INDIAN RAILWAY CATERING AND TOURISM CORPORATION

IRCTC

is a subsidiary & Public Sector Enterprise under Ministry of Railways, handles the catering, tourism and online ticketing operations of the Railways
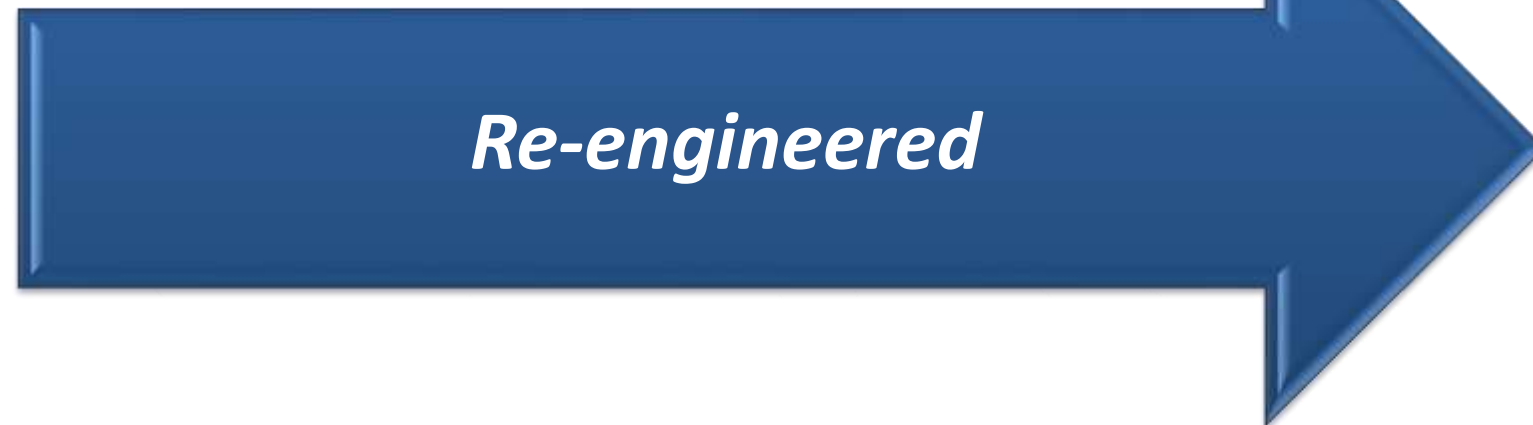
01	Rail Ticketing Web Site	www.irctc.co.in
02	Rail Tourism Web Site	www.irctctourism.com
03	Air Ticketing Web Site	www.air.irctc.co.in
04	E-Catering Website	www.ecatering.irctc.co.in
05	FTR Website	www.ftr.irctc.co.in
06	Maharajas Website	www.the-maharajas.com
07	Rail Connect Mobile App	
08	IRCTC Corporate Portal	www.irctc.com.

irctc*tourism*.com

Unique ID of the Nomination: NAeG/18-19/00170

IRCTC Connect
Launched on 10.10.2014

Re-engineered

IRCTC Rail Connect
Launched on 10.01.2017

COVERAGE

All States, Union Territories & Districts of India are covered
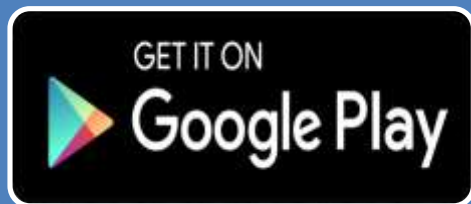
All Foreign users can also download & book tickets.

Travel on Virtual Reservation Message and SMS

Available Online over Internet

Android Smartphone Users can download from Play Store

9:21 PM   10.1KB/s   49%

| 01/2017 | 07/2017 | 01/2018 | 07/2018 | 01/20... |

Monthly intervals

By country

☑ All countries	2,94,44,293	(100.0%)
☐ India	2,90,96,059	(98.8%)
☐ United Arab Emirates	37,456	(0.1%)
☐ United States	26,810	(0.1%)
☐ Saudi Arabia	25,888	(0.1%)
☐ Kuwait	12,402	(0.0%)
☐ Qatar	12,388	(0.0%)
☐ Nepal	11,750	(0.0%)
☐ Oman	9,741	(0.0%)
☐ United Kingdom	8,541	(0.0%)
☐ Singapore	7,316	(0.0%)
☐ Other	1,95,942	(0.7%)

GOOGLE PLAY STATISTICS

OBJECTIVES FOR RE-ENGINEERING

➢ *Bookings* of website weren't visible in the Mobile App.

➢ *Growing mismatch in functionality of Website and Mobile App.*

➢ *Heavy Load* on Website as Look & Feel of App was not user friendly.

➢ *Website Payment Options used through URL were creating latency*.

➢ *Not User Friendly for* Visually Impaired

➢ The *usage of Mobile App and Mobile based transactions* were increasing in industry not for IRCTC.

➢ *Old Technology and infrastructure* were used in Old IRCTC mobile App

➢ *Data syncing issues between Website and Mobile App.*

➢ *New features* like self-assigned PIN, Confirmation Probability, *Boarding Point Change,* Flexible Journey Dates, Travel Insurance etc. were missing.

