

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:650

ANSWERED ON:24.07.2003

ACTION PLAN FOR CUSTOMER SATISFACTION

M. JAGANNATH;T.M. SELVAGANAPATHI;VUKKALA RAJESWARAMMA

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government have finalized an action plan to increase customer satisfaction during the current financial year, especially in the areas covering safety, security, punctuality and cleanliness;

(b) if so, the details thereof;

(c) whether any task force has been constituted to work out the modalities in this direction;

(d) if so, the details thereof;

(e) whether the Railways are considering to amend the Railway Protection Act; and

(f) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA)

(a) to (d) Indian Railways have planned to improve the level of customer satisfaction in the current year, i.e. 2003-04 for which a number of steps covering various areas viz. safety, security, punctuality and cleanliness etc have been initiated. Action Plan includes reduction of accidents by taking various measures, improving security of passengers through constant liaison with State Government and other measures, ensuring improved punctuality standards of trains through a computerised monitoring system, drives etc., improving cleanliness by introduction of modern system of cleaning of stations and trains, by facilitating and computerising the issue of tickets, computerising the refund process, extension of internet booking of reserved tickets etc.

(e) Yes, Sir.

(f) Two Bills to amend the RPF Act, 1957 and The Railway Act 1989 have been introduced in the Rajya Sabha on 9.5.2003 and have been referred to the Standing Committee on Railways on 29.5.2003.