

**Press Information Bureau
Government of India
Ministry of Railways**

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Online Reservation of Concessional Tickets

All persons including physically handicapped persons can book full fare tickets on payment through the internet. However, booking of concessional tickets requiring verification of the requisite concession certificate and also retention of copies of the said certificate issued/signed by the competent authority at the railway counter as documentary evidence is not done through internet. Accordingly, the facility of e-ticketing has not been extended to such cases where the physical document is to be verified at the time of booking on concessional fare in case of disabled persons.

Rail reservations through the IRCTC website are available from 00:30 hours to 23:30 hours. The services are not available for only one hour from 23:30 hours to 00:30 hours when the system is shut down for maintenance activity.

The working of the system is regularly monitored. The following measures have been taken to improve the functioning of the IRCTC website.

Capacity of the servers has been upgraded to meet demand. Internet Bandwidth has been increased to 450 Mbps. Agents have been restricted from booking Tatkal tickets and on the opening day of the Advance Reservation Period (ARP) between 0800 hours and 1000 hours.

This information was given by the Minister of State for Railways Shri K. H. Muniyappa in written reply to a question in Lok Sabha today.

AKS/HK/LK/T R