

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:6454  
ANSWERED ON:09.05.2002  
DIFFICULTIES IN PURCHASING II nd CLASS TICKET AT DELHI RAILWAY STATION  
SATYAVRAT CHATURVEDI

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

- (a) whether the Government are aware that the passengers purchasing secondclass ticket at old Delhi Railway Station have to face huge rush;
- (b) whether the Government are also aware that there are no proper arrangements for fresh air and water for the said passengers and the number of counters are much less in comparison to the number of passengers;
- (c) if so, the steps taken by the Government to provide basic amenities to the passengers; and
- (d) if not, the reasons therefore?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS AND MINISTER OF STATE IN THE MINIST  
RAILWAYS (SHRI O. RAJAGOPAL)

- (a): During the peak hours in morning and afternoon, long queues are formed in front of the booking counters for purchasing tickets.
- (b)&(c): The main booking hall at Delhi Main Station has been made more airy by replacing the glass doors by grills. One Water cooler each has been provided in East Hall & Reservation Hall. 25 booking counters have been provided at Old Delhi station which work in 3 shifts and on an average approximately 500 tickets are issued by one counter in one shift which is within limit. However, during peak hours, Supervisors/Inspectors are being deputed to keep a watch on the queue length at the counters and to open extra counters, if necessary.
- (d): Does not arise.