

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
LOK SABHA
UNSTARRED QUESTION NO. 3151
TO BE ANSWERED ON 11.03.2026**

TECHNICAL ISSUES IN IRCTC RAIL CONNECT MOBILE APP

3151. SHRI KUNDURU RAGHUVeer:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government has received public complaints or feedback regarding frequent technical issues in the IRCTC Rail Connect mobile app, including login failures, payment gateway errors and booking timeouts during peak hours;**
- (b) the details of the reasons for repeated disruptions during Tatkal booking hours and failure of real-time seat availability updates;**
- (c) whether the Government has taken any steps to upgrade the app's server infrastructure and user interface and if so, the details thereof; and**
- (d) the average number of failed transactions reported monthly and the status of refund processing timelines?**

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (d) : The facility of ticket booking is available through IRCTC Rail Connect app and RailOne App. These apps enable passengers to book tickets on mobile phones and bring the passengers reservation ticket booking facility on passenger's palm.

During the period 01.04.2025 to 31.01.2026 as against the total tickets booked through the above mentioned Apps, the number of complaints against the tickets booked is 0.0009%.

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The Real-time seat availability is available to the users. The information is fetched directly from the Passenger Reservation System (PRS) and displayed on the Review Journey page before ticket booking. This ensures that the user always sees the up-to-date seat status at the time of reviewing their journey, eliminating any possibility of outdated or incorrect information.

To enhance the system capacity and customer experience, the ICT (Information and Communication Technology) infrastructure of e-Ticketing System is currently being upgraded which includes hardware (server, storage etc.), software, network and security components.

The number of failed transactions constitute a very small percentage of the overall complaints settled in RailConnect Mobile App. In addition, the refund in more than 90% of the cases is initiated on the same day.

However, technological upgradation and system improvements are an ongoing process on Indian Railways subject to technical feasibility and availability of resources.

To improve passenger access to Tatkal tickets and to ensure transparency, the following steps have been taken by Ministry of Railways:

- i) With effect from 01.07.2025, tickets under Tatkal Scheme can be booked through the website of Indian Railway Catering and Tourism Corporation/Rail Connect Mobile App only by Aadhaar authenticated users.**

- ii) Agents are barred from booking tickets during first 30 minutes of Advance Reservation Period (ARP) booking.**
- iii) In selected identified trains, OTP based booking has also been initiated for booking Tatkal tickets online as well as across computerized Passenger Reservation System(PRS) counters.**