➢ **Push Notification** Facility Was not available

FEATURES

Now IRCTC e-wallet users can also **Book Rail E-Tickets** including of *Tatkal Quota* through

IRCTC Rail Connect Android App

GET IT ON Google play

* T & C apply
www.irctc.co.in

Enter pin for skhatton

Login

Forgot/Change Pin

Or

Change Boarding Point
After & Before **Booking**

IRCTC

PNR PREDICTION

TICKET

Confirm ✓

IRCTC Senior Citizen Concession

RE-ENGINEERED PROCESSES

❑ *Improved User Interface*

❑ *Direct Payment Integrations* using URL Redirection Methodology, SDK based integration and API based integration.

❑ *Double verification* of each transaction minimise the fraudulent activity to maintain **data integrity** and **improves success rate, revenue of payment gateways** and **reduces transaction failures** and escalations.

❑ App design changed to incorporate **Google's Talk-Back** feature to **assist the visually impaired and people with low vision** to book rail e-tickets.

❑ *New Features Incorporated* like Refund Tracking and Pin Based Login, Notifications etc.

❑ *Caching* for improved performance

❑ *Seamless Data syncing between Website and Mobile App*

TECHNOLOGY USED

➢ Language: **Java Based Application (Open Source)**

➢ Database: **Oracle 11g**

➢ Caching solution: **JemFire**

➢ App Server: **Web logic**

➢ Web Server: **Oracle HTTP Server(OHS) :An enterprise grade Web Server software**

➢ **Android Studio** for App Development.

➢ Firewall: **Check Point**

➢ Application Delivery Controllers (ADC): **Citrix**

➢ Backend: **Open VMS, JRTR /RTR**

➢ Operating System: **Red Hat Enterprise Linux**
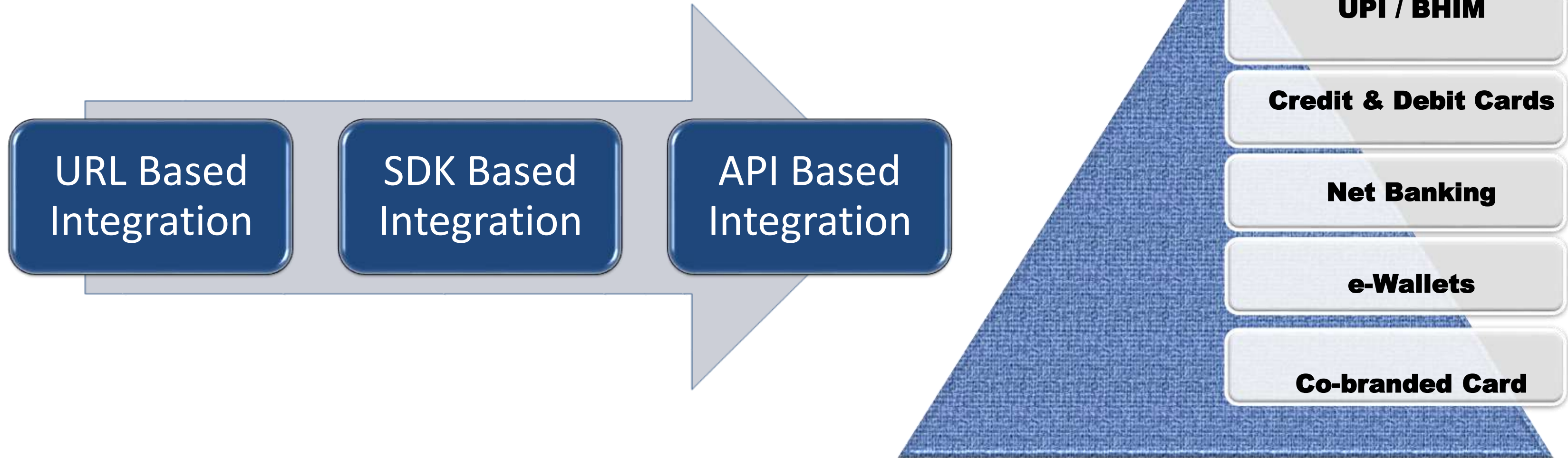
➢ Replication Software: **Oracle Golden Gate**

