

(b) Efforts are being made to provide basic amenities in these quarters. During 1985-86, all main roads were repaired. White washing and repairs have also been done in 18 blocks. Doors in 2 blocks of single story quarters and lavatory doors in 6 blocks have been replaced. It is proposed to provide 5 more hand pumps to augment water supply in the colony. Sewere lines of latrines, soil pipes and rain water pipes are proposed to be renovated during the current year at an estimated cost of Rs. 2 lakhs. Leaking roofs of multi-storeyed blocks are also being repaired at a cost of Rs. 1.5 lakhs. 43 units of single storey quarters will be brought to the standard level by providing all basic amenities during the next year. Tenders have also been invited for replacing latrine doors in 8 blocks.

Hospital at Santragachi Railway Colony Howrah

4257. SHRI PRIYA RANJAN DAS MUNSI : Will the Minister of TRANSPORT be pleased to state :

(a) the number of class I specialised type of Hospitals under Railways in various Zonal Railways with details thereof;

(b) whether there is any effective hospital at Santragachi Government Railway Colony of South Eastern Railway, Howrah; and

(c) if not, whether Government would consider to establish such a hospital there ?

THE MINISTER OF STATE IN THE DEPARTMENT OF RAILWAYS (SHRI MADHAVRAO SCINDIA) : (a) There are 57 Class I specialised type of Hospitals on the Zonal Railways, out of which 10 are in the Headquarters and 47 are in the Divisions.

(b) There is a Grade I Health Unit with 4 Emergency beds at Santragachi manned by one DMO; one ADMO; one pharmacist and one midwife;

(c) There is no such proposal.

Treatment/Hospitalisation of CGHS beneficiaries at AIIMS

4258. SHRI SANAT KUMAR MANDAL : Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state :

(a) whether at present sanction for undergoing treatment/hospitalisation of CGHS beneficiaries including pensioners at the All India Institute of Medical Sciences, New Delhi is given by the Directorate General of Health Services for 3 months only;

(b) whether this 3 months period is too short for investigations, heavy work-schedule of Surgeons and non-availability of room in Private Ward to which these beneficiaries are entitled to;

(c) whether Directorate General of Health Services take long time in extending sanction with the result that there is a gap between expiry and renewal of sanction which results in a CGHS beneficiary being treated as an out-sider.

(d) whether Government propose to issue sanction for six months at least and issue instructions for extensions of existing sanctions at least a month in advance of their date of expiry; and

(e) if not, the reasons therefor ?

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (KUMARI SAROJ KHAPARDE) : (a) Yes, Sir.

(b) No Sir. However extension is granted immediately, subsequently for six months whenever required.

(c) No Sir. Normally, such extension is granted within 2-3 days. However, in case of any gap between expiry and renewal of sanction the same is regularised. In case of any urgency the extension is given on the same day to avoid any inconvenience.

(d) and (e). The present system is working satisfactorily.

Improvement in Railway Administration and Services

4259. SHRI SANAT KUMAR MANDAL : Will the Minister of TRANSPORT be pleased to state :

(a) whether the Railways are planning a series of measures to tone up their Administration and improve their services; and

(b) if so, the details thereof ?

THE MINISTER OF STATE IN THE DEPARTMENT OF RAILWAYS (SHRI MADHAVRAO SCINDIA) : (a) Yes, Sir.

(b) A statement is given below.

Statement

Improvement in Railway Administration and Services

Pursuant to the directives received from the Ministry of Personnel, Public Grievances and Pensions, the following instructions have been issued recently for improving administrative efficiency and giving better satisfaction to the Public on the Railways.

(i) Redressal of Public Grievances

An elaborate scheme for redressal of public grievances has been introduced on the Railways. The scheme is intended to facilitate prompt redressal of Public Grievances.

Grievance Cells have been set-up in 3 tiers, viz., Railway Board's level, Zonal level and Divisional level for 'on-the spot' redressal of complaints from the Public. Public Assistance Booths have also been set-up on the Railways to help the Public at the Railway Stations. Functioning of this machinery is under constant review.

(ii) Simplification of Rules and Procedures

A committee of Executive Directors has been set up in the Department of Railways for reviewing and simplifying the existing rules and procedures in different disciplines of railway working. As a sequel to the decisions taken by this committee, enhanced powers have been given to the claim settling officers at various levels on the Railways for settling the claims and refunds cases at their own level.

