

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2972
ANSWERED ON:21.03.2002
GRIEVANCES OF CUSTOMERS
UMMAREDDY VENKATESWARLU

Will the Minister of RAILWAYS be pleased to state:

- (a) whether railways have an active Railway Tariff Tribunal to go into various customer grievances, with particular reference to the pricing of railway services and the implementation of the same;
- (b) if so, the way in which such a mechanism work;
- (c) whether railways are aware that the abolition of `telescopic` system of fares for travelling passengers has caused un-due burden on passengers;
- (d) the steps Government propose to take to introduce `telescopic fares` for passengers already holding a ticket for travel; and
- (a) whether Government propose to do away with the present system of issuing fresh tickets for onward journeys of passengers?

Answer

MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS ~~AND~~ MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI O. RAJAGOPAL)

(a) & (b) No, Sir. However on the Indian Railways, there is a Railway Rates Tribunal dealing with freight rates. It has the jurisdiction to examine any complaint against the Railway administration in regard to unreasonable preference to any particular description of traffic, unreasonable charging or levying of any charge. RRT does not deal with fixation of fares for carriage of passengers.

(c) (d) & (e) No Sir. `Telescopic` system of passenger fares has not been abolished. Furthermore, as per Rail Budget 2002-03, it is proposed to rationalise the fare structure on the said principle. Due to Computerised Passenger Reservation System on Indian Railways, the facility of booking journey tickets from anywhere to anywhere exists.