INTEROPERABILITY
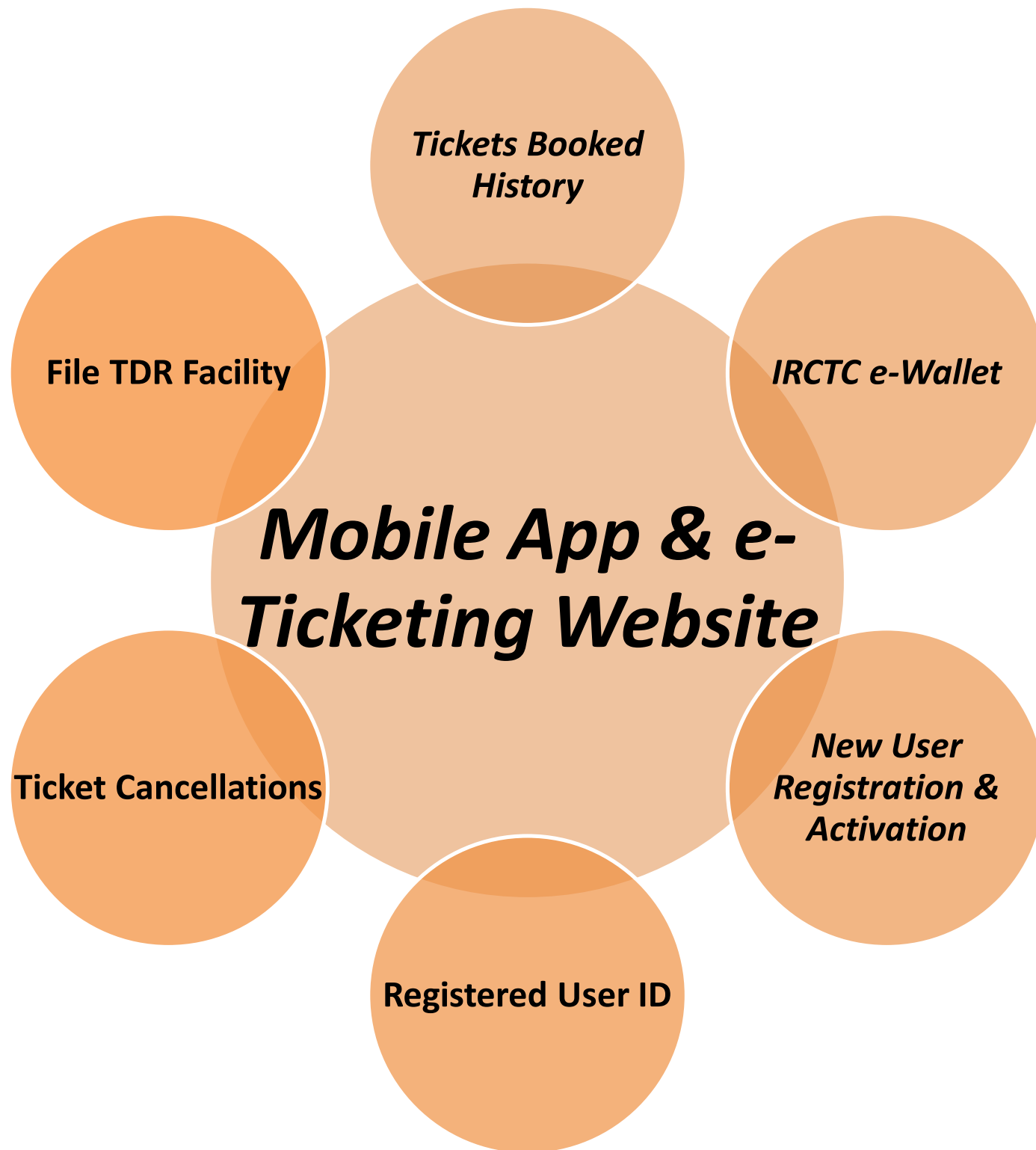
- ✓ **Tickets booked** through website are synchronized with Mobile App and vice versa.

- ✓ Amount deposited in **IRCTC e-Wallet** can be utilized both on website & Mobile App.

- ✓ **New user registration and activation** can now be done seamlessly.

- ✓ **Registered User can use same User ID** and Password for accessing website and Mobile App.

- ✓ Mobile App also **allows cancellations and file TDR facility** for all the bookings they made from either Mobile App or website.
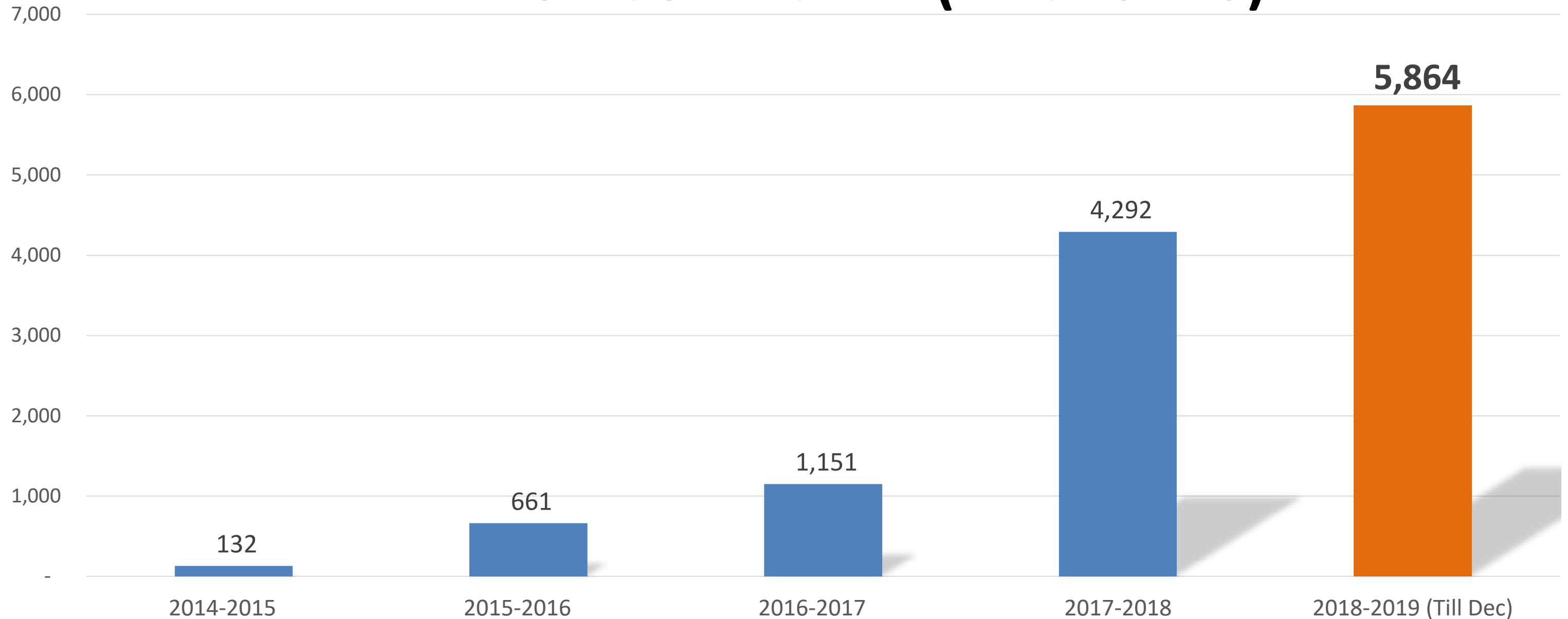
PAYMENT OPTIONS

