

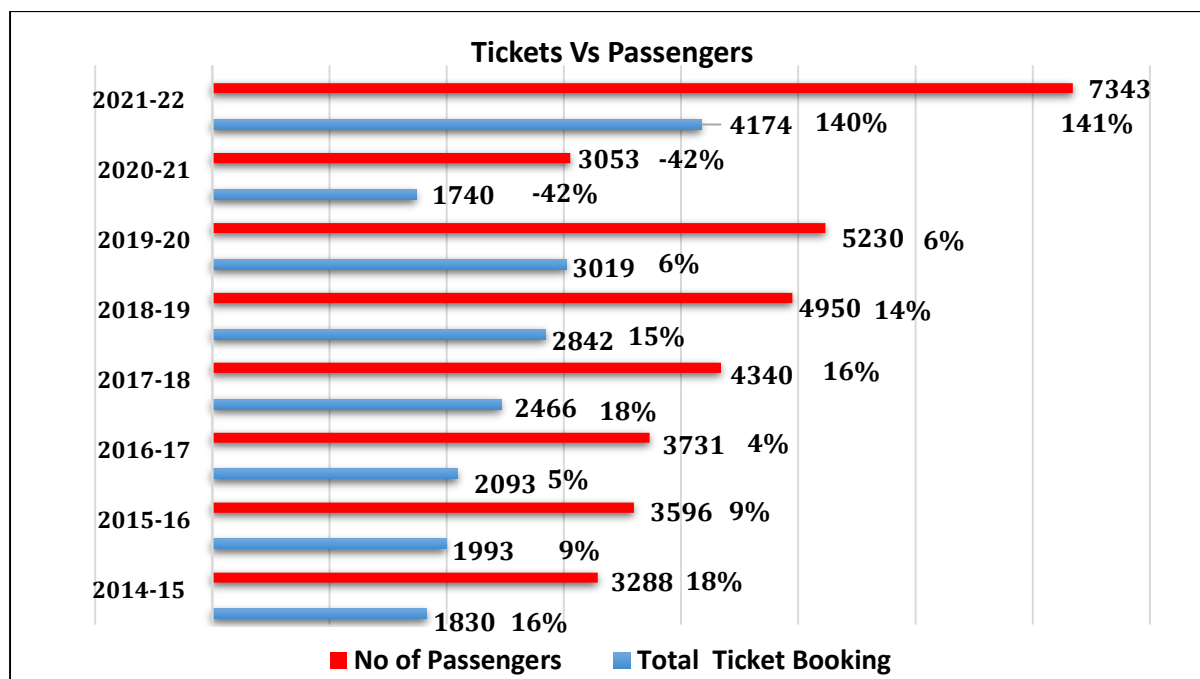
IRCTC has revolutionized life of the common man travelling with the Indian Railways. IRCTC Online Ticket booking system is a boon to the common man, empowering him through technology. Launched in August, 2002, the Company had booked a mere 27 tickets on the first day of its commencement of Internet ticketing service in the country. From 27 i-tickets booked in 2002 (the year of launch), the Company has reached to a record of 15.88 lakh e-tickets booked on 21st March 2022. Now after more than 19 years of a sparkling journey, it has emerged as one of the largest e-commerce website in the country and Asia Pacific.

The e-Ticketing System was replaced with Next Generation E-Ticketing (NGeT) System from 28-Apr-2014 and the capacity of per minute ticket booking was increased progressively. The NGeT system is support by high capacity servers which has got a capacity to book more than 26,000 tickets per minute. It had witnessed a record booking of 26,458 tickets in a minute on 05-March-2020 (at 11.02 min).

IRCTC is pioneered in internet-based rail ticket booking through its Website www.irctc.co.in and IRCTC Rail Connect Mobile Apps (Android and iOS platform) which is accounted for 80.43% of the total reserved tickets booked on Indian Railways, in FY 2021-22. On an average, 11.44 lakh tickets were sold daily through IRCTC's Website and Mobile App during FY 2021-22. The site offers round the clock ticket booking services, except for a 35-minute break from 2345 hrs to 0020 hrs.

