Press Release

"IRCTC Rail Connect" Mobile app bags National Award for E-Governance 2018 – 19 (special jury award) instituted by Government of India.

New Delhi, March 5, 2019: The mobile application "IRCTC Rail Connect" used by lakhs of passengers daily across the country for their e-ticket bookings has been conferred National Award for E-Governance 2018 - 2019 (Special Jury Award). This award has been given by Department of Administrative Reforms and Public Grievances to Indian Railways PSU, Indian Railway Catering and Tourism Corporation Ltd (IRCTC). This highly passenger friendly mobile app for hassle free e-ticket bookings got the award for Excellence in Government Process Re-engineering for Digital Transformation.

This mobile app is connected to the next generation e-ticketing system launched by IRCTC in 2014 which enhanced the booking capacity to more than 20,000 tickets/minute against 2,000 tickets/minute – a revolutionary upgradation in technology for the benefit of railway passengers.

This app has so far been downloaded by more than 3 crore users and more than 14 crore bookings have been made on this app since its inception in January 2017. This app has an average of 45 lakh (approx) logins daily – a huge online activity.

IRCTC launched its first e-ticketing Android Mobile App "IRCTC Connect" in 2014. To improve on user friendliness IRCTC revamped its Mobile App and a completely new version with name "IRCTC Rail Connect" was released by Hon'ble MR on 10.01.2017. IRCTC Rail Connect Mobile App has the following features:

- New Users, register and activate from App directly and are in sync with website.
- Advanced security features of self-assigned PIN to login without entering username and password on each login.
- Supports Ladies, Senior Citizen, Divyangjan, Tatkal & Premium-Tatkal quota booking.
- Current Reservation Facility
- Boarding Point Change facility
- IRCTC website's tickets are now synchronized with IRCTC Rail Connect App.
- Users can View, Cancel or File TDR on Mobile App for e-tickets booked through official website (www.irctc.co.in) and vice-versa.

इंडियन रेलवे केटरिंग एण्ड टूरिज्म कॉरपोरेशन लिमिटेड
(भारत सरकार का उद्यम–मिनी रत्न)

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.
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▸ One can view the status of e-tickets booked through any platform including website and B2C platforms.

▸ Users can move back and forth between pages until ticket is generated for updating preferences at any stage.

▸ Integrated with IRCTC e-Wallet for faster and hassle free payment.

▸ Hassle free cashless online transactions using UPI, BHIM, Wallets, Credit/Debit Cards and Net Banking facility.

▸ Easy refund tracking using mobile app.

▸ Check probability of confirmation for waiting list tickets before and after booking.

▸ Flexible with journey date option is available.

▸ Aadhaar Authentication can be done directly from mobile app to avail extended ticket booking limit for authenticated users.

▸ Booking tickets with Special ID Card based Concession for Journalist and Divyangjan passengers.

▸ Supports Screen Reader like Talk Back to assist Visually Impaired to book Rail e-tickets.

▸ Facility to add passengers from Master passenger list. Managing master passenger list with Aadhaar authenticate passengers is also possible.

▸ PNR Enquiry facility for all type of tickets.

With upgraded features and complete syncing between website and Mobile App, there has been tremendous growth in mobile transactions. IRCTC Connect app can be downloaded from Google Playstore.

Mobile App Statistics		
#	Items	Android App
1	Launch Date	10.01.2017
2	Downloads upto 28.02.2019	3,05,99,921
3	Total Booking upto 28.02.2019	14,35,09,377
4	Total Revenue Collected FY 2018-19 upto 28.02.2019	₹ 78,60,79,04,894

Mobile App Highlights		
#	Items	Android App
1	Highest Daily Bookings on 09.01.2019	3,90,553
2	Highest Per Minute Bookings at 11:03am on 01.09.2018	8,701
3	Average Daily Mobile Bookings (Feb 2019)	3,52,021
4	Average Daily Downloads (Feb 2019)	30,890
5	Average Daily Logins (Feb 2019)	44,86,292

New Booking

Select Stations

Select Train & Availability

Add passenger

Booking Page

PNR generation

Payment mode page

Payment Page