Direct Payment Integrations

| URL Based Integration | SDK Based Integration | API Based Integration |

UPI / BHIM

Credit & Debit Cards

Net Banking

e-Wallets

Co-branded Card

Bank Account or Card details of User are not saved in the server of IRCTC at the time of booking tickets thereby ensuring preventing any misuse.

REVENUE COLLECTED (IN CRORES)

Financial Year	Revenue Collected	Revenue Collected (in Crore)
2014-2015	1,31,61,05,783	131.61
2015-2016	6,61,28,61,021	661.28
2016-2017 *	11,51,17,30,650	1,151.17
2017-2018	42,91,74,53,515	4,291.74
2018-2019 (Till Dec)	58,63,82,83,165	5,863.82

*Total Revenue Collected is 5863 Crores through **IRCTC Rail Connect Mobile App in 2018-19 till** Dec-2018*
***** *Note: IRCTC launched new IRCTC Rail Connect Mobile App on Android Platform on 10.01.2017*

APP V/S TOTAL BOOKING

Financial Year	Mobile App Booking	Total e-Ticket Booking	% Share of booking by Mobile App
2014-2015	16,02,077	18,30,21,842	1%
2015-2016	74,85,046	19,92,80,170	4%
2016-2017 *	1,29,90,276	20,92,95,934	6%
2017-2018	4,83,13,871	24,66,47,115	**20%**
2018-2019 (Till Nov)	6,09,42,964	18,49,65,997	**33%**

