

CONSUMERS' PERCEPTIONS TOWARDS INTERNET TICKETING IN TAMILNADU

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ABSTRACT

IRCTC is the only entity authorised by Indian Railways to offer railway tickets online through its website and mobile application. As years passed electronic ticket has been the most important part of ticket booking. An electronic ticket which is often called as digital ticket has become a travel card or transit pass. It is equivalent to paper ticket.

Keywords: Passenger Satisfaction, Technology, Internet Ticketing, NGET

INTRODUCTION

IRCTC was established on September 27, 1999 and came into effect from April 2001. The company has been incorporated under the Companies Act of 1956, with an authorised capital of Rs. 50 crores, as a public sector undertaking fully owned by the Ministry of Railways, Government of India. The company is set up by the Indian Railways as a part of its long term strategy towards organisational reforms and restructuring to induct professionalism into its stream and divest its peripheral areas of operation connected to its core business of transportation, and to strengthen its links with the travel and tourism industry.

In 2014, IRCTC has upgraded the website e-ticketing system (NGeT) which was launched in the year of 2014 to handle increased ticket booking. The capacity was increased from 2000 tickets to 7200 tickets per minute. The capacity of New Generation E-Ticketing (NGeT) was further increased to 15,000 tickets 2015 to book tickets per minute fast and easily. The e-tickets may be booked easily and faster through website and the IRCTC website is able to handle 15000 tickets per minute at present. The concurrent user connections were increased from 40,000 to 1,20,000 in New Generation E-Ticketing (NGeT), which has further been increased to 3,00,000. The enquiries in New Generation E-Ticketing (NGeT) have also been increased from 1000 per second to 3000 per second. Capacity in New Generation E-Ticketing (NGeT) was increased this year. This research paper will discuss the factors influencing the E-ticket booking.

IRCTC's e-ticketing service has continued to go from strength to strength ever since it came into the market and now accounts for 65.83% of reserved tickets on Indian Railways booked online, leaving behind several high profile e-commerce sites worldwide. On an average, more than 6.75 lakhs tickets were sold daily through IRCTC's website during 2017-18. The site offers round the clock ticket booking services except for 35 minutes from 23:45 hrs to 00:20 hrs. The site offers booking facilities of various full fare and concessional tickets.