

Service by I.A. Staff to travellers

6190. SHRI V. SOBHANADREE-SWARA RAO :
SHRI T. BALA GOUD :

Will the Minister of CIVIL AVIATION be pleased to state :

(a) whether Government have received any complaints from the travelling public regarding lack of courtesy and good service on the part of the Indian Airlines staff while dealing with the travelling public; and

(b) if so, the nature of complaints received and the remedial measures being taken by Government in this regard ?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI JAGDISH TYTLER) : (a) and (b). Occassionally complaints pertaining to reservations, airport handling, delay in flights, catering services, behaviour of Staff, etc. are received which are investigated and suitable remedial action is taken for improving systems/procedures, with a view to avoiding recurrence. Where called for, action is taken against the defaulting staff.

[*Translation*]

Expansion of Railway network in Bihar

6191. SHRI VIJOY KUMAR YADAV : Will the Minister of RAILWAYS be pleased to state :

(a) whether the Bihar Government has sent a comprehensive scheme to him regarding expansion of railway network in the State;

(b) if so, the details thereof; and

(c) the reaction of Government thereto ?

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

(b) Bihar Government recently submitted

a list of items concerning Railways. The following new proposals have been suggested by them :

(i) New railway line from Gaya to Ranchi *via* Bodh Gaya, Bashistanagar, Chatra, Hazaribagh and Ramgarh.

(ii) New line between Pathargaon and Sahebganj.

(iii) New railway line for transportation of coal from North Karanpura Coal Fields.

(c) It is difficult to consider construction of the above mentioned new lines at present due to large number of on-going projects and constraint of resources.

Rail passes to Freedom Fighters

6192. SHRI VIJOY KUMAR YADAV : Will the Minister of RAILWAYS be pleased to state :

(a) whether Government have issued orders for grant of complimentary rail passes for Bharat Darshan to those freedom fighters who are getting Swatantrata Samman Pension;

(b) if so, the details thereof;

(c) whether the 'Akhil Bhartiya Swatantrata Senani Sangathan' and some eminent freedom fighters have demanded that the period of such passes should be extended;

(d) if so, the reaction of Government thereto;

(e) whether such complimentary passes are also issued to the widows of freedom fighters and to those freedom fighters who are getting pension from the various States; and

(f) if not, the reasons therefor ?

THE MINISTER OF STATE OF THE MINISTRY OF RAILWAYS (SHRI MADHAVRAO SCINDIA) : (a) and (b). Freedom Fighters who are receiving pension under the Swatantrata Sainik Samman