



इंडियन रेलवे कॅटरिंग एण्ड टूरिज्म कॉरपोरेशन लिमिटेड
(भारत सरकार का उद्यम-मिनी रत्न)
INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.
(A Govt. of India Enterprise-Mini Ratna)

"CIN-L74899DL1999GOI101707" E-mail : info@irctc.com Website : www.irctc.com

No. 2019/IRCTC/CS/STEX/356

July 25, 2023

Mr. Harshad Naik,
Deputy Manager
Listing Compliance,
BSE Limited 1st Floor,
New Trade Wing, Rotunda Building
Phiroze Jeejeebhoy Towers, Dalal Street Fort,
Mumbai - 400 001
Scrip Code: 542830

Sub: Clarification on media report appearing on <https://www.ndtv.com> dated July 25, 2023

Sir/Madam,

We are in receipt of your e-mail dated 25th July, 2023 seeking clarification regarding recent media report appearing on <https://www.ndtv.com> dated July 25, 2023 (Link :<https://www.ndtv.com/india-news/railway-ticket-booking-affected-as-irctc-website-down-due-to-technical-glitch-4239030>) titled "Railway Ticket Booking Affected As IRCTC Website Down Due To Technical Glitch".

In this regard, it is to be clarified that on 25th July, 2023 at 3:30 AM, it was noticed by IRCTC's Customer Care team that e-ticket bookings were failing on IRCTC website and Rail Connect App. However, bookings were going through platforms of 28 registered B2C agents. In addition, bookings were also happening through IRCTC Chatbot 'Ask Disha' and PRS counters. **IRCTC has been notifying the passengers with regular updates through its Customer Care Centre and official twitter handle.**

The technical teams of IRCTC and CRIS worked along with key service providers to address the issues. The services were resumed at 01.30 PM for website and 01.50 PM for Mobile app.

During this period 72,967 tickets were already booked through IRCTC authorized partners. After resuming the services, 5,76,642 tickets have already been booked through e-ticketing up to 5.45 PM. **The e-ticketing is now functional at its full capacity.**

Kindly take the same on record please.

Thanking you,

Yours faithfully,

For and on behalf of Indian Railway Catering & Tourism Corporation Limited

(Suman Kalra)
Company Secretary & Compliance Officer