

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:3424  
ANSWERED ON:16.03.2000  
CLOSING OF MONITORING CELL  
JAWAHAR LAL JAISWAL

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether a special monitoring cell under the Minister of Railways started in 1997 has been permanently closed down ;
- (b) if so, the reasons therefore;
- (c) the number of complaints/suggestions received from public during the existence of the above cell; and
- (d) the action taken thereon ?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI DIGVIJAY SINGH)

- (a) & (b) : No, Sir. In fact these cells have been further strengthened by providing modern inputs like computers and E-mail facility.
- (c) & (d) : The number of complaints/suggestions received so far is about 3,000. These are examined and remedial measures are taken whenever considered necessary. Action is also taken against the staff found guilty.