



इंडियन रेलवे कैंटरिंग 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
Website: www.irctc.com, Email: info@irctc.com

2012/IRCTC/PR/45/Rejoinder

23.09.2021

The Editor-in-Chief
Hindustan Times
18-20, Kasturba Gandhi Marg
New Delhi- 110001

Sub – Reporting regarding "17-year-old teenager from Chennai finds bug in IRCTC's ticketing portal" published on 21.09.2021

Sir,

Greetings of the day!

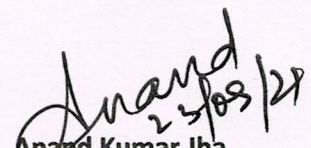
IRCTC appreciates effort of your news paper in creating awareness about various issues, in the larger public interest. It is to mention that a report has been published in your publication, Hindustan Times , Delhi edition dated 21.09.2021 titled, "17-year-old teenager from Chennai finds bug in IRCTC's ticketing portal"

It is stated that there is no chance whatsoever of cancelling a ticket by another user id and password. As claimed that cancellation, boarding station change etc. could have been altered is NOT TRUE as these functionalities are user profile specific and no one can cancel another user's ticket without logging in with the same person's user id and password.

The issue of accessing the transaction details by changing the transaction id has been fixed on 2nd September itself. IRCTC website is a well secured and protected website subjected to regular third party security audits.

Railways E-ticketing system is a well-protected system equipped with state of the art cyber security technologies at Network, System and Application layers. The system has been regularly audited by third-party security auditors for security vulnerabilities. The website ensures secure data transfer with its users and payment gateways/ Banks with end to end data encryption. However, as and when any bugs and vulnerabilities are reported from any quarters, it is taken up and resolved as was done in the present case.

We would, therefore, appreciate if you kindly carry a rejoinder/clarification to the above report dated 21.09.2021 stating the above facts, under information to this office, which will help restore the trust amongst the millions of IRCTC customers.


Anand Kumar Jha
JGM/PR

CC to 1. Company Secretary
2. AGM/IT



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23.09.2021

The Editor-in-Chief
Amar Ujala
5 / 1, I.N.S. Building,
Rafi Marg,
New Delhi 110001

Sub – Reporting regarding "आईआरसीटीसी की वेबसाइट में स्कूली छात्र ने पकड़ी खामी" published on 22.09.2021

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The Editor-in-Chief
Zee Business
8/A, 2nd Floor Kautiliya Marg
New Delhi 110001

Sub – Reporting regarding "IRCTC : 12 वीं के स्टूडेंट ने ई- टिकटिंग प्लेटफॉर्म पर पकड़ा 'बग' लीक होने से बच गया यूजर्स का डाटा" published on 22.09.2021

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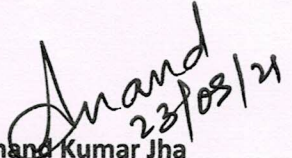
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The Editor-in-Chief
The Indian Express [P] Ltd
Unit No. 1C, First Floor,
New No. 36/47, Eldorado Building,
Nungambakkam High Road,
Chennai-600 034.

Sub – Reporting regarding "India's largest e-ticketing platform IRCTC fixes bug after school student raises alarm" published on 22.09.2021

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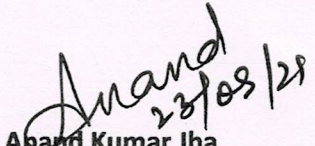
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The Editor-in-Chief
The Hindu,
4, PTI Building 3rd floor
Parliament Street,
Delhi – 110001.

Sub – Reporting regarding "Teen flags bug in IRCTC's system" published on 21.09.2021

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The Editor-in-Chief
News18
15,16, Express Trade Tower,
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