Mobile App booking vs Total Booking
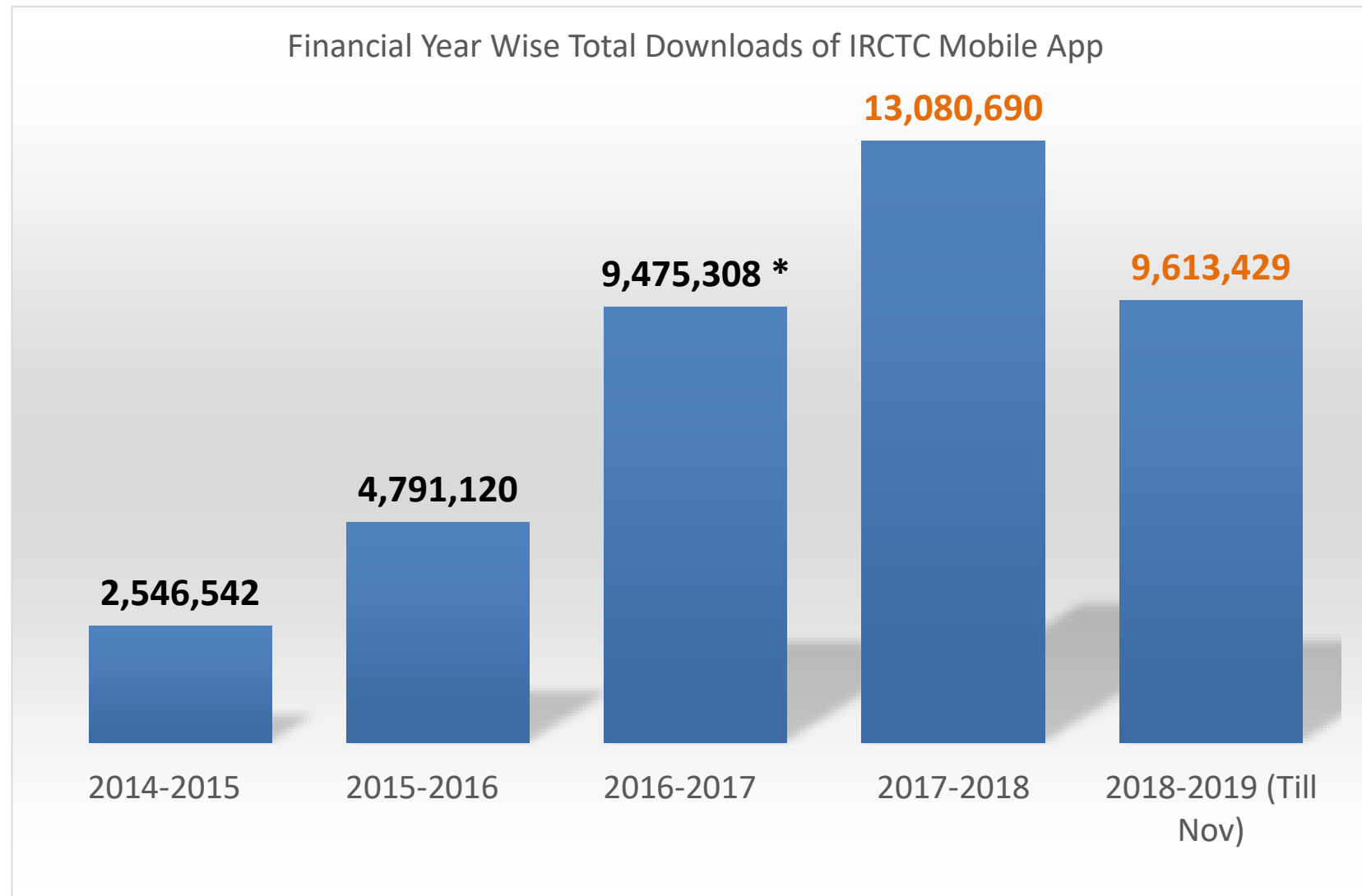
■ Mobile App Booking
■ Total Booking
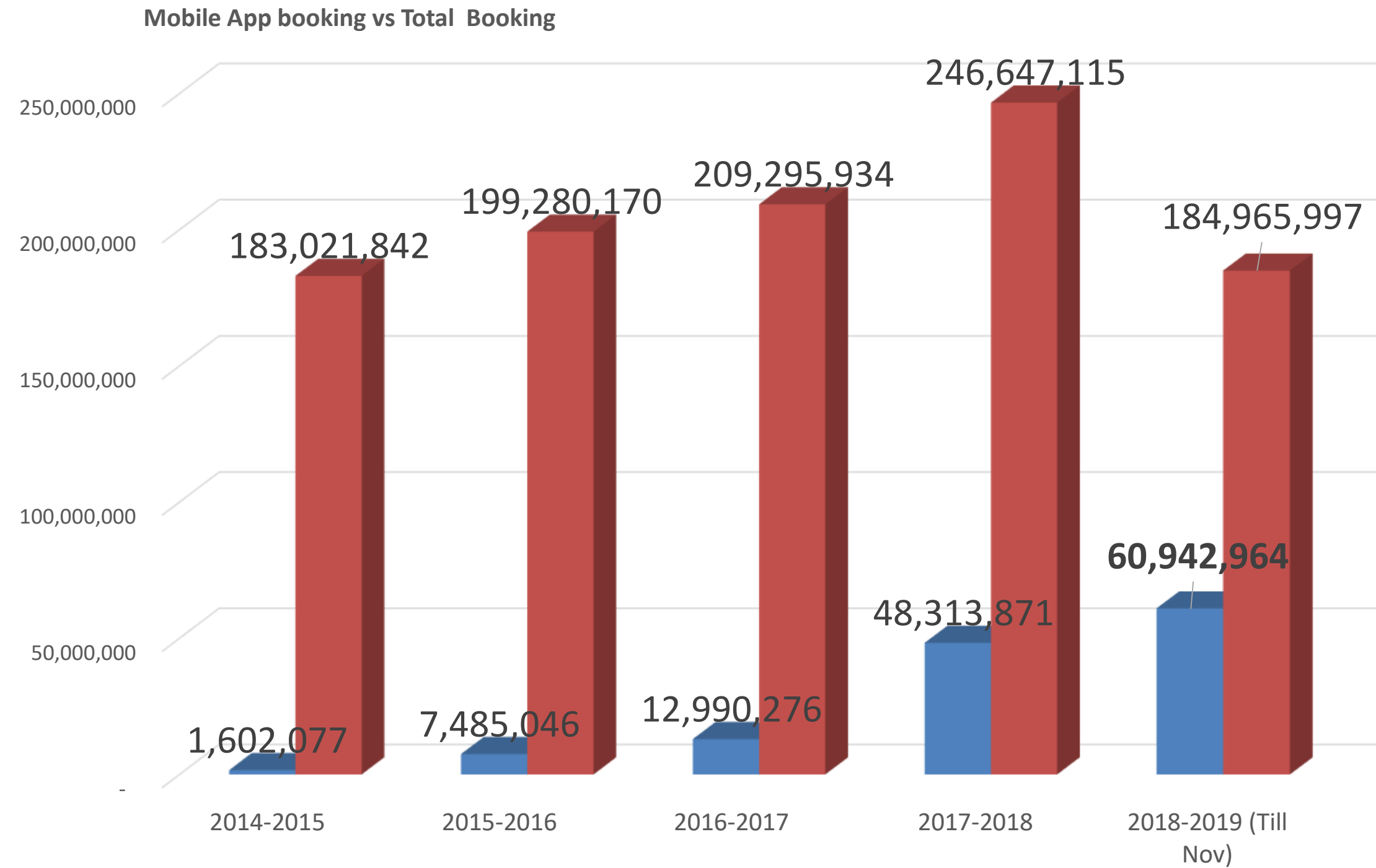
* *Note: IRCTC launched new IRCTC Rail Connect Mobile App on Android Platform on 10.01.2017*

