

### Computer Reservation Counters

3047. SHRI MURALIDHAR JENA : Will the Minister of RAILWAYS be pleased to state:

(a) whether the computer reservation counters at Bhubaneswar Railway Station are not adequate and some of them are not operative; and

(b) if so, the action taken/proposed to be taken to reduce hours long waiting for booking of tickets?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ) : (a) No, Sir.

(b) Does not arise.

### Gauge Conversion

3048. SHRI SANAT MEHTA : Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that tenders for conversion of metre gauge line from Wankaner to Navlakhi into broad gauge under BOLT scheme have been invited;

(b) if so, the progress made in the matter so far;

(c) the time by which the work is likely to be started; and

(d) the reasons for delay in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ) : (a) Yes, Sir. Tenders have been invited under BOLT scheme for gauge conversion of Wankaner-Maliya Miyana section including the branch line from Dahinsara to Navlakhi.

(b) to (d). The offers received were examined by the duly constituted Tender Committee of the Western Railway, whose recommendations are now under consideration by the Ministry of Railways.

[Translation]

### Complaints against Postal Services

3049. SHRI PRABHU DAYAL KATHERIA :  
KUMARI UMA BHARATI :

Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether the complaints against the Postal-service are increasing continuously;

(b) if so, the number of complaints received during 1995-96 as compared to 1994-95;

(c) the steps taken by the Government in this regard;

(d) the action taken against those found guilty; and

(e) the steps proposed to be taken for expeditious disposal of the complaints?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA) : (a) and (b). No, Sir. There has, however, been marginal increase in the number of complaints received which is quite negligible keeping

in view the increase in traffic. The receipt of complaints and their comparison with the traffic handled during the years 1994-95 and 1995-96 is as under:

Year	Number of Complaints received	Total traffic handled (in millions)	percentage
1994-95	7,69,205	13,705	0.00561
1995-96	7,91,875	14,063	0.00563

(c) As an ongoing process, the following steps have been taken:

(i) periodic analysis of the complaints received is done to ascertain the complaints prone areas for taking remedial action;

(ii) Launching of periodic drives in a particular field of complaints where the receipt of complaints is high.

(iii) Close liaison is kept with the transport authorities like Indian Airlines, Railways and State Transport.

(iv) Speedier modes of conveyance have been provided in Mumbai and Delhi for speedy delivery of mails;

(v) Dak Adalats are held for on the spot disposal of grievances.

(vi) The receipt and disposal of complaints is monitored closely.

(d) During the year 1995-96, 580 officials of different categories were punished.

(e) The following steps are already under way to further expedite disposal of complaints:

(i) Provision of PC based multi-purpose counters in all the important post offices in a phased manner.

(ii) Fixing time bound disposal of complaints.

(iii) Introduction of centralised handling of complaints in a phased manner in major cities.

(iv) Installation of Green Letter Boxes for expediting delivery of local mails.

(v) Introduction of speedier mode of services like Speed Post, Express Parcel Service Hybrid Mail, Satellite Money Orders etc.

### Hindi/English Magazines

3050. SHRI SUKH LAL KUSHWAHA Will the Minister of INFORMATION AND BROADCASTING be pleased to refer to the reply given to Unstarred Question No. 5549 on September 12, 1996 regarding Hindi/English magazines and state :

(a) whether the requisite information has since been collected;