

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:5129
ANSWERED ON:28.04.2005
ONLINE RAIL BOOKING THROUGH INTERNET
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Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railway's programme of online rail booking through internet has increased the volume of booking as reported in the 'Business Standard' dated March 28, 2005;
- (b) if so, the details thereof;
- (c) whether any study has been made to assess the growth or otherwise in this programme;
- (d) if so, the results of such assessment; and
- (e) the measures taken/to be taken by the Railways for popularisation of the programme and strengthening of the infrastructure accordingly to deal with the growth rate?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a) & (b) : Yes, Sir. The total number of rail tickets booked through internet during April' 2003 to March' 2004 and April' 2004 to March' 2005 were 7,28,404 and 12,81,033 respectively thus, showing upward trend of 76%.

(c) : No, Sir.

(d) : Does not arise.

(e): Indian Railways are making every effort to popularise the booking of railway tickets through internet and accordingly strengthening the infrastructure. The facility for booking of rail tickets has now been extended to mobile phone users also. Three mobile operators have already integrated with Indian Railway Catering and Tourism Corporation (IRCTC) in this regard and other mobile operators are also negotiating.

The payment options have also been liberalized. The payment can now be made through American Express Credit Card also against the earlier option of Master & Visa cards. In addition, the payments can now be made through 15 banks by direct debiting of the bank accounts of the customers. Further, cash cards can also be used for making payments.

The facility for delivery of tickets booked through internet was earlier available in Delhi National Capital Region only in the beginning, whereas, it has now been extended to 133 cities in India.

IRCTC has accordingly strengthened both the hardware and networking infrastructure, software support infrastructure and the administrative infrastructure of the Internet ticketing system to enable it to handle the growing demand for Internet ticketing.