

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 758**  
**ANSWERED ON 25.07.2025**

**IRCTC ACCOUNT DEACTIVATION AND DIGITAL RESERVATION**

758 SHRI A. D. SINGH:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that Indian Railway Catering and Tourism Corporation (IRCTC) has recently deactivated over 2.5 crore User IDs, if so, the reasons behind such large-scale deactivation;
- (b) whether Government is planning a digital overhaul of the railway reservation system to curb misuse, if so, the details thereof;
- (c) whether it is also a fact that tickets for many trains vanish within minutes of the opening of reservation window; and
- (d) the measures being taken to ensure transparency, prevent misuse, and improve passenger access to confirmed tickets?

**ANSWER**

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

(SHRI ASHWINI VAISHNAW)

(a) to (d) With a view to curb malpractices in ticket booking system, IRCTC has recently deactivated over 2.5 crore user ids, as their credentials were found to be suspicious during extensive data point analysis.

On Indian Railways, the demand pattern of reserved accommodation is not uniform throughout the year and it varies over lean and peak periods. The trains running on popular routes and convenient timings are generally well patronized, however, in other trains, accommodation is generally available. To improve passenger access to confirmed tickets, to ensure transparency and to proliferate digital modes, the following steps have been taken by Indian Railways:-

- i. Reserved tickets can be booked either online or across computerised Passenger Reservation System (PRS) counters on first cum first served basis. Presently, around 89% of total tickets are being booked through online mode.
- ii. At PRS counters, the facility of making payments through digital modes has been provided.
- iii. With effect from 01-07-2025, tickets under Tatkal Scheme can be booked through the website of Indian Railway Catering and Tourism Corporation (IRCTC)/its app only by Aadhaar authenticated users.
- iv. Agents are barred from booking opening day Tatkal tickets during first 30 minutes of opening of Tatkal reservation.
- v. Waiting list position of the trains is monitored on regular basis and in order to cater to additional demand, Indian Railways operates Special train services and augments the load of trains to generate additional accommodation, subject to operational feasibility.
- vi. Further, schemes like Alternate Train Accommodation Scheme (ATAS) known as VIKALP and Up-gradation scheme have been introduced to provide confirmed accommodation to waitlisted passengers and also to ensure optimal utilization of available accommodation.

\*\*\*\*\*