

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

STARRED QUESTION NO:281
ANSWERED ON:15.04.2010
COMPUTERISED RESERVATION FACILITIES
Khattri Shri Nirmal

Will the Minister of RAILWAYS be pleased to state:

- (a) the present status of computerised passenger reservation in Indian Railways;
- (b) the details of the railway stations/locations where the Railways propose to set up computerised reservation counters, during the current year; and
- (c) the road map envisaged by Railways in extending computerised reservation network in the country?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (KUMARI MAMATA BANERJEE)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF STARRED QUESTION NO.281 BY DR. NIRMAL KHATRI TO BE ANSWERED IN LOK SABHA ON 15.4.2010 REGARDING COMPUTERISED RESERVATION FACILITIES.

(a): Indian Railways have commissioned facility for issue of computerised passenger reservation tickets at 1993 locations with 7481 counters as on 31.3.2010. On an average, 1.1 million passengers are issued reserved tickets every day.

(b): During the financial year 2009-10, computerised passenger reservation system was extended to 137 locations. During the current financial year 2010-11, till 10.4.2010, another 17 locations have been sanctioned.

In Budget Speech 2009-10 Hon'ble Members of both Houses of Parliament were invited to identify one PRS (Passenger Reservation System) location of their choice for inclusion in new list of locations. 193 such requests have been received of which 116 have been sanctioned. The remaining are under process for sanction and these will be commissioned in next three months.

(c) : Railway propose to extend the facility of issuing of computerised passenger reservation tickets through a strategy of providing maximum convenience to the passenger by :-

- (i) facilitating issue of e-tickets by enhancing the capacity of the existing web-servers.
- (ii) opening more number of satellite locations in large cities and towns so that people have to travel lesser distance to access this facility.
- (iii) expanding the facility to smaller towns based on the assessment of potential of issue of sale of tickets at all such places.
- (iv) introducing 'Mushkil Aasan', a mobile van for issuing tickets, for going into areas which are far from reservation centres. This is a pilot project. Based on its success, this will be expanded to other areas.
- (v) undertaking a project on ticketing through mobile phone for facilitating public to book tickets from wherever they are.