

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

STARRED QUESTION NO:461
ANSWERED ON:27.04.2000
COMPUTERISED RAILWAY RESERVATION
RAMSHETH THAKUR

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government are aware that computers provided at various railway reservation centres in the country are not functioning satisfactorily and causing hardships to the general public;
- (b) if so, the details thereof alongwith the names of centres where such problems arises frequently;
- (c) whether the Government have conducted any enquiry to find out the reasons for failure of computers;
- (d) if so, the details and outcome thereof; and
- (e) the steps being taken/proposed by the Government to improve the functioning the computers in the railway reservation centres?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS(SHRI DIGVIJAY SINGH):

(a) to (e) A Statement is laid on the Table of the Sabha.

(a) and (b) The computerised reservation facilities are generally satisfactory. However, occasional interruptions do take place in the PRS service due to the failure of electrical equipments like UPS, telecom equipments. Computer systems and software as well as failure of communications channels. There have been no cases of persisting problems at any particular locations.

(c) to (e) Existing machinery to monitor the computer system and rectify the defects as soon as they are identified, is considered adequate. To maintain the services system, hardware, application software, telecom and electrical infrastructure are upgraded from time to time. Replacement of old equipments is done regularly to minimise failures. Annual maintenance contracts is in force to take care of preventive maintenance.