

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO.6321  
TO BE ANSWERED ON 12.04.2017**

**PNR STATUS ENQUIRY SYSTEM**

**6321. SHRI M.K. RAGHAVAN :**

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

- (a) whether it has come to the notice of the Government that the PNR status enquiry facility of the railways most often gives repeated reply as Railway Servers are currently under routine maintenance;**
- (b) if so, the nature of maintenance that is being undertaken almost throughout the day and the purpose of maintaining such a facility; and**
- (c) the action taken to ensure that such public oriented facilities are available 24x7 for the convenience of the public?**

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF RAILWAYS**

**(SHRI RAJEN GOHAIN)**

- (a) It is observed that occasionally PNR enquiry gets affected due to heavy traffic on the enquiry website [www.indianrail.gov.in](http://www.indianrail.gov.in).**
- (b) As per standard maintenance practices, the activities undertaken include monitoring the concurrent user status, CPU/memory utilization, Disc management of servers, network status etc.**
- (c) The traffic handling capacity of the website is augmented periodically by adding servers and modifying software to improve the response time.**

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