

**Passenger Guides**

1907. **Shri Tangamani:** Will the Minister of Railways be pleased to state:

(a) whether passenger guides are provided at important Railway Stations, and

(b) if so, the nature of duties required to be performed by them?

**The Deputy Minister of Railways (Shri Shahnawaz Khan):** (a) Yes

(b) A statement is given below:—

*Statement*

The duties of Passenger Guides mainly are.—

- (i) to direct passengers to the correct booking window and platform;
- (ii) to furnish correct and upto date information regarding tram timings, change of trains, catering, connections at junction stations ahead and to assist the passengers in finding accommodation in trains by guiding them to the compartments where room may be available
- (iii) to prevent overcharging, harassment or exploitation of passengers by licensed porters,
- (iv) to help to keep the circulating areas of stations, platforms and trains free from the nuisance of beggars, unauthorised hawkers and vendors etc.
- (v) to see that amenities provided at stations and on trains are being properly used and to ensure that the waiting halls, platforms, circulating areas are kept neat and tidy.
- (vi) to see that undesirable elements do not loiter about the platforms, tonga stands etc and to ensure that female

passengers are afforded all possible assistance;

(vii) to persuade passengers to form queues at booking counters, at entrance and exit gates and on the platforms before entraining,

(viii) to prevent passengers from indulging in dangerous habits such as travelling on footboards, on buffers and on carriage roofs,

(ix) to mix freely with the passengers and ascertain their wants and render them general assistance as needed by them

**Camping Coaches**

1908. **Shri Tangamani:** Will the Minister of Railways be pleased to state

(a) whether camping coaches are provided for convenience of holiday travellers, pilgrims etc at selected places, and

(b) if so, the names of such stations?

**The Deputy Minister of Railways (Shri Shahnawaz Khan):** (a) Yes.

(b) Lonavla, Nasik Road, Manmad, Malda Court, Puri, Bulsar and Broach stations

**Extra-Departmental Staff of Posts and Telegraphs Department**

1909. **Shri Tangamani:** Will the Minister of Transport and Communications be pleased to refer to the reply given to Unstarred Question No 233 on the 21st November, 1958 and state

(a) whether decisions on the report of working of the Committee to enquire into the working conditions of Extra-Departmental Staff of the Posts and Telegraphs Department have since been taken;

(b) whether the recommendations will be enforced with retrospective effect, and