

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3572

ANSWERED ON:13.02.2014

INCONVENIENCE DUE TO SINGLE RESERVATION COUNTER FOR GENERAL AND TATKAL

Agarwal Shri Rajendra

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways are aware that people face major inconvenience due to one counter for booking general and tatkal tickets at Hapur railway station under Moradabad division of Northern Railway; and

(b) if so, the action taken/being taken in this regard?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY)

(a) & (b) With a view to avoid misuse of facility of Tatkal scheme, instructions have been issued that common counters and common queues should be provided for Tatkal as well as non -Tatkal tickets. At present, at Hapur, one reservation counter is functioning in two shifts. An analysis of reservation related transactions handled at Hapur Railway station has revealed that, on an average, there are approximately 88 reservation related transactions per shift which is less than the yardstick of 180 transactions per shift. Hence, the existing arrangements are adequate to cater to the present level of traffic.