

**GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS**

**LOK SABHA
UNSTARRED QUESTION NO.1403**

TO BE ANSWERED ON THE 07TH DECEMBER, 2021/ AGRAHAYANA 16, 1943 (SAKA)

AUTO AND TAXI PREPAID BOOTHS

**1403. SHRI RAJA AMARESHWARA NAIK:
SHRI BHOLA SINGH:
DR. JAYANTA KUMAR ROY:
SHRI VINOD KUMAR SONKAR:
DR. SUKANTA MAJUMDAR:**

Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether the Delhi Traffic Police operates Auto and Taxi Prepaid booths at Railway stations, Airports and other places;

(b) if so, the details thereof including the list of Prepaid Booths, Zone-wise fare and staff deployed, income generated during the last three years;

(c) whether there have been regular complaints like overcharging, delay in providing auto/taxi, misbehavior by drivers/booth staff, lack of display of rate list, etc. against prepaid booth service;

(d) if so, the details of complaints received during the last three years and the action taken thereon;

(e) whether there is an urgent need for computerisation of the system and make it online through an app; and

(f) if so, the details thereof including other steps being taken by the Government in this regard?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI NITYANAND RAI)**

(a) and (b): Delhi Police has reported that they operate 16 prepaid TSR (Three Seater Auto Rickshaw) Booths, 02 prepaid TSR/Taxi Booths and 03 prepaid Taxi

booths at various places in Delhi. The list of prepaid booths is at Annexure. Zone-wise rates are displayed at respective Booths. Details of staff deployed and income generated (service charges) during the last three years from 2018 to 2020 are as under:

Year	2018	2019	2020
Total staff deployed in prepaid booths and central office	217	212	208
Total income generated (Service charges) (in Rupees)	3,35,46,630/-	3,51,11,510/-	1,17,94,100/-

(c) to (f): Delhi Police has reported that during the years 2018 and 2019, 12 and 06 complaints were received from the commuters and action against 11 and 02 personnel were taken respectively. During the year 2020, no complaint was received. Improvement of processes in systems including computerization is a continuous process.

THE DETAILS OF TAXI/TSR PREPAID BOOTHS OPERATING AT VARIOUS RAILWAY STATIONS, AIRPORTS AND OTHER PLACES IN DELHI

SL. NO	PREPAID BOOTH	TAXI/ TSR
1.	Domestic Airport (T-1)	Taxi
2.	Domestic Airport (T-2)	
3.	International Airport (T-3)	
4.	New Delhi Railway Station Paharganj	TSR/ Taxi
5.	New Delhi Railway Station Ajmeri Gate	
6.	Hazrat Nizamuddin Railway Station	TSR
7.	ISBT Kashmiri Gate	
8.	Old Delhi Railway Station	
9.	Palika/ Janpath	
10.	RML Hospital	
11.	Safdarjung Hospital	
12.	ISBT Anand Vihar	
13.	Dhaura Kuan	
14.	AIIMS Hospital	
15.	Vasant Kunj Malls	
16.	Sarojini Nagar	
17.	ISBT Sarai Kale Khan	
18.	Mukarba Chowk	
19.	Lajpat Nagar	
20.	Nehru Place	
21.	Shivaji Metro Station	
