

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1826
ANSWERED ON:11.12.2008
OVERCROWDING AT BOOKING COUNTERS
Gaddigoudar Shri P.C.;Jindal Shri Naveen;Vijay Krishna Shri

Will the Minister of RAILWAYS be pleased to state:

(a) whether overcrowding at booking counters in metro cities is causing great hardship to commuters, particularly during peak seasons; and

(b) if so, the steps being taken to reduce overcrowding at the booking counters?

Answer

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

(a) & (b): In order to cater to rush during peak and festival seasons and during peak rush hours, when the queue lengths are comparatively larger, additional counters are opened to the extent feasible. Besides, various other steps have been taken to facilitate passengers in getting tickets, which are as under:-

(i) Proliferation of Unreserved Ticketing System (UTS)

(ii) Installation of Automatic Ticket Vending Machines (ATVMs)

(iii) Appointment of Jan Sadharan Ticket Booking Sewaks (JTBS)

(iv) Appointment of Gramin Ticket Booking Sewaks (GTBS)

(v) Proliferation of Internet ('i' & 'e') ticketing

(vi) Issuing of reserved tickets through computerized Passenger Reservation System (PRS) terminals provided in Post offices.