

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:3219

ANSWERED ON:06.09.2007

OVERCHARGING BY TICKET COUNTER CLERKS

Masood Shri Rasheed;Rajbhar Shri Chandra Dev Prasad;Singh Kunwar Rewati Raman

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

- (a) whether it is a fact that ticket clerks at Railway counters tender balance less than customers due and pocket the excess money so retained;
- (b) if so, the details thereof;
- (c) the number of such complaints received by the Railways during the last one year, zone-wise; and
- (d) the action taken by the Railway authorities thereon ?

**Answer**

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

(a) to (d): No separate statistics are maintained. However, some cases of overcharging by Booking Clerks at the counters have come to notice. Staff found responsible were taken up under Discipline and Appeal Rules.