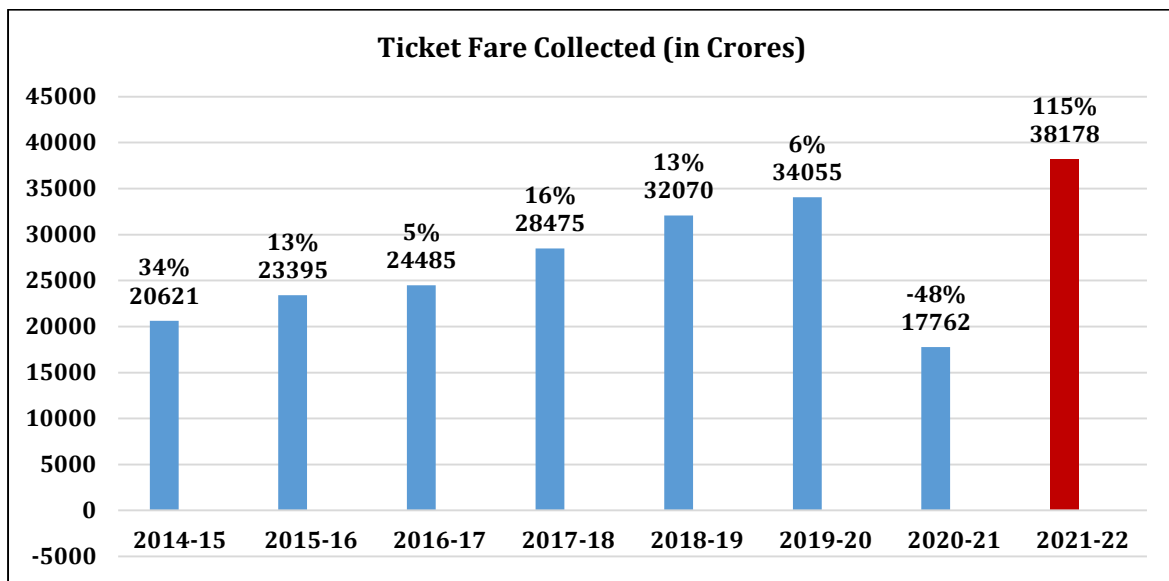
a. No. of E-Tickets and Passengers Booked:

A total of **4174.49** lakhs tickets have been booked in 2021-22 as compared to **1740.44** lakhs in 2020-21. Total 7343.26 lakh passengers got booked on E-Tickets in 2021-22 as compared to 3052.67 lakh passengers booked in 2020-21. The ratio of Passenger to Ticket during the year was 1.76 :1. Number of tickets booked during the year has increased as the Train operations were restored to normalcy by Indian Railways due to improved COVID-19 conditions .



b. E-ticketing Revenue:

During the year 2021-22, a total amount of Rs. 38178.32 crores was collected as Ticket Fare from the users as E-ticketing revenue, which is about 115% of the last year's collection of Rs. 17761.60 crores.



New Initiatives Taken During 2021-22

1. Multi Lap Enquiry facility in IRCTC Rail Connect Mobile App and IRCTC Website: This feature facilitates passengers with connecting train Journey booking between pair of Stations for which direct trains are no available.
 - Website: 09-April -2021
 - iOS: 12- April -2021

2. Retiring Room booking facility in IRCTC Rail Connect Mobile App: This feature enable the passenger with booking of Retiring Rooms for the tickets booked through App, at the stations wherever available.
 - Android: 27- April -2021

3. Rail E-Ticket booking for Privilege Pass / PTO holders in IRCTC Rail Connect Mobile App: Through this facility, Indian Railway employees can book train tickets with Privilege Pass/PTOs through IRCTC Rail Connect Mobile App on iOS platform.
 - iOS: 13- May -2021

4. Integration of Bus facility in IRCTC Exclusive section of IRCTC Rail Connect Mobile App & IRCTC Website (www.irctc.co.in): Inclusion of this facility enables customers to book Bus tickets through the Mobile App and Website by redirecting to Bus booking page at Tourism portal.
 - Website: 01-July -2021
 - Android: 09- Aug -2021
 - iOS: 26- Aug -2021

