

99.98% Uptime for IRCTC Website During April–October 2025: Ashwini Vaishnaw

Indian Railways Strengthens System Security with Administrative and Technological Measures, Including Deactivation of Suspicious User IDs

IR Serves About 58 Crore Meals Annually

IRCTC Conducts Regular Training for Catering Staff to Enhance Passenger Experience, Focusing on Communication, Courteous Behaviour, Service Standards, Personal Grooming, and Hygiene

प्रविष्टि तिथि: 03 DEC 2025 7:39PM by PIB Delhi

The uptime of IRCTC website was 99.98% during April 2025-October 2025, while it was 99.86% in 2024-25. Indian Railways has undertaken both administrative and technological measures for system modernization. Administrative measures include deactivation of suspicious user IDs, lodging complaints on National Cyber Crime Portal for suspiciously booked PNRs, revalidation of user IDs etc.

System Improvement Measures include checks and validations, engagement of leading content delivering network and anti BOT application with cutting edge technology to ensure smooth booking by genuine users. In addition, regular third party Audits of IRCTC's technology infrastructure are being conducted for improvement in the system.

The share of e-ticketing has since increased to more than 87% of total reserved tickets booked on Indian Railways. However, some complaints are received regarding failed transaction/delayed refund/booking errors which are being monitored on a regular basis for quick resolution.

The IRCTC website and mobile apps operate on application programming interface (API)-based technology, which requires only minimal text-based data exchange between the user's device and IRCTC servers. This ensures efficient performance for ticket booking even in rural areas. In addition, IRCTC has implemented advanced Content Delivery Network (CDN) solutions, which is a global network of servers that delivers static content to users more quickly and reliably.

Capacity enhancement and technological upgradation are an ongoing process on Indian Railways, subject to availability of resources and techno-economic feasibility.

Indian Railways serve about 58 cr meals every year on average. About only 0.0008% complaints are received on average. Based on inquiry on these complaints, a fine of Rs 2.8 cr was imposed over the last four years.

It is the continuous endeavour of Indian Railways to provide good quality and hygienic food to travelling passengers. Necessary steps are accordingly taken by Indian Railways from time to time to improve quality of food and services to passengers. The following measures have been taken to improve quality, hygiene, and food safety:

- Supply of meals from designated Base Kitchens.
- Commissioning of modern Base Kitchens at identified locations.
- Installation of CCTV Cameras in Base Kitchens for better monitoring of food preparation.
- Shortlisting and use of popular and branded raw materials, like cooking oil, atta, rice, pulses, masala items, paneer, dairy products etc. for food production.
- Deployment of Food Safety Supervisors at Base Kitchens to monitor food safety and hygienic practices.
- Deployment of on-board IRCTC supervisors on trains.
- Introduction of QR codes on food packets, enabling display of details like name of kitchen, date of packaging etc.
- Regular deep cleaning and periodical pest control in Base Kitchens and Pantry Cars.
- In order to ensure compliance with Food Safety Norms, Food Safety and Standards Authority of India (FSSAI) certification from designated Food Safety Officers of each catering unit has been made mandatory.
- Regular food sampling as a part of the inspection and monitoring mechanism to ensure quality of food on trains.
- Third Party Audit is done to examine hygiene and quality of food in Pantry Cars and Base Kitchens. A customer satisfaction survey is also conducted.
- Regular and surprise inspections by Railway/ IRCTC officials, including Food Safety Officers.
- Regular training is conducted by IRCTC to enhance the skills of catering staff, focusing on customer service areas i.e., communication, courteous behaviour, service standards, personal grooming, and hygiene.

In order to take passenger feedback, the complaint management system over Indian Railways has been strengthened, simplified and made more accessible over the last few years through the introduction of RailMadad Portal. With the launch of RailMadad Portal, Indian Railways provided passengers a single window system to register complaints and suggestions.

In case any passenger complaint related to food quality in trains is reported, prompt and appropriate punitive action is taken against the service providers for deficiency in service.

This information was provided by the Union Minister for Railways, Information & Broadcasting and Electronics & Information Technology, Shri Ashwini Vaishnaw, in written replies to questions in Lok Sabha today.

Dharmendra Tewari/ Dr. Nayan Solanki/ Manik Sharma

(रिलीज़ आईडी: 2198395) आगंतुक पटल : 857

इस विज्ञप्ति को इन भाषाओं में पढ़ें: Urdu , हिन्दी , Kannada

