

THE DEPUTY MINISTER IN THE MINISTRY OF RAILWAYS (SHRI AJAY SINGH): (a) and (b) A statement showing the number of complaints received from 1-1-90 to 31-7-90, zone-wise, is given below.

(c) The complaints generally pertained to reservations & bookings, loss of punctuality of trains, unauthorised entry of passengers in reserved coaches, improper behaviour of staff, mal-functioning of electrical equipments in coaches, catering & vending services, etc.

(d) These complaints are helping in identifying & rectifying vulnerable areas of working.

STATEMENT

Zonal Railway	No. of complaints received	No. of complaints dealt with
Central	2441	2417
Eastern	1027	1027
Northern	3585	3571
North Eastern	1284	1276
Northeast Frontier	289	279
Southern	1062	1052
South Central	981	980
South Eastern	2092	1912
Western	1824	1815
Total	14585	14329

Working of Railways

4353. SHRI RAM SAGAR (Saidpur): Will the Minister of RAILWAYS be pleased to state:

(a) the details of rail passengers holding reserved accommodation tickets refused accommodation, as the same had been found to be re-reserved in the name of someone else during the last one year;

(b) the number of times the conductors were found missing from the compartments allotted to them and for reporting late at the compartment before the start of the trains;

(c) the details of action taken against such erring conductors and measures taken to ensure efficient discharge of their duties; and

(d) whether there is any proposal to review the working of the Railways to streamline its working so as to make the rail journey comfortable, safe and enjoyable?

THE DEPUTY MINISTER IN THE MINISTRY OF RAILWAYS (SHRI AJAY SINGH): (a) and (b) No such statistics are maintained. However, some complaints in this regard were received.

(c) Disciplinary action is taken against the staff held responsible for dereliction of duty and lapses on their part. Checks are conducted by Supervisors & senior officials.

(d) The working of the Railways is reviewed and discussed periodically and necessary steps are taken to improve the facilities for the passengers to the extent possible. 30

Shifting of Regional Office of IDPL

4354. SHRI RAMCHANDRA DOME: Will the Minister of PETROLEUM AND CHEMICALS be pleased to state:

(a) whether the Regional Office of Marketing Division of the Indian Drugs and Pharmaceuticals Limited (IDPL) in Delhi is proposed to be shifted to a remote place;

(b) if so, the details thereof and the reasons therefor; and

(c) the costs involved in shifting and additional costs on transportation etc. after shifting?

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND CHEMICALS (SHRI BHAJAMAN BEHERA): (a) No, Sir.

(b) and (c) Do not arise.