5. Infant Divyaang Concession Booking with Escort in IRCTC Rail Connect Mobile App and Website: Divyang Concession booking for the Infants can now be done through IRCTC Rail Connect Mobile App (Android) and Website www.irctc.co.in.
 - Website: 25-Aug-2021
 - Android: 22-Sep-2021

6. User Registration with Junk/Disposable email id has been restricted on IRCTC e-Ticketing website. (21-Sep -2021)
7. Integration of SBI General Insurance (27-Nov-2021) and Liberty General Insurance (01-Nov-2021) as travel insurance partners for IRCTC e-ticketing with premium amount revised from 49 paisa to 35 paisa.
8. General passenger booking through Hon'ble MP/Ex MP users Ids in IRCTC Rail Connect Mobile App: Facility to book General Passenger through Hon'ble MP/Ex MP users Ids through App.
 - iOS: 11- Nov -2021
 - Android: 18- Nov -2021
9. Refund of Travel insurance premium amount refund against cancellation of tickets in IRCTC Rail Connect Mobile App.
 - Android: 02- Dec -2021
10. Inclusion of ADD MEAL option in IRCTC Rail Connect Mobile App: This feature will facilitate the user to add/book meals of third party (Other than pantry) while booking tickets, through in IRCTC Rail Connect Mobile App.
 - Android: 02- Dec -2021
 - iOS: 06- Dec -2021
11. Changes for On board Catering Services in IRCTC Rail Connect Mobile App: Through this facility, now customer can add/book meals for on board pantry car while booking tickets through IRCTC Rail Connect Mobile App.
 - Android: 02- Dec -2021
 - iOS: 06- Dec -2021
12. e-Gift Vouchers option inclusion under 'IRCTC Exclusive' section of IRCTC Rail Connect Mobile App: This feature will enable the customer to buy e-Gift Vouchers for various third party products as per the requirement.
 - Android: 31-Dec-2021
13. Integration of "EMI based" payment option in of IRCTC Rail Connect Mobile App: This payment options will facilitate the customer to book e-ticket and pay the ticket fare in equal instalments as per his/her convenience as per the applicable terms and conditions.
 - Android: 31-Dec-2021
14. IRCTC has developed e-ticketing application for Paramilitary Forces for booking reserved rail e-tickets to their personnel.
 - E-ticketing system was commissioned for Central Industrial Security Force (CISF) for booking Reserved Rail e-tickets for CISF personnel w.e.f. 04-Feb-2022.



- E-ticketing system was commissioned for Border Security Force (BSF) for booking Reserved Rail e-tickets for CISF personnel w.e.f. 17-Feb-2022.



- In the past e-ticketing system has been developed for CRPF, NDRF NSG & AR.
- The online ticketing system will bring a major relief to these Central Paramilitary Forces in handling their reserved train ticket requirements and also from cumbersome manual processes for Railway Warrant management and their reconciliation and accounting between Indian Railways and Ministry of Home Affairs.

15. Launch of IRCTC BOB Loyalty Cobranded Credit Card on RuPay platform in collaboration with Bank of Baroda. (21-Feb-2022)



A. Customer benefits from IRCTC Bank of Baroda (BOB) Cobranded Credit Card:

- Joining Fee of **Rs. 500+GST** on issuance.
- Renewal Fee of **Rs. 350+GST** on Renewal each year.
- Activation Benefit** - 1,000 bonus Reward Points on single transaction of Rs. 1,000 or more within 45 days of card issuance
- Railway Lounge Access** - 4 complimentary access per year (1 per quarter) at partner railway Lounges (Only for Primary Cardholder).

- e) **Fuel Surcharge Waiver** - 1% fuel surcharge waived across all petrol pumps in India, on transactions of Rs. 500 - Rs. 3,000, exclusive of GST and other charges (Maximum surcharge waiver of Rs. 100 per statement cycle per credit card account)
- f) **1 Reward Point = Rs. 0.25/-**
- g) **Reward Points (Base)** - 2 Reward points for every Rs. 100 spent on non-fuel retail purchases,
- h) **Reward Points (Accelerated)**- 2X i.e. 4 reward points on every Rs. 100 spent on:
 - i. Grocery
 - ii. Departmental stores (Max. 1000 RP per month)
- i) **Reward Points (Accelerated on IRCTC ticket bookings)**- Up to 20X reward points on 1AC, 2AC, 3AC, CC or EC class booking for ticket purchases at IRCTC portal.
- j) Waiver of 1% of payment gateway transactions charges on Railway ticket booking on IRCTC using the cobranded credit card.