DOWNLOADS & BOOKINGS

Financial Year Wise Total Downloads of IRCTC Mobile App

Financial Year Wise Total Booking of IRCTC Mobile App
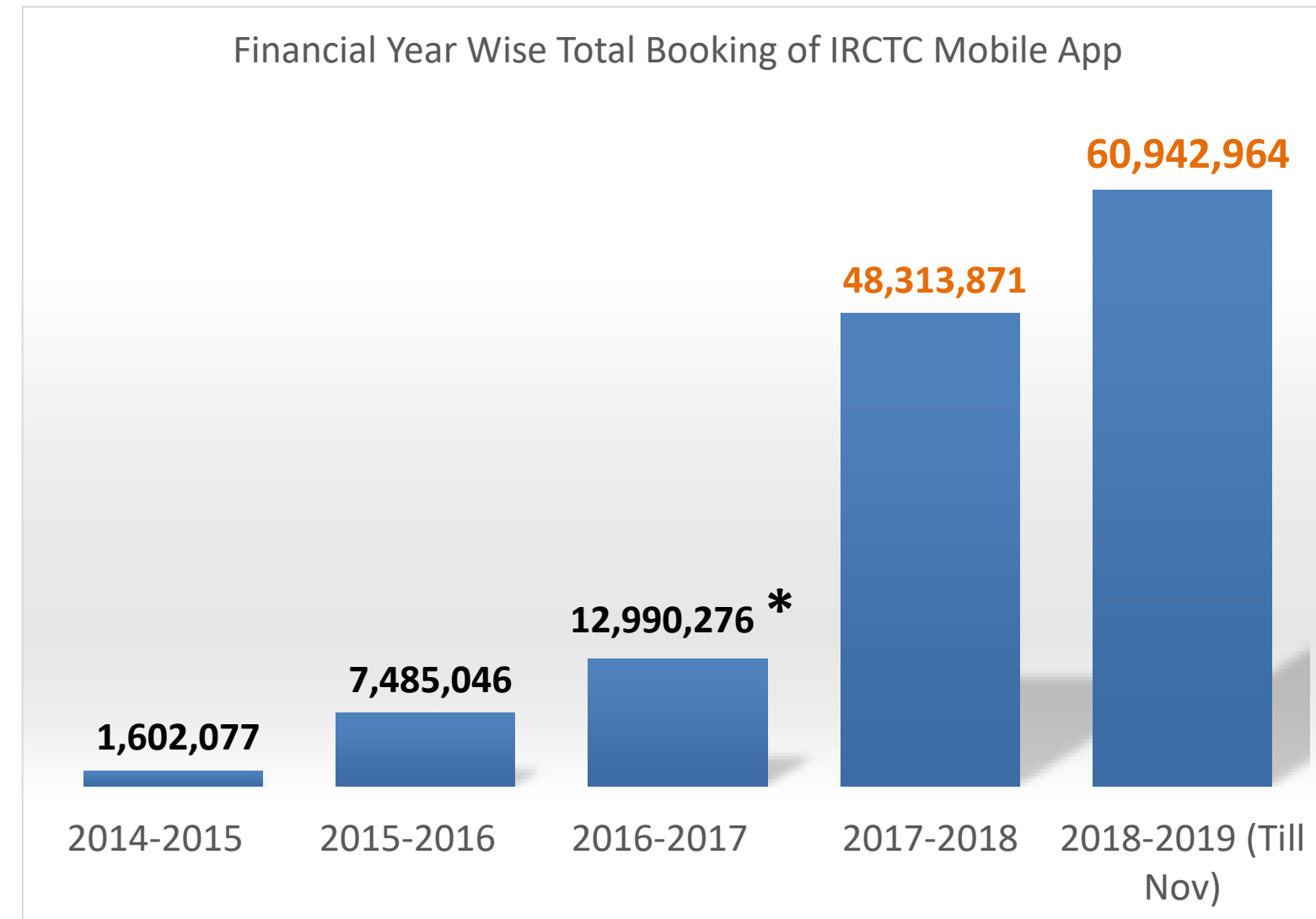
Total 27.83 Million downloads of IRCTC Rail Connect Mobile App by Android Smart Phone Users up to Nov-2018

* Note: IRCTC launched new IRCTC Rail Connect Mobile App on Android Platform on 10.01.2017

Financial Year	Total Booking of IRCTC Mobile App	% Growth
2014-2015	16,02,077	-
2015-2016	74,85,046	367%
2016-2017*	1,29,90,276	74%
2017-2018	4,83,13,871	272%
2018-2019 (Till Nov)	6,09,42,964	-

