

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:4404
ANSWERED ON:20.02.2014
OVERCHARGING BY BOOKING CLERKS
Abdulrahman Shri

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have received complaints in regard to ticket/parcel booking staff allegedly charging more fare than prescribed by the Railways;
- (b) if so, the details of such cases noticed during the last three years and the current year, zone/year –wise; and
- (c) the action taken by the Railways against the guilty officials along with the preventive steps taken in this regard?

Answer

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

(a) to (c) A Statement is laid on the Table of the House .

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF UNSTARRED QUESTION NO. 4404 BY SHRI ABDUL RAHMAN TO BE ANSWERED IN LOK SABHA ON 20.02.2014 REGARDING OVERCHARGING BY BOOKING CLERKS.

(a) Yes, Madam.

(b) Details of Complaints of overcharging by Booking/Parcel Clerks are as under:

S.No.	Zone/Railways	2010-11	2011-12	2012-13	2013-14
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(upto Jan
2014)

1. Central 31 10 07 12

2. Eastern Nil 11 11 15

3. East Central 08 07 08 02

4. East Coast Nil Nil 02 Nil

5. Northern 16 05 07 07

6. North Central Nil 10 05 01

7. North Eastern Nil 06 05 04

8. North East Frontier Nil Nil Nil Nil

9. North Western 05 06 05 Nil

10. Southern Nil 11 03 04

11. South Central Nil 06 10 14

12. South Eastern Nil Nil Nil Nil

13. South East Central 07 04 01 Nil

14. South Western 01 02 02 02

15. Western Nil Nil Nil Nil

16. West Central 03 Nil 03 01

17. Metro 05 09 Nil 03

TOTAL 76 87 69 65

(c) Disciplinary action is taken against concerned staff, where charges are substantiated. Periodical inspection and surprise checks are conducted to curb incidents of overcharging. Indian Railways have also introduced smart-card based unreserved ticketing systems at several locations. Computerization of parcel business through Parcel Management System (Phase 1) makes it mandatory to weigh & book each parcel that is loaded on the train, so that the exact parcel rate is paid by the customer to Railways through the Parcel Weigh Bill.