16. E-ticket booking through AskDisha Chatbot: For the first time, railway e-tickets can be purchased in a convenient conversational manner using voice and chat, even without the need for an IRCTC password. The system requires no passwords but will work based on the One Time Password (OTP) sent to your mobile number. AskDisha (Digital Interaction to Seek Help Anytime) is an Artificial Intelligence and Machine learning based Chatbot, that answers queries pertaining to various services offered by IRCTC through which customer can now book reserved rail e-tickets also.

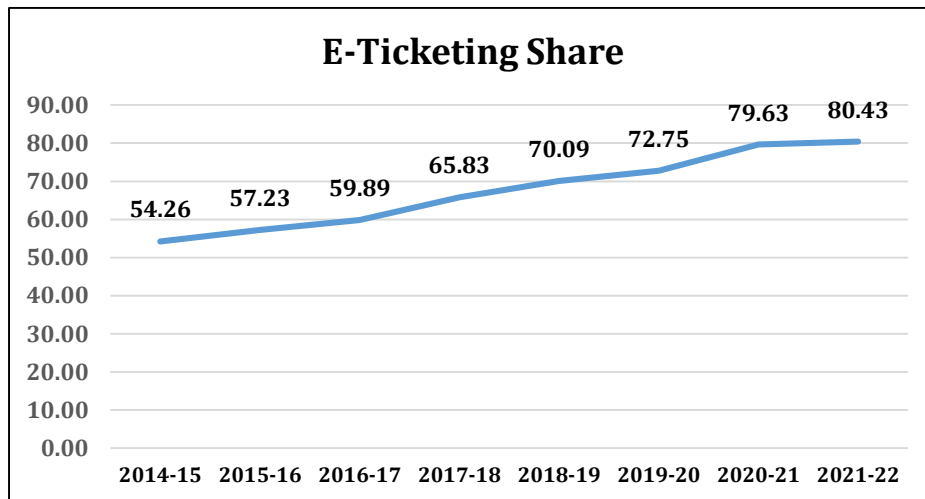
- Website: Beta launch 30-Dec -2021
Full-fledged launch 31-03-2022



- 17. Implementation of option to book full fare berths for infant passengers (0 to 4 years) along with other passengers (31-March-2022)
- 18. Implementation of option to Re-verify profile details with Aadhaar. In case, user has updated his/her Aadhaar details, they can re-verify profile details with Aadhaar. (31-Mar-2022)

Highlights of Internet Ticketing (2021-22)

1. A record of highest ever website booking is **15,88,592** tickets reported on 21 March, 2022.
2. Total number of tickets booked were 4174.49 Lakhs, which is 140% of the last year.
3. Total Train Ticket Fare for online e-ticketing during the year 2021-22 was Rs. 38178.32 crores.
4. 7.81 Crore Mobile App (on Android & iOS) Downloads till 31st March, 2022.
5. Mobile Bookings: The average Mobile App bookings during 2021-22 were 5.25 Lakh tickets per day, as compared to 2.21 Lakh tickets in 2020-21. 46% of IRCTC e-Tickets have been booked through IRCTC Rail Connect Mobile App during FY 2021-22.
6. About 80.43% of Reserved Rail tickets were booked online in 2021-22, as compared to 79.83% in 2020-21. There has been continuous increase in online booking share over the years.



7. Launch of IRCTC BOB Loyalty Cobranded Credit Card on RuPay platform in collaboration with Bank of Baroda on 21-Feb-2022.
8. Integration of AskDisha Chatbot for E-ticket booking on 31-Mar-2022.
9. Launch of CISF for e-Ticket booking on 04-Feb-2022.
10. Launch of BSF for e-Ticket booking on 17-Feb-2022.