

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

STARRED QUESTION NO:314  
ANSWERED ON:16.03.2000  
COMPUTERISED RESERVATION FACILITY  
BRIJLAL KHABRI;CHINMAYANAND

**Will the Minister of RAILWAYS be pleased to state:**

- (a) the norms adopted for providing the computerised reservation facility at Railway Stations;
- (b) the experience gained by the Ministry in terms of checking the malpractices relating to reservation;
- (c) whether the Government propose to extend the computerised reservation facility during 2000-2001 at various railway stations in the country; and
- (d) if so, the details thereof, zone-wise/location-wise?

**Answer**

MINISTER OF RAILWAYS ( KUMARI MAMTA BANERJEE)

(a) to (d): A statement is laid on the Table of the Sabha.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (d) OF STARRED QUESTION NO.314 BY SHRI BRIJLAKHABR AND SHRI CHINMAYANAND SWAMI TO BE ANSWERED IN LOK SABHA 16.3.2000 REGARDING COMPUTERISE RESERVATION FACILITY.

(a) As per present policy, computerised reservation facilities are provided at stations having a workload of at least 200 reservation related transactions per day.

(b) Malpractices in manual Reservation System such as out- of-turn allotment and manipulation of availability position of berths by the Reservation Clerks, on whom the system was dependent, has been curbed by bringing in greater transparency through computerisation. Despite computerisation, some instances of black-marketing of railway passenger tickets by touts and other anti-social elements have come to notice. Regular and surprise checks are conducted by the Commercial and Vigilance Departments with the assistance of Railway Protection Force(RPF/Government Railway Police(GRP) personnel to check the activities of touts and other anti-social elements in and around the reservation offices. Persons detected indulging in the above activities are dealt with under the provisions of the Railways Act, 1989. The computerised reservation facilities are being increasingly introduced to reduce the scope of malpractices.

(c) Yes, Sir.

(d) Of the requests received, following 80 locations, zone- wise have been included in the Works Programme 2000-01 for the provision of computerised reservation facilities for the present:-

Central Railway

- |                        |              |
|------------------------|--------------|
| 1. Navy Nagar, Collaba | 6. Guna      |
| 2. Byculla             | 7. Vidisha   |
| 3. Bellapur            | 8. Lalitpur  |
| 4. Daund               | 9. Piparia   |
| 5. Coppergaon          | 10. Yavatmal |

Eastern Railway

- |                           |                            |
|---------------------------|----------------------------|
| 1. Bongaon                | North Eastern Railway      |
| 2. Dakhineswar            | 1. Gomtinagar              |
| 3. Nabadwip Dham          | 2. Lakhimpur               |
| 4. Russa Road CBO Hazaria | 3. Khalilabad              |
| 5. MG Road CBO            | 4. Sitamarhi               |
| 6. Daltonganj             | 5. Belthara Road           |
| 7 West Bengal Assembly    | 6. Balrampur               |
| 8. Dum-Dum Airport        | 7. Kasganj                 |
| 9. Chopan                 | Northeast Frontier Railway |
| 10. Singrauli             | 1. Raiganj                 |
| 11. Hazaribagh            | 2. Coochbehar              |
| 3. New Alipurduar         |                            |

Northern Railway

- |                      |                                  |
|----------------------|----------------------------------|
| 1. Hamirpur          | Southern Railway                 |
| 2. Joshimath         | 1. Jayanagar (Bangalore-Sat)     |
| 3. Shamli            | 2. Tirunagar (Madurai-Sat)       |
| 4. Mohali            | 3. Tirupanithura (Ernakulam-Sat) |
| 5. Nazibabad         | 4. Kayankulam                    |
| 6. Dasuya            | 5. Chengulpet                    |
| 7 Karnal             | 6. Ambur                         |
| 8. Kurukshetra       | 7. Kovilpatti                    |
| 9. Meerut Cantt.     | 8. Chalakudi                     |
| 10. U.P Vidhan Sabha | 9. Coonoor                       |
| 11. Hardoi           | 10. Palani                       |
| 12. Fatehpur         |                                  |
| 13. Bhadoi           |                                  |
| 14. Jalore           |                                  |
| 15. Rajpura          |                                  |
| 16. Gopinath Bazar   |                                  |
| 17. Sena Bhawan      |                                  |

South Central Railway

- |            |                 |
|------------|-----------------|
| 1. Parli   | Western Railway |
| 2. Nandyal | 1. Sirohi Road  |
| 3. Bijapur | 2. Rani         |

- |    |                  |    |           |
|----|------------------|----|-----------|
| 4. | Tadepalligudam   | 3. | Mandsaur  |
| 5. | Godavari Station | 4. | Bairagarh |
| 6. | Tandur           |    |           |
| 7. | Satara           |    |           |

South Eastern Railway

1. Rajnandgaon
2. Chas Bokaro
3. Titlagarh
4. Hirakund
5. Srikakulam
6. Rayagada
7. Paradip
8. Bhilai Town Ship
9. Uluberia
10. Contai
11. Palasa