

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO.4641  
TO BE ANSWERED ON 24.03.2021**

**REVENUE FROM IRCTC WEBSITE**

**4641. SHRI GNANATHIRAVIAM S.:**

**Will the Minister of RAILWAYS be pleased to state:**

**(a) whether it is a fact that the IRCTC website is garnering huge revenue for the Railways;**

**(b) if so, the revenue generated during the last two years through IRCTC website especially with regard to passenger booking;**

**(c) whether it is also true that Railways uses IT infrastructure for unreserved ticketing system serving crores of passengers;**

**(d) if so, whether it is also true that e-payment is also received towards freight operations; and**

**(e) if so, the details thereof?**

**ANSWER**

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

**(SHRI PIYUSH GOYAL)**

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

**\*\*\*\*\***

**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 4641 BY SHRI GNANATHIRAVIAM S., TO BE ANSWERED IN LOK SABHA ON 24.03.2021 REGARDING REVENUE FROM IRCTC WEBSITE.**

**(a) & (b): IRCTC e-ticketing website provides the facility of online booking of reserved tickets on Indian Railways. Revenue generated during the last two years through IRCTC website with regard to passengers booking is as under:**

<b>Year</b>	<b>Amount collected as ticket fare ( in Crores)</b>
<b>2018-19</b>	<b>32,070</b>
<b>2019-20</b>	<b>34,055</b>
<b>2020-21 Till Feb, 2021</b>	<b>14,915</b>

**(c) to (e) : Yes, Sir. Railway uses IT infrastructure for the vital areas of customer interface. Unreserved tickets are booked on the Unreserved Ticketing System (UTS) application. E-payment facility is provided to freight customers for collection of freight charges and Wagon Registration Fee. Collection of freight charges through e-payment has gone up from 76.16% last year (2019-20) to 83.77% in the current financial year (2020-21).**

**\*\*\*\*\***