

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1032
ANSWERED ON:16.08.2012
TICKET COUNTERS IN DELHI NCR
Singh Shri Radha Mohan

Will the Minister of RAILWAYS be pleased to state:

- (a) whether attention of the Railways have been drawn towards the opening of ticket window counters just at the time of arrival of trains in several small railway stations in NCR Delhi;
- (b) if so, the reasons therefor;
- (c) whether it is also a fact that there is inadequate arrangement of water supply at Vivek Vihar railway station and ticket window counters are not opened two hours before arrival of trains;
- (d) if so, whether railway divisional officers have conducted any investigation in this regard; and
- (e) the details of steps being taken against the employees who are ignoring the public interests?

Answer

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

(a) & (b): Yes, Madam. Indian Railways provide ticketing windows at stations, including at railway stations in NCR Delhi, to meet the ticketing requirements of passengers.

As per policy guidelines, at smaller stations, where passenger traffic is not adequate to justify opening of the booking windows for longer duration, the booking windows are opened at least half-an-hour before the scheduled arrival of trains at such stations.

(c) 14 water booths have been provided at Vivek Vihar station with 6 on Platform No.1 and 8 on Platform No.2. Thus, the arrangement of water supply at Vivek Vihar station is adequate. However, a problem in water supply at this station had arisen due to unanticipated lowering of water table in the area which led to failure of tube-well supplying the water. New boring has now been done and the water supply to all water booths has been restored.

As regards ticket windows, round-the-clock booking facility is available at Vivek Vihar station.

(d) & (e): For restoring water supply, Railway officers conducted investigations and rectification measures were immediately taken. The water supply was also speedily restored. Hence, no action against employees was called for.