SERVICE DELIVERY CHANNELS

- SMS Services : Travel On SMS
- Refund Tracking
- E-mailers (Booking, Cancellations, Refunds etc.)
- Push Notifications
- Alerts and Updates
- ERS
- Booking/ Cancellation/Refund History
- Social Media
- User Guide http://contents.irctc.co.in/en/UserGuideIRCTC.pdf
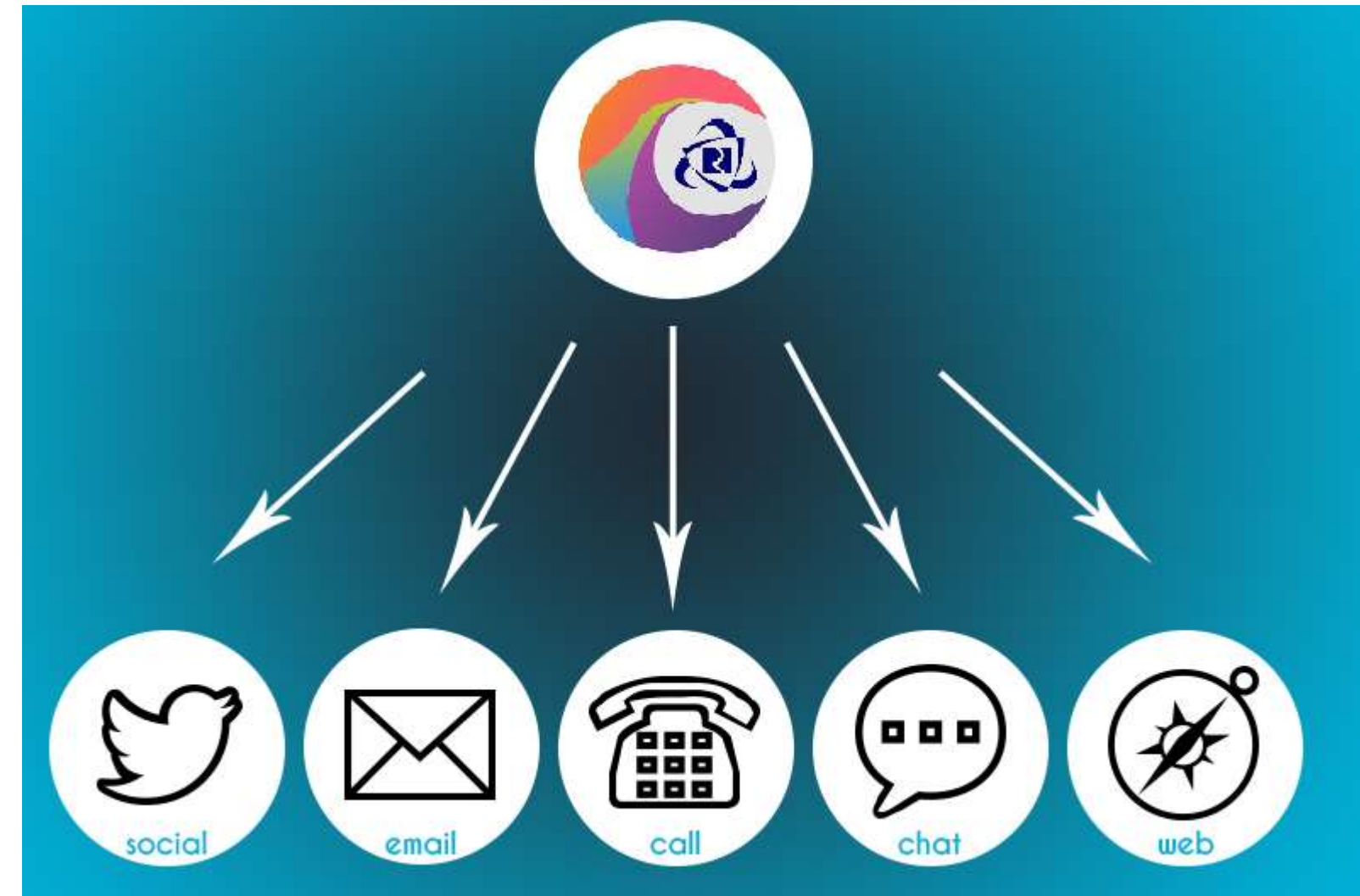
CURRENT USAGE

Average Daily Mobile Bookings : 3,07,696

Average Daily Downloads: 37,170

Average Daily Logins: 40,86,084

DECEMBER 2018	MONTHLY TOTAL	DAILY AVERAGE
Bookings	95,38,571	3,07,696
Logins	12,66,68,589	40,86,084
Downloads	11,52,272	37,170

Highest Daily Bookings: 3,90,553 (09-Jan'19)
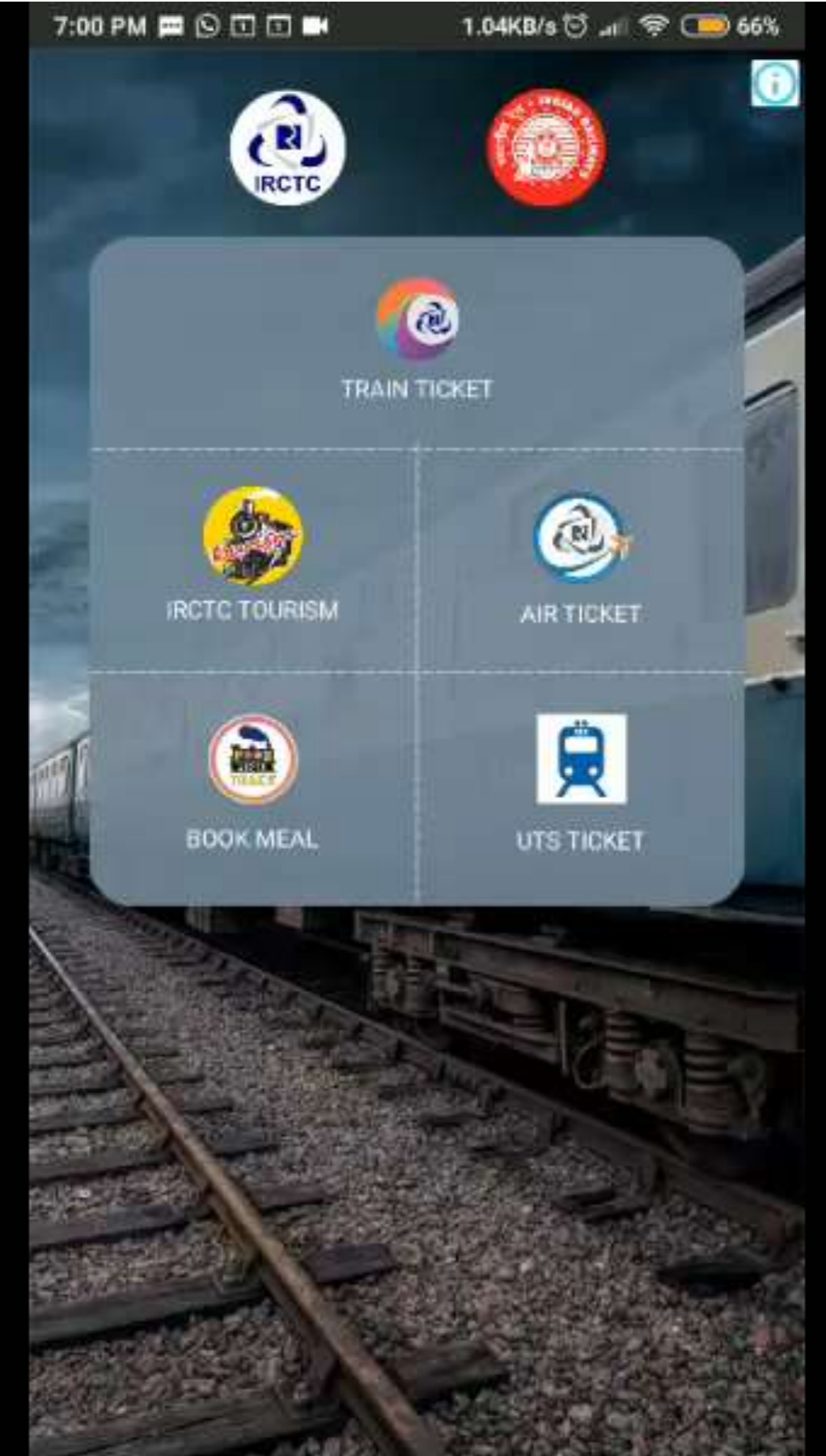
Highest Per Minute Bookings: 8,701
(At 11:03 am on 01-Sep-2018)

