

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:4243
ANSWERED ON:26.08.2004
COMPLAINTS AGAINST TICKET CLERKS
Rajbhar Shri Chandra Dev Prasad

Will the Minister of RAILWAYS be pleased to state:

- (a) whether Ticket Clerks in Bihar and Uttar Pradesh, especially in Darbhanga, Hazipur, Samastipur, Mau, Gorakhpur charge more money for railway tickets than the value of the tickets and these incidents are often reported by newspapers;
- (b) if so, whether any action has been taken against such employees;
- (c) if so, the details thereof; and
- (d) if not, the reasons therefor?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRIR. VELU)

(a) to (d): Some cases of excess charging of fare by Booking Clerks at the counters have come to notice. Staff found responsible were taken up under Discipline and Appeal Rules.