

preferred are not maintained by the Railways. The number of claims settled and the amount paid by the North-Eastern Railway during 1952-53 were 33,905 and Rs. 36.76 lacs respectively. The number of claims settled and the amount of claims paid during 1953-54 upto the end of January 1954, were approximately 27,904 and 29.49 lacs respectively.

(b) There is some delay in complicated cases, but directions have been issued for taking expeditious steps in all cases pertaining to claims.

**Shri Bishwa Nath Roy:** May I know whether there has been any improvement in the settlement of claims, after the transfer of the Claims Office from Gorakhpur?

**The Minister of Railways and Transport (Shri L. B. Shastri):** The hon. Member means the transfer to Calcutta? There has been no deterioration even.

**श्री रघुनाथ सिंह:** एक वर्ष के अन्दर कितने क्लेमस का भुगतान हुआ है ?

**श्री शाहनवाज खां:** अभी अर्ज कर चुका हूँ ।

**Shri Muniswamy:** In cases where high compensation claims were made, what steps were taken by Government to investigate into the matter before taking a decision thereon?

**Shri Shahnawaz Khan:** Before a claim is finally settled and payment is made, a very thorough investigation is carried out, after which only the claim is settled.

**Shri Muniswamy:** It is a fact that a special officer was appointed to investigate into the cases where high compensation claims were made, and if so who was that officer?

**Shri Shahnawaz Khan:** It is a very common occurrence that very exagge-

rated claims are put forward. But the Railways in every case thoroughly scrutinise and then settle the claims.

#### RAILWAY COMPLAINTS

\*1453. **Th. Jugal Kishore Sinha:** Will the Minister of Railways be pleased to state:

(a) the procedure laid down by Government to deal with complaints made by the public;

(b) what steps are taken to ensure that the complaints are dealt with promptly; and

(c) whether it is customary not to disclose to complainants details of the punishment imposed on the staff in such cases?

**The Parliamentary Secretary to the Minister of Railways and Transport (Shri Shahnawaz Khan):** (a) A special section known as Complaints Section has been organised at the Headquarters of each Railway Administration to deal with complaints of all types.

(b) A quarterly report showing the number of complaints received, number enquired into and the average time taken to dispose of a complaint is required to be submitted to the Railway Board by each Railway Administration.

(c) Yes.

**ठाकुर युगल किशोर सिंह:** क्या सरकार यह बतला सकती है कि एक केस के डिस्पोजल में औसतन कितना समय लगता है ?

**श्री शाहनवाज खां:** वह शिकायत की नबईयत पर मुहसर है ।

**ठाकुर युगल किशोर सिंह:** मेरा सवाल यह है कि एवरेज क्या है ?

**श्री एल० बी० शास्त्री:** इस बात का एवरेज तो नहीं निकाला गया है, लेकिन आम तौर से जितनी जल्दी मुमकिन होता है खत्म करने की कोशिश की जाती है ।

ठाकुर मुगल किशोर सिंह : वार्षिक रिपोर्ट जो भेजी जाती है उससे क्या पता चलता है कि तीन महीने के अन्दर कम्प्लेन्ट्स का फ़ैसला हो जाता है या नहीं?

श्री एल० बी० शास्त्री : तीन महीने से पहले ही हो जाता है, कुछ केसेज में मुमकिन है तीन महीने लग जाते हों, लेकिन आम तौर से इस से जल्दी हो जाना चाहिये ।

पंडित सी० एन० मालवीय : क्या यह सही है कि सैन्ट्रल रेलवे पर कोई ऐसा क्रायदा है कि पांच रुपये तक की कम्प्लेन्ट्स नहीं ली जाती, और भोपाल के व्यापारियों की तरफ़ से क्या कोई शिकायत मिली है कि उन का जो माल होता है उस में नुकसान पांच रुपये से ज्यादा का नहीं होता है, और इसलिये उन की सुनवाई नहीं होती ?

श्री एल० बी० शास्त्री : यह शिकायतें जो हैं वह बिल्कुल दूसरी चीज़ के लिये हैं । यह शिकायतें उनके लिये हैं जो कि पैसेन्जर्स सफ़र करते हैं और शिकायतें करते हैं, व्यापारियों की शिकायत नहीं हैं । लेकिन मैं यह समझा नहीं कि पांच रुपये से कम की शिकायतें नहीं ली जाती, यह किस चीज़ के लिये हैं ।

Shri G. S. Singh: May I know, Sir, how frequently, if at all, the complaint books maintained at level-crossings are scrutinised by the authorities?

Shri Shahnawaz Khan: The complaint books maintained at all level-crossings are very regularly scrutinised by the respective inspectors.

डा० सुरेश चन्द्र : क्या मैं यह जान सकता हूँ कि क्या ऐसी भी शिकायतें आई हैं कि रेलवे अधिकारियों ने शिकायत की पुस्तकें देने से इन्कार किया है ?

श्री साहबबाबू जी : जी हाँ, कई बड़ा ऐसी भी शिकायतें आई हैं कि रेलवे मुलाजमीन  
22 P.S.D.

ने किताब देने से इन्कार किया है, और उन के खिलाफ़ मुनासिब कार्रवाही की गई ।

Shri H. G. Valshnav: Do the authorities take any note of the complaints which appear in newspapers?

Shri L. B. Shastri: Yes. Press cuttings are received in the Railway Board as well as seen by the General Managers, and action taken.

Shri Dabhi: May I know, Sir, the reason why the punishment meted out to the staff is not disclosed to the complainants?

Shri Shahnawaz Khan: There are various reasons. Firstly, before awarding the punishment, we have to take various factors into consideration concerning the individual to whom punishment is being awarded. Sometimes it may happen that for some offence different punishments may be given. So we do not want to create any controversy outside. Also, there is a method of appeal open to members of the staff and generally it is a very lengthy procedure. We do not wish to give the information until the appeal is decided.

#### GOVERNMENT HOSPITAL AT CHANDA

\*1454. Shri K. C. Sodhia: (a) Will the Minister of Labour be pleased to state whether the construction of the maternity block in the Government Hospital at Chanda in Madhya Pradesh has been completed?

(b) What is the total cost involved and what is the likely number of beds?

The Minister of Labour (Shri V. V. Giri): (a) Yes.

(b) The total estimated cost is Rs. 67,300 non-recurring and Rs. 1,000 per annum recurring. The number of beds provided is 10.

Shri K. C. Sodhia: What is the number of labourers for whom this is meant?