

In addition, some more proposals are currently under considerations to improve the promotion prospects of Railway Doctors.

#### Complaints Cell at Rail Bhawan

1666. SHRI VISHWA NATH PANDHEY: Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that the Railway Board has set-up a Complaints' Cell at Rail Bhawan, New Delhi to deal with the complaints, grievances and suggestions of the public;

(b) if so, when;

(c) the number of complaints, grievances and suggestions received so far and against whom; and

(d) action taken thereon?

THE MINISTER OF RAILWAYS (SHRI C. M. POONACHA): (a) Yes, Sir.

(b) The Complaints' Cell, in the office of the Railway Board at Rail-Bhawan, has been functioning since the 11th of August, 1964.

(c) The total number of complaints, grievances and suggestions received in the Complaints' Cell at Rail Bhawan from 11-8-1964 to 30-6-1968 is:

(i) No. of grievances received through the Sanyukta Sadachar Samiti and through the Additional Secretary and Commissioner for Public Grievances | Ministry of Home Affairs . . . . . 369.

(ii) No. of complaints and suggestions directly and otherwise received by the Complaints' Cell . . . . . 8771

These complaints are generally not directed against specific employees of the Railways.

(d) All the complaints, grievances and suggestions received in the Com-

plaints' Cell are dealt with in the concerned Directorates in the Railway Board's office.

#### Trivandrum-Cape Comorin-Tirunelveli Railway Line.

1667. SHRI P. VISWAMBHARAN: SHRI MANGLATHUMADOM:

Will the Minister of RAILWAYS be pleased to state:

(a) whether the investigations regarding Trivandrum-Cape-Comoria Tirunelveli Railway line are complete;

(b) if so, the total estimated cost of this line; and

(c) when Government propose to start construction of this line?

THE MINISTER OF RAILWAYS (SHRI C. M. POONACHA) (a) Yes.

(b) About Rs. 8.6 crores.

(c) The investigations have revealed that the line is not likely to be remunerative. Consideration of this project has therefore been deferred till such time indications about further developments in the region consequent on the development of the Tuticorin Port become available.

#### Indian Exports

1668. SHRI KANWAR LAL GUPTA: Will the Minister of COMMERCE be pleased to state:

(a) whether it is a fact that the total exports during the year 1967-68 were only Rs. 1,199 crores against the total imports of Rs. 2,000 crores;

(b) whether it is also a fact that the exports during the year 1965-66, i.e. the pre-devaluation year, had totalled Rs. 1,289 crores;