

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.540
TO BE ANSWERED ON 03.12.2025**

SLOWDOWN OF IRCTC PORTAL

540. ADV. PRIYA SAROJ :

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government is aware of the frequent server failures, payment failures, and system slowdowns on the Indian Railways Catering and Tourism Corporation (IRCTC) portal especially during Tatkal booking and if so, the details thereof;**
- (b) the number of complaints received regarding failed transactions/delayed refunds/booking errors during the last three years;**
- (c) whether any third-party audit of IRCTC's technology infrastructure has been conducted to assess capacity gaps and if so, the details thereof;**
- (d) whether the Government proposes to upgrade the IRCTC system/increase server capacity and ensure real-time refunds to passengers and if so, the details thereof; and**
- (e) the manner in which Government is ensuring that rural passengers who usually have slower internet, get fair access during Tatkal booking?**

ANSWER

**MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY**

(SHRI ASHWINI VAISHNAW)

(a) to (e): The uptime of IRCTC website was 99.98% during April 2025-October 2025, while it was 99.86.% in 2024-25. Indian Railways has

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undertaken both administrative and technological measures for system modernization. Administrative measures include deactivation of suspicious user IDs, lodging complaints on National Cyber Crime Portal for suspiciously booked PNRs, revalidation of user IDs etc.

System Improvement Measures include checks and validations, engagement of leading content delivering network and anti BOT application with cutting edge technology to ensure smooth booking by genuine users. In addition, regular third party Audits of IRCTC's technology infrastructure are being conducted for improvement in the system.

The share of e-ticketing has since increased to more than 87% of total reserved tickets booked on Indian Railways. However, some complaints are received regarding failed transaction/delayed refund/booking errors which are being monitored on regular basis for quick resolution

The IRCTC website and mobile apps operate on application programming interface (API)-based technology, which requires only minimal text-based data exchange between the user's device and IRCTC servers. This ensures efficient performance for ticket booking even in rural areas. In addition, IRCTC has implemented advanced Content Delivery Network (CDN) solutions, which is a global network of servers that delivers static content to users more quickly and reliably.

Capacity enhancement and technological upgradation are an ongoing process on Indian Railways, subject to availability of resources and techno-economic feasibility.