

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:451
ANSWERED ON:23.11.2006
LOOPHOLES IN RAILWAY RESERVATION SYSTEM
Murmu Shri Hemlal

Will the Minister of RAILWAYS be pleased to state:

- (a) whether there has been nexus between railway reservation officials and middlemen as reported in 'Jansatta' dated October 15, 2006;
- (b) if so, the facts and the details thereof;
- (c) whether the Railways have identified the loopholes in the system due to which such nexus has been able to operate;
- (d) if so, the details thereof; and
- (e) the steps taken by the Railways to bring transparency in railway reservation system and also to check such nexus?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a) & (b) Sometimes extra accommodation arising out of additional coaches is fed into the system at the time of charting. These additional berths are released first to the waiting list passengers and the remaining berths are made available for booking at the current counters after charting. Even though the wait listed passengers get their reservation confirmed automatically, some touts/middlemen encash this confirmation, as they also collect the information about any last moment augmentation of coaches.

In the Passenger Reservation System (PRS) software, upgradation is done if the seats in the higher class are vacant and there is RAC (Reservation Against Cancellation) or waiting list in the lower class. The upgradation system works automatically and upgrades the passengers in a random way. Thus, there is no scope in the system for manual manipulation.

(c) & (d) No major loophole in the system has been identified. There is general lack of information amongst the passengers about the latest augmentation of additional coaches, if any.

(e) To keep the passengers well informed about the availability of vacant berths, availability boards are provided at important stations. Interactive Voice Response System (IVRS) is provided to get information on the PNR (Passenger Name Record) status and availability of berths/seats. Internet booking facility has also been provided to eliminate the role of middlemen.