

To improve the services further, efforts are being made to introduce a Computerised Customer Service Management System (CSMS) in MTNL, Delhi during this year which will be a great help to achieve our goal of total customer satisfaction through on-line up-dating of the subscriber data such as bill payment details and monitoring of OBs.

Auto-manual services such as 198/2198 and 199 are being supplemented by computerised Interactive Voice Response Systems (IVRS) to reduce the human factor involved in customer services.

[*Translation*]

**Daily Running of Express Train from Ayodhya to Delhi**

5324. DR. RAMVILAS VEDANTI: Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government proposed to run an Express train daily from Ayodhya to Delhi;
- (b) if so, the details thereof; and
- (c) if not, the reasons therefor ?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ): (a) to (c) It is proposed to introduce a weekly express train between Delhi and Muzaffarpur via Faizabad, Ayodhya during 1997-98. However, introduction of a daily train from Ayodhya to Delhi is presently not feasible due to resource constraints and operational difficulties, including lack of terminal/maintenance facilities at Ayodhya.

[*English*]

**Setting up of Sub Station of AIR, Orissa**

5325. KUMARI SUSHILA TIRIYA: Will the Minister of INFORMATION AND BROADCASTING be pleased to state:

- (a) whether the Government had sanctioned several years ago the setting up of four All India Radio sub-stations at Udala, Pancpir, Bishoi and Rairangpur in Orissa;
- (b) if so, the details thereof;
- (c) whether none of four stations have been started;
- (d) if so, the reasons therefor; and
- (e) the steps taken in this regard ?

THE MINISTER OF INFORMATION AND BROADCASTING (SHRI S. JAIPAL REDDY): (a) to (e) A scheme for setting up of Local Radio Station with 1 KW MW Transmitter, MP Studios and Staff quarters at Rairangpur was approved in December, 1994.

The work regarding setting up of All India Radio station at Rairangpur has already been started. Site for the station

has been identified. The telephone lines and power supply lines passing over the site are required to be shifted. The State Government authorities have been requested to divert the power supply lines and telephone lines passing through the site.

There is no approved scheme to set up a Radio Station at Udala, Pancpir and Bishoi in the State of Orissa.

[*Translation*]

**Attachment of Unreserved Coaches with Long Distance Trains**

5326. DR. SATYA NARAYAN JATIYA: Will the Minister of RAILWAYS be pleased to state:

- (a) the total number of unreserved coaches attached with the long distance trains during the past one year till March 1997, to make the rail travel comfortable for the ordinary rail passengers;
- (b) the steps taken during the past one year to provide pure drinking water, and catering facilities;
- (c) the total number of Diesel locomotives and passenger coaches demanded for the metre gauge rail service in the Ratlam Railway Division for the year 1996-97; and
- (d) the time by which these are likely to be supplied?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ): (a) The information is being collected and will be laid on the Table of the Sabha.

(b) Drinking water arrangements are provided at the stations and these arrangements are strengthened during the summer period. Arrangements are also made to provide satisfactory catering facilities enroute. Instructions have been issued to the railways for strengthening the drinking water arrangement at all important stations. Steps taken include provision of water trollies, engaging of hot weather watermen, taking assistance of voluntary organisations, availability of drinking water in trains through pantry car etc.

(c) and (d) Railways have not manufactured and supplied any M.G. Diesel loco/coaches to Zonal Railways during last 3 years. However, due to gauge conversion, M.G. locos and coaches have been transferred from one Railway to another Railway depending upon the availability of such surplus stock on account of gauge conversion.

[*English*]

**Accumulation of Dirty Water at Platform**

5327. DR. ARVIND SHARMA: Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that there is a large

accumulation of dirty water at Railway station platform number three of Bahadurgarh Railway Station, district Rohtak, Haryana, near National Capital Region for the last many years due to which dirtiness is spreading on the Railway Station and its nearby areas and has become matter of concern for the health of travellers; and

(b) if so, the measures taken by the Government for the drainage of this dirty water and to check the accumulation of water near the platform in future ?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ): (a) and (b) Dirty water is not accumulated on platform number three, but in the low lying areas near Bahadurgarh railway station. Since this water is discharged by the private colonies in the area, preventive measures are to be taken by the local authorities by providing proper drainage.

#### **Introduction of Pairs of Trains**

5328. SHRI V. V. RAGHAVAN: Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways have introduced some pairs of new trains and increased capacity of certain existing trains to meet the summer rush during the months of April, May and June;

(b) if so, the details thereof;

(c) the steps taken to ensure the supply of food, water and security of the passengers in these special trains;

(d) whether any special train is being introduced on the New Delhi-Trivandrum route in which there is excessive rush during summer days; and

(e) if not, the reasons therefor ?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ): (a) and (b) Railway are running about 1242 Summer Specials on as many as 25 routes in the country to clear Summer Rush. In addition loads of about 50 pairs of trains have also been augmented.

(c) Drinking water arrangements are provided at Stations and these arrangements are strengthened during the summer period. Instructions have been issued to the railways for strengthening the drinking water arrangements at all important stations. Steps taken include provision of water trollies, engaging hot weather watermen, taking assistance of voluntary organisation; availability of drinking water on train through Pantry cars and to ensure satisfactory catering arrangements from the static units enroute.

'Policing' is a State subject and therefore maintenance of Law and order and control of crime on railway premises, including railway stations and running trains is the responsibility of the State Government concerned, which they discharge through Government Railway Police. However, the Railways on their part maintain close coordination with GRP. Important trains are being escorted by the GRP during night time.

(d) No, Sir.

(e) Due to lack of traffic justification, however load of Kerala Express will be augmented to the extent justified and feasible.

#### **Passengers Amenities at Trivandrum Airport**

5329. SHRI KODIKUNNIL SURESH: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government are aware of the fact that the passenger amenities at Trivandrum International Airport are very poor;

(b) if so, whether the Government propose to take any steps for improving passenger amenities at the said Airport; and

(c) if so, the details of measures which have to be taken by the Government in this regard?

THE MINISTER OF CIVIL AVIATION (SHRI C.M. IBRAHIM): (a) to (c) Trivandrum International Airport is well equipped with passenger amenities adequate to cater to the needs of the travelling public. These amenities are at par with those of other international airports. Modification to the International Terminal Building at a cost of Rs. 2.02 crores is expected to be completed by December, 1997. With this, the peak hour capacity will increase from 400 to 550 passengers.

[Translation]

#### **Out of order Telephone Lines in Kanpur**

5330. SHRI JAGATVIR SINGH DRONA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether telephone lines of Kanpur, Uttar Pradesh remain out of order for several hours and engage tunes are often heard as telephones and there are also complaints of non-materialisation of calls; and

(b) if so, whether the Government propose to improve and streamline the telephone system?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) No, Sir. The telephone system at Kanpur is working satisfactorily. However, some faults do occur in exchanges and in external plant due to which services of some of the subscribers get affected some times. These faults are attended to within shortest possible time.

(b) A massive expansion and computerisation drive is launched which will further improve services in Kanpur telecom system.

#### **Proposal to Run More Trains between Chandigarh and Delhi**

5331. SHRI SATYA.PAL JAIN: Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government propose to run one