

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:5580
ANSWERED ON:10.05.2012
COMPLAINTS AGAINST TICKET PARCEL BOOKING CLERKS
Verma Shri Sajjan Singh

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have received complaints in regard to ticket/parcel booking clerks charging more fare at Indore, Bhopal and Itarsi Stations in Madhya Pradesh ;
- (b) if so, the details thereof; and
- (c) the action taken against the guilty officials alongwith the preventive steps taken by Railways in this regard?

Answer

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

- (a): Yes, Madam. During the last three years, 3 complaints have been registered at Bhopal station in connection with overcharging by Booking clerks. However, no complaint has been registered at Indore and Itarsi railway stations.
- (b) & (c): Out of the three complaints lodged at Bhopal station, two complaints were not found justified. However, in the third complaint, the concerned staff has been taken up under Discipline and Appeal Rules.