

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3731
ANSWERED ON:08.08.2002
ENQUIRY COUNTER AT NEW DELHI RAILWAY STATION
PADAMSEN CHAUDHARY

Will the Minister of RAILWAYS be pleased to state:

(a) whether only one enquiry counter exists on New Delhi Railway Station on which long queue rest everytime due to which the passengers who come only few minutes early to catch the train, miss their trains and many problems are being faced by the persons coming to receive and see off their relatives; and

(b) if so, whether the Government propose to resolve the problems in the public interest?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA)

(a) & (b): There are six enquiry counters at New Delhi Railway Station. Besides, Central Enquiry System is functioning round the clock for telephonic enquiry. There is an ongoing effort to improve dissemination of information to passengers by augmenting the facilities and train the staff for handling Rail users in better manner.