

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3187
ANSWERED ON:14.08.2003
RESTORATION OF COMPUTER RESERVATION COUNTERS
ANANTRAO GUDHE

Will the Minister of RAILWAYS be pleased to state:

- (a) whether more than half of the reservation counters at New Delhi and other railway stations in Delhi remain closed all the time, causing inconvenience to general public;
- (b) whether the Government have received complaints in this regard;
- (c) if so, the details thereof; and
- (d) the steps being taken to utilise computer reservation centres at New Delhi and other railway stations in Delhi to its full capacity ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA)

- (a) to (c): No, Sir. A few cases of some reservation counters remaining closed come to notice from time to time.
- (d): The requirement of reservation counters varies from season to season. In fact, during the lean period, the requirement comes down on account of reduced passenger traffic. Moreover, after provision of facility of reservation through Internet, the passengers can now get reserved ticket even while sitting at home. Efforts are, however, made to keep the requisite number of reservation counters opened keeping in view the reservation workload.