

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 607
ANSWERED ON 07.02.2025

DISCREPANCIES IN IRCTC TICKET PRICING

607 SHRI SANJAY RAUT:

Will the Minister of RAILWAYS be pleased to state:

- (a) the reasons as to why passengers booking tickets online via IRCTC pay more than those purchasing tickets physically at railway counters;
- (b) the rationale behind this price discrepancy and in what manner it is justified;
- (c) whether Government is planning to review and reform pricing structure of IRCTC's online ticket booking service to ensure it is more reasonable and aligned with the costs of physical ticket bookings; and
- (d) whether there will be any policy changes aimed at eliminating the price differences between online and physical tickets to ensure that travel remains affordable for all passengers?

ANSWER

MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

(a) to (d): Indian Railway Catering and Tourism Corporation (IRCTC) has provided the facility to book reserved tickets online saving passengers from the botheration of going to reservation counters to book the tickets thus saving travel time and transportation costs.

IRCTC incurs substantial expenditure on providing online ticketing facility and in order to defray the cost incurred in maintenance, upgradation and expansion of ticketing infrastructure, a convenience fee is levied by IRCTC. In addition customers also pay transaction charges to Banks.

The online ticket booking facility provided by IRCTC is one of the most passenger friendly initiatives of Indian Railways and at present more than 80% of the reserved tickets are booked online.
