

**GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:239
ANSWERED ON:06.07.2004
PRE-PAID TAXI AND AUTO RICKSHAW
Nayak Shri Ananta

Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether the pre-paid Taxi and Auto rickshaw services run by Delhi Traffic Police in various railway stations in Delhi are not properly managed by them; and

(b) if so, the steps taken to regulate the pre-paid services in a systematic manner and to stop the harassment to passengers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI S. REGHUPATHY)

(a) : No, Sir.

(b): The steps taken to streamline the functioning of pre-paid taxi and auto-rickshaw services include identification and removal of touts; installation of sign-boards and public address systems at Railway Stations to help the passengers to reach the prepaid booths without difficulty; installation of a round-the-clock `Traffic Helpline` on phone number 23378888 to enable the aggrieved passengers to lodge their complaints; and prosecution of defaulting taxi/auto-rickshaw drivers.