

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:5619  
ANSWERED ON:29.04.2010  
RESERVATION SERVICE AT DAHOD RAILWAY STATION  
Singh Shri Radha Mohan

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

(a) whether due to insufficient number of reservation counters at Dahod Railway Station in Gujarat under Western railways, the passengers are facing lot of difficulties; and

(b) if so, the measures being taken by the Railways to improve the reservation service at the said station and to make the employees passengers friendly?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI K.H. MUNIYAPPA)

(a): Dahod reservation office deals with an average 121 requisitions per day per shift. At present, one counter in two shifts is functional at Computerized Passenger Reservation System (PRS) Centre, Dahod, which is considered adequate to deal with the present level of demand at this station.

(b): The staff issuing reserved tickets from the reservation counter have been given customer care training to take care of needs of users in passenger friendly manner.