

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.2139
TO BE ANSWERED ON 04.03.2020**

HACKING OF IRCTC WEBSITE

2139. SHRIMATI RAKSHA NIKHIL KHADSE:

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government has framed any mechanism to arrest the hacking of the IRCTC site for booking of railway reservation tickets which has increased in the recent years; and

(b) if so, the steps the Government is initiating to minimise the reservation ticket booking menace by the private and non-registered agents?

ANSWER

MINISTER OF RAILWAYS AND COMMERCE AND INDUSTRY

(SHRI PIYUSH GOYAL)

(a) Yes, Sir.

(b) The steps initiated in this regard are as under:

- **Form filling time checks to ensure that form filling by automated software are comparable to a human being.**
- **Restriction on Number of Tickets which can be booked by a user, from an IP address, monthly limits etc.**
- **Checks to prevent automation software to work-Machine learning based Captcha, OTP for net banking, dynamic form fields etc.**
- **Multi-layer security & Regular Audits by STQC.**