

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.310
TO BE ANSWERED ON 03.02.2021**

ONLINE BOOKING OF TICKETS

**†310. SHRI NARANBHAI KACHHADIYA :
SHRI PARBATBHAI SAVABHAI PATEL :**

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Indian Railways has launched the upgraded e-ticketing website and mobile app for online booking of train tickets;**
- (b) whether the people would be able to log in this website with their old passwords; and**
- (c) whether it will ensure smooth and easy operation and if so, the types of features inserted in these websites and apps?**

ANSWER

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

(SHRI PIYUSH GOYAL)

(a) : Yes, Sir.

(b) : Yes, Sir.

(c) : Ministry of Railways on 31st December, 2020 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. Focus of the

design of revamped application is the Railway Customer. 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.
