GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

LOK SABHA
UNSTARRED QUESTION NO.249
TO BE ANSWERED ON 03.02.2021

REVAMPING OF IRCTC WEBSITE

249. DR. SUBHASH RAMRAO BHAMRE:
  DR. AMOL RAMSING KOLHE:
  SHRI SUNIL DATTATRAY TATKARE:
  SHRIMATI SUPRIYA SULE:
  DR. DNV SENTHILKUMAR S.:
  SHRI KULDEEP RAI SHARMA:

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government has revamped IRCTC website recently;

(b) if so, the details thereof along with the theme of the revamped IRCTC website;

(c) the advantage of revamping IRCTC for the train passengers;

(d) the agency which is responsible for developing and managing the information technology application of the Indian Railways;

(e) the estimated number of rail passengers who have used IRCTC for booking train tickets during each of the last three years; and

(f) the other steps taken by the Government to make IRCTC more accessible, efficient and technologically sound to cater to the needs of the rail passengers?

ANSWER

MINISTER OF RAILWAYS, COMMERCE & INDUSTRY AND CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION

(SHRI PIYUSH GOYAL)

(a) to (f) : A Statement is laid on the Table of the House.
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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (f) OF UNSTARRED QUESTION NO. 249 BY DR. SUBHASH RAMARAO BHAMRE, DR. AMOL RAMSING KOLHE, SHRI SUNIL DATTATREY TATKARE, SHRIMATI SUPRIYA SULE, DR. DNV SENTHIKUKAR S. AND SHRI KULDEEP RAI SHARMA TO BE ANSWERED IN LOK SABHA ON 03.02.2021 REGARDING REVAMPING OF IRCTC WEBSITE.

(a) to (d): Ministry of Railways has revamped and upgraded its e-ticketing website www.irctc.co.in and Indian Railway Catering And Tourism Corporation (IRCTC) Rail Connect Mobile App, which are used for booking of 'online' Railway tickets on 31st December, 2020. Railway customer has been the focus of the design of the revamped application. It has been developed by IRCTC through Centre for Railway Information Systems (CRIS), the Information Technology arm of the Ministry of Railways. Novel user personalization features linked to user log in have been incorporated, along with customizations for seamless travel experience, one stop train selection for booking, and integrated booking for meals and accommodation with tickets. The advantages of the revamped application for the rail users include -

- Booking of meals, retiring rooms and hotels have been integrated and can be booked directly along with the tickets, thus providing a one stop solution for the needs of the traveller.
- Predictive entry suggestions using Artificial Intelligence to be given to the passenger when he is entering the 'From – To' station. This will greatly reduce the hassle in searching stations and also save time in ticket booking.
- 'Regular' or 'Favorite' journeys can be booked easily by automatically entering relevant details.

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- Train search and selection simplified by putting the information on one page to reduce the time used by passengers and enhancing the booking experience.

  o All information on one page – Availability for all class is displayed along with respective fares for all trains. Users can simply scroll the page and choose to 'Book' the desired train and class. Earlier each train seat availability and fares could be seen only after clicking on that train individually.

  o Cache system has been introduced in the backend to provide availability status. This has eliminated the delay in loading train by train availability earlier.

  o In case waitlisted tickets, its 'confirmation probability' generated using Artificial Intelligence tools, is displayed for helping in selection of train/class. Earlier this had to be checked for each waitlist status separately.

  o Availability for other dates can be toggled easily on the page itself.

  o Prompts during the booking process have been provided for making it easy for even less computer familiar users. This will save his time in wandering on the website for searching the website.

- Journey booking details will be shown also at the payment page. It will prompt the user to check and rectify, if there are any typographical errors, which otherwise need to be corrected from a Passenger Reservation System (PRS) centre.

- It has in-built features for enhancing cyber security by using appropriate captchas.

- **Simpler checking of the refund status at the user accounts page. Earlier this feature was not easily accessible.**

(e) : Rail passengers who have used IRCTC for booking tickets during last three years are given below:-

Financial year	Passengers booked using IRCTC application
2018-19	49,49,50,699
2019-20	52,29,61,614
2020-21 (till Dec-20)	14,75,21,841

(f): Ministry of Railways has taken several steps from time to time to modernise the ticketing process. Next Generation e-Ticketing (NGeT) system, with increased server capacity, was launched in 2014. The capacity of IRCTC e-Ticketing System was 2000 tickets per minute prior to launch of NGeT System. The NGeT system was launched with the booking capacity of 7,200 tickets per minute. The system has been upgraded constantly to handle increased load of 15,000 tickets per minute in 2016-17, 18,000 tickets per minute in 2017-18 and 20,000 tickets per minute in 2018-19. Presently, IRCTC Website has a capacity of booking over 25,000 tickets per minute. A record number of 26,458 tickets were booked in a minute on 5 March, 2020.

IRCTC has launched IRCTC Rail Connect Android Mobile App on Next Generation e-ticketing system in January 2017. IRCTC Rail Connect is fully secured and facilitates the customer with hassle free, seamless

and cashless transactions. About 47% of the overall e-tickets are booked through IRCTC Rail Connect Mobile App. IRCTC Rupay card has been launched recently in collaboration with the State Bank of India (SBI), as a travel credit card with value back benefits to regular rail users, on booking of tickets through the IRCTC website. IRCTC has also integrated new payment modes like e-wallets, BHIM/UPI, Scan and Pay along with Credit Card, Debit Card and Net banking payment modes to give variety of payment modes for ease of transaction by customers.

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