About IRCTC Internet Ticketing

IRCTC's e-ticketing service has continued to grow ever since it came into eticketing for indian railways.

IRCTC now accounts for 70% of reserved tickets in 2018-19 on Indian Railways booked online.

On an average, more than **7.78 lakh Tickets were sold daily through IRCTC's** website during 2018-19.

The site offers 24x7x365 ticket booking services except for 35 minutes from 2345 hrs to 0020 hrs.

IRCTC Earnings from Ticket Booking

NO. OF E-TICKETS AND PASSENGERS BOOKED

A total of **2841 lac tickets were booked in 2018-19** as compared to 2466 lacs in 2017-18.

Total 4949 lac passengers were booked as compared to 4340 lac passengers booked in 2017-18.

The ratio of Passenger to Ticket during the year was 1.74:1.

E-TICKETING REVENUE COLLECTION

During the year 2018-19, **a total of Rs. 32,069 crores were collected** as Ticket Fare from the users under E-ticketing revenue, which is 12.62% more than the last year's collection of Rs 28475 crores.
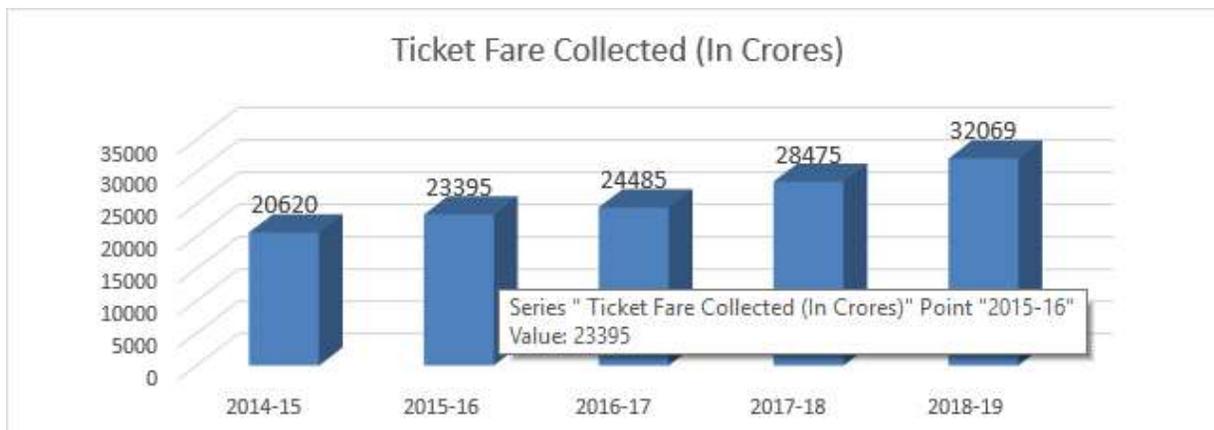
Highlights of Internet Ticketing (2018-19)

Total number of tickets booked were **2841 Lakhs, 15.21% higher** than last year

Mobile App (on Android) Downloads till 31st March, 2019 were **3.15 Crores downloads.**

Mobile Bookings: The average Mobile App bookings during 2018-19 were **2.79 Lakh tickets per day** as compared to 1.32 Lakh tickets in 2017-18

About **20% of the total e-tickets were booked by through agents** (Web Services Model) in 2018-19.

Optional **Travel Insurance facility** on Payment of premium started w.e.f. 01-Sep-2018. Prior to that insurance was free to Rail Passengers. During the year, 35 crore passengers availed travel insurance facility.

New Initiatives Taken by IRCTC During 2018-19

New **User Interface for e-Ticketing** website was launched on 14-Jun-2018.

Waitlist **ticket confirmation prediction** facility to Users. (w.e.f. 15-Jun-2018)

E-ticket booking facility for Visually Impaired and Differently Abled users on Mobile App.

Facility of **Book Now Pay Later** (after 15 days) on website.

TalkBack feature included to assist visually Impaired to book e-tickets. (w.e.f. 26-Oct-2018).

Push Notifications - User engagement and retention tool that leverages Web and App to push notifications as a communication channel utilising the IRCTC user base was introduced during the year.

ASK Disha (Chat Bot): An Innovative solution based on Artificial Intelligence & Machine Learning to provide quick response to IRCTC users was launched on 11-Oct-2018. It helps the website and mobile app visitors by answering their queries instantly without any time lag and to improve customer satisfaction and help business create competitive advantage, drive new business opportunities and foster innovation

Booking of **Online Darshan Passes for Shirdi** with Rail e-Ticket was started on IRCTC e-ticketing website w.e.f 23-Jan-2019.

Train Vacant Seat Chart Module has been provided to users to view complete information of vacant, booked and partially booked berths in a train reservation chart w.e.f. 27-Feb-2019.

Source: https://www.irctc.com/internet-ticketing.html