

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:4826
ANSWERED ON:26.08.2010
COMPLAINTS AGAINST BOOKING CLERKS
Saroj Smt. Sushila

Will the Minister of RAILWAYS be pleased to state:

- (a) whether Railways have received complaint regarding cases of overcharging done by ticket/parcel booking clerks of Patna, Hazipur and Darbhanga stations;
- (b) if so, the details thereof; and
- (c) the preventive steps taken by the Railways in the matter?

Answer

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

(a): Yes, Madam.

(b): 24 complaints have been received against the booking/parcel clerks of Patna, Hajipur and Darbhanga stations during the last three years (since April 2007).

(c): To prevent malpractices such as overcharging done by booking/parcel clerks, frequent checks are conducted by Commercial as well as Vigilance departments and the staff wherever found responsible are taken up under Discipline & Appeal Rules.