



SMS, WEB COMPLAINTS & SUGGESTIONS PORTAL



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Indian Railways Complaints Suggestions

Complaint Reference Number :						
Complaint Reference Number :	W/SW/SBC/000160769					
PNR Details :						
PNR No. :						
Complaint Reported By :						
Name :	Rezorce research foundation					
Contact No. :	9243046271					
E-Mail Id. :	narendra.kv@rezorce.com					
Address :						
111/1 II Floor vi main malleswaram bangalore 560003 karnataka india						
Cause of Complaint :						
Incident Date Time :	17/10/2016 15:21:00					
Complaint Reported On :	17/10/2016 15:21:49					
Main Category Of Complaint :	Misc. Cause					
Subcategory Of Complaint :	Misc. Cause					
Name Of Staff :						
Report Complaint :						
Complaint Mode :	OnStation					
Platform No. :	1					
Station Name :	SBC					
Status :	Addressed					
Complaint Details :						
Complaint Description :	There appears to be a breach of IT Security during financial transactions on ITCTC Tourism portal. It can be seen from the attachment and screen shots that https protocol has been breached during use of bank / credit card information. This could lead to financial information of lakhs of Indians compromised. Please take action ASAP					
Closing Remarks:	Dear customer, As per attachment ""20161017 - IRCTC Tourism IT Security Breach (1)"" two major points escalated :- 1. Sites appears to be have been compromised as the page is trying to load script from unauthenticated sources. * It is informed that Site is not compromised, We have few scripts like google analytics and hit counter on the site which were used for analytic purpose. They were running on http. This is the feature of Chrome to inform user that the served content is not secure (here the analytic script over http). It has been now moved over HTTPS protocol. 2. This site uses a weak configuration [SHA-1 signature], so your connection may not be private. * The SSL certificate is SHA2, there may be an intermediate certificate causing error message written above. If the browser is behind a proxy many times it is not able to fetch the full root chain of SSL issuer showing Red Mark in the over HTTPS. However it is safe to proceed.					
Documents Uploaded :						
Feedback Link:	Please Click on the URL to Give your Valuable Feedback					
Currently With	<table border="1"> <tr> <td>Designation :</td> <td>Department :</td> <td>Zone :</td> <td>Division :</td> <td>Station :</td> </tr> </table>	Designation :	Department :	Zone :	Division :	Station :
Designation :	Department :	Zone :	Division :	Station :		
PRINT RECEIPT	CLOSE					