

(d) the other steps which are being contemplated to improve the Port Administration at Visakhapatnam ?

THE MINISTER OF STATE IN THE DEPARTMENT OF SURFACE TRANSPORT (SHRI RAJESH PILOT) :

(a) Visakhapatnam Port Trust have set up a Public Grievances Cell for trade and port users in pursuance of the instructions of the Government to have an effective system of grievance redressal.

(b) Various steps have been taken by the Port Trust to meet the needs of various port users by providing necessary facilities. Requirements of trade and port users are discussed with their representatives at various levels in the Port Trust. Daily operational meetings are taken by traffic officers to sort out problems of port users. Special review meetings are also held by Chairman/Deputy Chairman to watch closely the performance of the sensitive cargo vessels and also to monitor the operations according to the traffic projections. In these meetings, various requirements put forth by port users including problem, if any, are discussed and remedial steps taken.

(c) For various reasons, there were some delays in the works relating to General-cum-Bulk Cargo Berth, since commissioned and Oil Berth, ready for commissioning.

(d) Streamlining of the working of Ore Handling Complex, setting up of Special Procurement Groups to attend to immediate requirements of materials and equipment, constitution of Maintenance Squads for attending to maintenance and repairs work of the equipment in shifts, etc. are the steps taken to improve the port operations. Apart from these, a Central Documentation Centre is also being set up for the facility of users.

Fire incidents at Indian Airlines Air Hostess Training Centre at Safdarjung Airport.

648. **SHRI GURUDAS KAMAT :** Will the Minister of TRANSPORT be pleased to state :

(a) whether it is a fact that goods worth about rupees 20 lakhs were destroyed in a fire at the Indian Airlines airhostess training centre at Safdarjung Airport on 30th October, 1985 ;

(b) if so, whether the causes of the fire have been investigated ; and

(c) if so, the findings thereof ?

THE MINISTER OF STATE IN THE DEPARTMENT OF CIVIL AVIATION (SHRI JAGDISH TYTLER) : (a) The extent of the loss is still being assessed.

(b) and (c). The cause of the fire is under investigation by the Police authorities.

Poor quality of Edibles sold between Delhi and Nagpur Railway Stations

649. **SHRI BANWARI LAL PUROHIT :** Will the Minister of TRANSPORT be pleased to state :

(a) whether it is a fact that there has been a deterioration in both quality and quantity of edibles sold at the railway stations especially between Delhi and Nagpur Railway Stations ;

(b) whether it is also a fact that complaints of poor service and quality of edibles have been brought to the notice of the authorities at several railway stations between Delhi and Nagpur ; and

(c) if so, steps contemplated by Government to improve the quality and quantity of edibles at Railway stations ?

THE MINISTER OF TRANSPORT (SHRI BANSI LAL) : (a) No, Sir.

(b) During April to September 1985, some complaints were recorded at 9 important stations on Delhi-Nagpur route. At the same stations, very large number of appreciations were also received during the same period.

(c) Steps taken or proposed to be taken to improve catering service include use of better ingredients, better quality of tea leaves, intensification of inspections and checks, and action against defaulters.

[Translation]

Construction of a fly-over on Mehrauli-Badarpur Road Railway Crossing

650. **SHRI BHARAT SINGH :** Will the Minister of TRANSPORT be pleased to state :

(a) whether extreme difficulties of traffic are being experienced because railways level crossing on Mehrauli-Badarpur road mostly remains closed ;