GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

LOK SABHA
STARRED QUESTION NO. 289
TO BE ANSWERED ON 10.08.2015

BOOKING OF RAILWAY TICKETS

*289.   SHRI K.N. RAMACHANDRAN:

Will the Minister of RAILWAYS be pleased to state:

(a) the total number of tickets booked each through the Indian Railway Catering and Tourism Corporation (IRCTC) and the Passenger Reservation System (PRS) during the last one year and the current year, month-wise;

(b) the additional cost incurred on each ticket at the time of booking through IRCTC and PRS;

(c) whether it is a fact that the online tickets booked through IRCTC is a better option than PRS in terms of cost to a passenger and if so, the details thereof; and

(d) the steps taken by the Railways to provide concession for online ticket bookings considering use of least manpower, paper etc. ?

ANSWER

MINISTER OF RAILWAYS

(SHRI SURESH PRABHAKAR PRABHU)

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

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF STARRED QUESTION NO. 289 BY SHRI K.N. RAMACHANDRAN TO BE ANSWERED IN LOK SABHA ON 10.08.2015 REGARDING BOOKING OF RAILWAY TICKETS

(a): The month-wise details of total number of tickets booked through the Indian Railway Catering and Tourism Corporation (IRCTC) and the Passenger Reservation System (PRS) counters during the Financial Year 2014-15 and during the period from April, 2015 to June, 2015 are given in the Appendix.

(b): The additional cost incurred on each ticket at the time of booking through IRCTC and PRS is not maintained. However, the cost per e-ticket issued through IRCTC for the Financial Year 2013-14 is `7.22, which is likely to be between `15 and `20 per ticket in FY 2014-15 on account of additional investment on upgradation of ticketing infrastructure including switching over to the Next Generation e-Ticketing System (NGeT) and further large scale augmentation of the Information Technology (IT) infrastructure for catering to increase number of booking demands. With regard to PRS tickets, it is practically not feasible to establish the cost incurred on each ticket issued through the PRS counter since it involves various factors such as cost of premises, equipment, their maintenance, manpower cost and other costs such as electricity, furniture, stationery, networking etc., which varies from location to location.

(c): While booking a reserved ticket through internet, a passenger has to pay additional charges like service charges of IRCTC, bank transaction charges and service charges of agents (in case ticket is

booked through authorised agents), etc. which are not payable in case of PRS ticket. However, which of the two is a better option is a matter of choice exercised by the passenger.

(d): For providing facility of booking reserved tickets through internet, expenditure is incurred on procurement and maintenance of hardware and software, cost of technical manpower, recurring expenditure like rent, electricity charges, internet bandwidth charges, administrative cost, etc. Hence, no concession is provided by the Railways for booking tickets online.

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APPENDIX REFERRED TO IN REPLY TO PART (a) OF STARRED QUESTION NO. 289 BY SHRI K.N. RAMACHANDRAN TO BE ANSWERED IN LOK SABHA ON 10.08.2015 REGARDING BOOKING OF RAILWAY TICKETS

Month-wise number of tickets booked through PRS counter and IRCTC for the Financial Year 2014-15 and during the period from April, 2015 to June, 2015.			
Year	Month	**Number of tickets issued (in lakhs)**	
		Tickets booked through PRS counter	Tickets booked through IRCTC
2014	April	139.29	134.36
2014	May	161.79	137.50
2014	June	149.29	146.44
2014	July	125.18	144.93
2014	August	122.30	154.33
2014	September	111.18	136.92
2014	October	129.46	172.04
2014	November	131.57	150.54
2014	December	123.72	166.69
2015	January	115.51	161.95
2015	February	112.94	147.39
2015	March	117.20	161.26
Total for Financial Year 2014-15		1,539.43	1,814.35
2015	April	124.01	160.38
2015	May	139.63	174.01
2015	June	124.84	161.70
Total for Financial Year 2015-16 (Upto June,2015)		388.48	496.09

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