

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3782
ANSWERED ON:25.08.2011
MALFUNCTIONING OF NEW WEB PORTAL
Kashinath Shri Taware Suresh

Will the Minister of RAILWAYS be pleased to state:

- (a): whether the newly launched web-portal of the Railways issued tickets but did not debit necessary amount from the bank account in recent times; whether the newly launched web-portal of the Railways issued tickets but did not debit necessary amount from the bank account in recent times;
- (b): if so, the reasons therefor and the loss caused to the Railways as a result thereof; and
- (c): the steps taken to ensure that such lapses do not take place in future again?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI K. H. MUNIYAPPA)

- (a): Yes, Madam.
- (b): Due to technical problem of payment gateway resulting in non-accountal of 5 tickets for a total amount of Rs.1367.
- (c): The facility of e-ticketing on web portal has been temporarily stopped for rectification of technical problems in the payment gateway.