has been decided to provide 5% discount on the total value of basic fare in PRS reserved counter ticket subject to maximum amount of discount of ₹50 on a ticket for payments made through Unified Payment Interface (UPI) including Bharat Interface for Money (BHIM) subject to value of ticket being ₹100 and more.**
- ix. Electronic Payment system for collection of freight charges is already in place. All major customers are covered under this system and around 83% of total freight is being collected through it, besides, there is provision for collecting wagon registration fee under electronic registration of demand for wagons through IRCTC payment gateway.**

**(b): State-wise data is not maintained. However, the zone-wise detail of number of digital transaction over Indian Railways at the ticket booking counter, ticket booking through mobile phone and Automatic Ticket Vending Machine (ATVM) is appended.**

**The number of transactions at the IRCTC website (e-ticket/i-ticket) is as under:-**

<b>Financial Year</b>	<b>Number of transactions (in lakhs)</b>
<b>2017-18 ( upto February)</b>	<b>2237.83</b>
<b>2016-17</b>	<b>2092.95</b>

**(c): Improvements in the system including digital transaction are a continuous process. Modifications in the ticket booking system and the payment receipt systems with regard to digitization are made in accordance with the advancements in the technologies for the benefit of the rail users.**

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**APPENDIX REFERRED TO IN REPLY TO PART (b) OF UNSTARRED QUESTION NO.4275 BY SHRI SUMEDHANAND SARSWATI, SHRI NAGAR RODMAL AND SHRI OM PRAKASH YADAV TO BE ANSWERED IN LOK SABHA ON 21.03.2018 REGARDING PROMOTION OF DIGITAL TRANSACTIONS**

<b>Number of Digital Transactions (In Lakhs)</b>		
<b>ZONAL RAILWAYS</b>	<b>FY 2017-18 (Up to February)</b>	<b>FY 2016-17 (Up to February)</b>
<b>Central</b>	<b>1036.07</b>	<b>1218.33</b>
<b>East Central</b>	<b>0.13</b>	<b>0.01</b>
<b>East Coast</b>	<b>73.91</b>	<b>79.01</b>
<b>Eastern</b>	<b>57.44</b>	<b>43.09</b>
<b>North Central</b>	<b>21.55</b>	<b>0.08</b>
<b>North Eastern</b>	<b>192.93</b>	<b>108.47</b>
<b>Northeast Frontier</b>	<b>0.10</b>	<b>0.004</b>
<b>Northern</b>	<b>121.29</b>	<b>12.69</b>
<b>North Western</b>	<b>298.87</b>	<b>274.74</b>
<b>South Central</b>	<b>400.98</b>	<b>380.62</b>
<b>South East Central</b>	<b>56.32</b>	<b>30.13</b>
<b>South Eastern</b>	<b>14.87</b>	<b>16.65</b>
<b>Southern</b>	<b>376.35</b>	<b>335.01</b>
<b>South Western</b>	<b>71.63</b>	<b>33.15</b>
<b>West Central</b>	<b>163.75</b>	<b>103.83</b>
<b>Western</b>	<b>486.30</b>	<b>470.93</b>
<b>Total</b>	<b>3372.48</b>	<b>3106.73</b>

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