Review of the existing rules and procedures is a continuous process and is under

constant watch in the Department of Railways.

(iii) Introduction of single window system

The concept of single window system has been introduced in the commercial and operating departments of Railways at the Stations, Divisional and Zonal Offices.

(iv) Disposal of important references

Instructions have been issued in this Department as well as to all Zonal Railways for keeping a close watch over the disposal of important references for ensuring that replies to such references are issued within the prescribed time-limits.

(v) Ensuring Prompt and Courteous Service to the Citizens

It has been reiterated to all Railways stressing upon the need for promoting courteous and helpful attitude to the travelling Public. The Railways have been impressed upon to ensure that staff are not only courteous but also alert and function efficiently. Surprise and unannounced inspections should be carried out by senior officers to check the deficiencies and shortcomings for taking suitable steps to rectify them.

(vi) Delegation and De-centralisation of Powers

Instructions have been issued in the Department of Railways as well as to all Zonal Railways for delegating more powers to officers at lower levels to enforce accountability at each level.

Enhanced financial powers have also been delegated to the General Managers of the Zonal Railways.

(vii) Redressal of complaints on Passenger Amenities

Instructions have been issued to the General Managers of the Zonal Railways as well as to the officers in Railway Board's office that while on journey they should check various aspects of passenger amenities, viz., non-working of fans, lights, non-availability of drinking water in coaches, cleanliness in coaches, non-display of reservation charts etc. They should mix with the passengers in the trains to elicit their views on the

facilities and amenities provided by the Railways.

Immediate remedial action is taken on the specific deficiencies brought out in the officers' reports by the Zonal Railways.

Cobra's deal with Shipping Corporation of India for mutual exchange of Slots for containerised cargo

4260. SHRI SANAT KUMAR MANDAL : Will the Minister of TRANSPORT be pleased to state :

(a) whether COBRA, a consortium of Shipping Lines affiliated to the India-Pakistan-Bangladesh Conference (IPBC) has struck a deal with the Shipping Corporation of India for mutual exchange of "slots" for containerised cargo in a phased manner in the India-European maritime circuit;

(b) if so, its stabilising impact on the freight factor and sharing of trade with some leading shipping lines which are not direct members of the Conference and the Conference members; and

(c) whether Haldia in West Bengal is also likely to be covered in the exchange of 'slots' ?

THE MINISTER OF STATE IN THE DEPARTMENT OF SURFACE TRANSPORT (SHRI RAJESH PILOT) : (a) An understanding in principle has been reached between Shipping Corporation of India Ltd. and COBRA consortium on mutual cooperation in operating container service between India and Europe involving slots exchange.

(b) The operation of the arrangement for slot exchanges depends on a number of commercial and operational issues which require to be resolved. It is yet too early to assess the impact of this arrangement even after it is operative.

(c) In the immediate phase of cooperation, Haldia will be outside the scope of the slots exchange arrangement.

Replacement of diesel pump sets by electric pump sets

4261. SHRIMATI JAYANTI PATNAIK : Will the Minister of WATER RESOURCES be pleased to state :

(a) whether Government have a proposal to stop the increasing use of diesel pump sets and to replace them by electric Irrigation pump sets;

(b) whether any time bound programme has been drawn for that purpose; and

(c) if so, the details thereof ?

THE MINISTER OF WATER RESOURCES (SHRI B. SHANKARANAND) :

(a) No, Sir.

(b) and (c). Do not arise.

Shortage of wagons at Kalalkunda Railway Station

4262. SHRI SATYAGOPAL MISRA : Will the Minister of TRANSPORT be pleased to state :

(a) whether Government are aware that a fewer railway cement wagons are reaching Kalaikunda railway station in South Eastern Railway resulting in acute cement crisis in Midnapore, Bankura and Purulia districts of West Bengal;

(b) if so, the reasons thereof;

(c) the proposals of her Ministry to ensure supply of a good number of railway wagons (with cement) to Kalaikunda station regularly every month; and

(d) the details thereof ?

THE MINISTER OF STATE IN THE DEPARTMENT OF RAILWAYS (SHRI MADHAVRAO SCINDIA) : (a) No, Sir.

(b) Does not arise.

(c) and (d). Subject to placement of demands by the cement factories, they will be met in full.