GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

LOK SABHA
UNSTARRED QUESTION NO. 1377
TO BE ANSWERED ON 25.07.2018

E-TICKETING SYSTEM

1377.   SHRI C. MAHENDRAN :

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government has launched new user interface of its Next Generation e-Ticketing (NGeT) System recently;

(b) if so, the details thereof;

(c) whether it provides user-friendly, easy and fast way of booking rail tickets by   automating journey planning and purchase of tickets;

(d) if so, the details thereof;

(e) whether it will provide enhanced class, train, destination, departure and arrival time and quota-wise filters for facilitating customers while planning their journeys; and

(f) if so, the details thereof?

ANSWER

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

(a) to (f) : A Statement is laid on the Table of the House.

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STATEMENT REFERRED TO IN REPLY TO PART(S) (a) TO (f) OF UNSTARRED QUESTION NO.1377 BY SHRI C. MAHENDRAN TO BE ANSWERED IN LOK SABHA ON 25.07.2018 REGARDING E-TICKETING SYSTEM

(a) to (f): Yes, Madam. A new Next Generation e-Ticketing System has been launched on 14.6.2018 with the following salient features:

i) In the new user-interface, the user can enquire/search trains and check availability of seat without login.

ii) User can also change font size throughout the website.

iii) User can predict the chance of waitlist or RAC (Reservation Against Cancellation) ticket getting confirmed on the basis of historical booking trends.

iv) Enhanced 'Vikalp' feature provides user the option of choosing alternate accommodation in case of waitlist tickets in different trains including specials.

v) The user can manage the payment option by marking six banks as preferred banks.

vi) On completion of payment, the details of booking shall be displayed in user friendly manner.

vii) Different filters as per departure/arrival time, class, train and quota have been provided for facilitating journey planning.

viii) It can be used on multiple mobile platforms without any problem.

ix) New user interface also facilitates seamless navigation in mobiles, desktops, laptops and tablets.

x) There are number of additional features such as filters on 'My Transactions' where user can view booked tickets based on journey date, booking date, upcoming journey and completed journey.

xi) Single screen information about the train including the train number, train name, originating and destination station and distances between them, arrival and departure time and journey time has now been arranged.

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