

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 266
TO BE ANSWERED ON 12.12.2018**

NEW WEBSITE FOR ONLINE BOOKING

266. SHRI SISIR KUMAR ADHIKARI:

Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that the Railways has started new ticket confirmation process through website and has decided to withdraw dynamic ticketing system;

(b) if so, the details of the new confirmation process and chances with cancellation probability of last two years trend therefor;

(c) the proposal of the Government to issue confirmed tickets to passengers whenever and wherever the person need it;

(d) the year-wise collection details of dynamic system and berth confirmation since 2015;

(e) whether the Government proposes to issue confirmed tickets to the patients travelling for treatment purpose for all the trains; and

(f) if so, the details thereof and if not, the reasons therefor?

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.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (f) OF UNSTARRED QUESTION NO. 266 BY SHRI SISIR KUMAR ADHIKARI TO BE ANSWERED IN LOK SABHA ON 12.12.2018 REGARDING NEW WEBSITE FOR ONLINE BOOKING

(a): A tool has been developed to predict the probability of waitlisted ticket getting confirmed at the time of booking as well as during Passenger Name Record (PNR) enquiry of waitlisted ticket. The tool has been developed using the algorithm of Machine learning. The machine learning model has been developed using the waitlisted PNR data of past 2 years. This model creates the pattern for the various waitlist scenarios and predicts the probability for the future date journey. Currently this feature is integrated with Indian Railway Catering & Tourism Corporation (IRCTC) website. In IRCTC website this feature is operational as under:

- (i) When the user is doing the booking transaction, and if the status of accommodation availability of the desired/enquired journey is waitlisted, then the user can check the probability of confirmation.**
- (ii) At the time of PNR enquiry of waitlisted ticket, the user can check the probability of confirmation.**

At present, there is no proposal to withdraw premium Tatkal quota on dynamic fare and other variable fare schemes. However, Flexi fare scheme in Rajdhani, Shatabdi & Duronto Trains has been rationalized as under:

- (i) Discontinuation of Flexi fare scheme from 15 trains full year and from 32 trains during pre defined lean period of 3 months (February, March & August)**

- (ii) **Maximum cap of flexi fare scheme has been reduced to 1.4 times in all flexi fare applicable classes.**
- (iii) **Graded discount has been introduced in flexi fare trains and Humsafar trains, where class-wise occupancy is less than 60%, 4 days prior to scheduled departure of the train as under:-**

Occupancy	Discount
Upto 70%	20% on last fare
70 to 80%	10% on last fare
Above 80%	Nil

The above changes have been implemented w.e.f. 15-03-2019 on an experimental basis for 6 months.

(b): As far as trends of confirmation chances and cancellation chances probability is concerned, it is informed that it varies depending upon peak and lean periods, type of trains like short distance trains, long journey trains, trains with limited stoppage, etc.

(c): In the computerised Passenger Reservation System (PRS), confirmed berths/seats are allotted on first come first served basis till the availability and thereafter Reservation Against Cancellation (RAC)/Waiting List tickets are issued. The status of RAC/Waiting List tickets get automatically updated against the cancellation of confirmed berths/seats and also against release of unutilised reservation quotas.

To facilitate those passengers who have to undertake journey at short notice and to save such passengers from the clutches of unscrupulous elements/touts, Tatkal scheme of reservation is available where the accommodation becomes available for booking on the previous day of journey from train originating station. Further, with a view to provide confirmed accommodation to waiting list passengers and to ensure optimal utilisation of available accommodation, a scheme known as Alternate Train Accommodation (ATAS) known as “VIKALP” was introduced as a pilot project in November, 2015. This scheme has since been expanded to cover all type of train on all sectors from April, 2017. For this facility, waiting list passenger has to give an option at the time of booking of ticket & passengers with waiting list status at the time of preparation of first reservation charts are shifted to other trains, subject to availability of vacant accommodation.

(d): The concept of Premium trains with dynamic fare structure was introduced in December 2013 and it continued till June 2015. This concept was reviewed and from July 2015, Suvidha trains with variable fare structure were introduced. Premium Tatkal Quota having element of dynamic fare structure was introduced w.e.f. 01.10.2014 whereas, Flexi Fare System (also having variable fare structure) was introduced w.e.f. 09.09.2016. Total year-wise earnings from Dynamic/variable/flexi fare System including that from

Premium/Suvidha trains, flexi fare trains as well as Premium Tatkal Quota from January 2015 till November 2018 has been as under:

Financial Year	Earnings from Dynamic fare structure/Premium Tatkal Quota/flexi fare/variable fare (₹ in crores)
2014-15(January 2015 to March 2015)	88.31
2015-16	458.18
2016-17	864.61
2017-18	1477.35
2018-19 (upto November)	1127.74

The details of approximate number of waiting list passengers whose status got upgraded to RAC/Confirmed during the above said period are as under:-

Financial Year	Number of waiting list passengers whose status got upgraded to RAC/confirmed (in millions)
2014-15(January 2015 to March 2015)	17.46
2015-16	73.69
2016-17	70.98
2017-18	70.22
2018-19 (upto November)	51.29

(e) & (f): In the computerized PRS there is already a provision to permit cancer patients and their attendants travelling on concessional tickets issued in exchange of concession certificate, to directly access Emergency Quota at the time of booking itself. Maximum number of berths/seats out of the Emergency Quota in a train, which can be accessed by Cancer patients and their attendants in Sleeper, is 4 and 2 each in AC Chair Car, AC 3 tier, AC 2 tier and First Classes. In addition, separate Cancer Patient Quota has also been defined in some identified trains. Moreover, instructions are also there that in case requests are received for confirmation of berths out of emergency quota from patients who have to undertake journey for checkup like cancer treatment and dangerous ailments which cannot be postponed due to compelling circumstances, the same should be considered by quota controlling authority as per extant norms so as to accommodate to the extent feasible after satisfying themselves of the genuineness of travel.