5,863.82 *Crores Revenue Collected*
In 2018-19 (Till Dec)

CUSTOMER SUPPORT

ONLINE SURVEY

IRCTC

Need Help ? Ask Disha

RAILWAY CUSTOMER CARE SERVICES

138 Customer Care Contact number for lodging **voice complaint** on cleanliness, food and catering, coach maintenance, bed linen, and for emergency medical care

139 For matters such as **enquiry**

1322/182 **Security Helpline** numbers for matters relating to problems like nuisance by co-passengers, crime etc

FOLLOW US ON twitter

24x7 Support
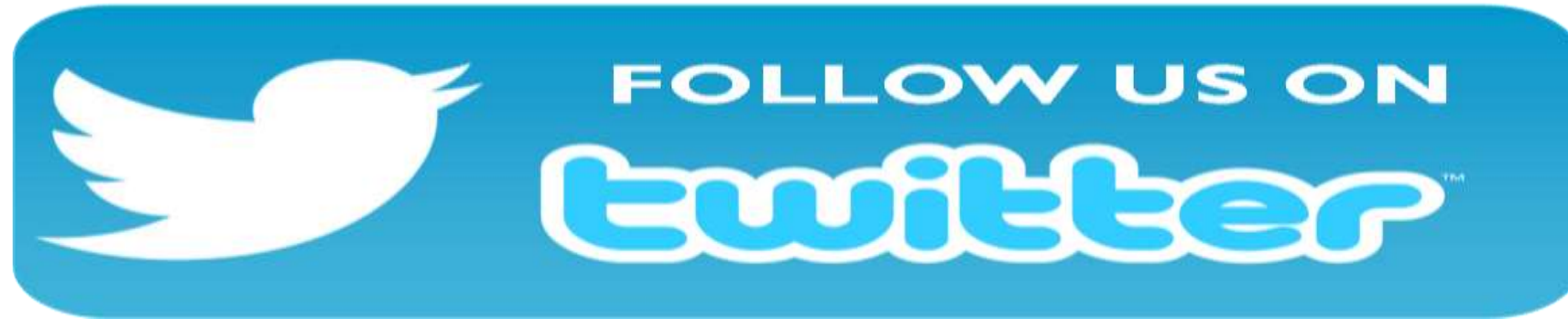
139 Railway Enquiry Through SMS

PURPOSE	SMS
For Ticket Status	PNR <10 digit PNR number> For example : PNR 1234567890
For Train Arrival/ Departure	AD <Train number><STD code of Station> For example : AD 12956 0141
For Train Current Location	SPOT <Train number> For example : SPOT 22478
For Seat Availability (General Quota)	SEAT <Train number><Date : ddmmyy> <from station STD code><To station STD code><class><G> For example : SEAT 12956 010917 0141 022 SL G
For Tatkal Seat Availability	TSEAT <Train number><Date : ddmmyy> <from station STD code><To station STD code><class> For example : TSEAT 19708 010917 0141 022 SL
For Train Name/ Number	TN <Train name> or TN <Train number>
For Time Table	TIME <Train number>
For Next Train	NEXT <from station STD code><To station STD code> For example : NEXT 0141 0291
For Train Route	ROUTE <Train number>
For Train Schedule	SCHEDULE <Train number>
For Fare Enquiry	FARE <Train number><Date : ddmmyy> <from station STD code><To station STD code><class> <Quota : G(for general) / CK (for Tatkal)> For example : FARE 12956 010917 0141 022 3A G