

Note: The Statement does not include the megawatt MW Trs. at Rajkot and Mogra (Calcutta) and also the shortwave transmitters at Aligarh, Bombay, Madras, Gorakhpur, Bangalore and Delhi which are being used for External Services and Internal News link-up etc.

### Public Grievances

413. SHRI L. RAMANA : Will the Minister of RAILWAYS be pleased to state :

- (a) whether the Zonal Railways have taken some measures for ventilation of grievances of travelling public;
- (b) if so, the details thereof ;
- (c) whether any time limit for ventilation of such grievances has been fixed;
- (d) if so, the details thereof ; and
- (e) if not, the reasons for publicising such measures?

THE MINISTER OF RAILWAYS (SHRI RAM VILAS PASWAN) : (a) Yes, Sir.

(b) Various measures have been taken as under:

- (i) Streamlining the working of public grievances redressal machinery.
- (ii) Publication of telephone numbers in Zonal Railways Time Table on which complainants can contact Additional General Managers in Headquarters Office and Additional Divisional Railway Managers in Divisional Offices.
- (iii) Setting up of monitoring cell in the Zonal Headquarters' Office and Divisional Offices where complainants can give their complaints through telephone or FAX, besides in writing in person.
- (iv) Complaints registered in Public Complaint Books provided at stations, in trains and at all other important installations dealings with public are closely monitored.
- (v) Additional General Manager is the Director Public Grievances on the Zonal Railways and Additional Divisional Railway Managers are the Director Public Grievances on the Divisions. Railway users can meet Additional Divisional Railway Manager/Divisional Railway Manager at Divisional level and Additional General Manager at Zonal level on nominated days. In case, they are not satisfied with any of these officers, they can meet the General Managers on the nominated day of the month.

- (vi) Monitoring Cell for catering/vending activities are also functioning under Deputy Chief Commercial Manager, Catering at Zonal level and Assistant Commercial Manager, Catering at Divisional level.

(c) and (d) Yes, Sir. The time limit for ventilation of such grievances has been fixed. The details thereof are as under :

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|--|----------|
| (i) Representation/grievance received from MPs, MLAs & VIPs  | 30 days  |
| (ii) Grievance of general public   | 90 days  |
| (iii) Grievance from general public where a detailed enquiry become necessary after initial scrutiny | 120 days |
| (iv) Finalisation of complaints referred by Department of Pension & Pensioners Welfare               | 90 days  |
| (v) Representation received from Members of Standing Committee of Parliament of Railways             |          |
| (a) Where the information is available in Board's Office   | 10 days  |
| (b) Where information has to be collected from the Railways  | 30 days  |
| (e) Does not arise.  |          |

### Free Railway Passes

414. SHRI RAM NAIK:  
SHRI PAWAN DIWAN:  
SHRI KASHIRAM RANA:  
SHRI SANTOSH KUMAR GANGWAR:  
SHRI MANIBHAI RAMJIBHAI CHAUDHARI:

Will the Minister of RAILWAYS be pleased to state :

- (a) the number of passes issued for free travel by Ministry of Railways during 1996-97 and 1997 till date;
- (b) the reason for issue of such a large number of free passes;
- (c) the difference between the new and old facilities regarding free pass granted to the retired Railway Board Members;
- (d) the reasons for the new decision;
- (e) whether this order was issued on April 30, 1997 the last day of the service of the outgoing Railway Board Chairman, Shri C. L. Kaw;

(f) if so, the facts thereof ; and

(g) the loss of revenue suffered by Railways as a result thereof ?

THE MINISTER OF RAILWAYS (SHRI RAM VILAS PASWAN) : (a)

	1996-97	April 1997 (Till Oct.'97)
(i) Number of Complimentary Card Passes issued	42086	Information is being collected and will be laid on the Table of the Sabha.
(ii) Number of Complimentary Check Passes issued	6168	2000

(b) Complimentary Card Passes are issued to various categories like former Members of Parliament, Freedom Fighters, former Railway Ministers, Gallantry Awardees (Army and Police), Arjuna Awardees etc. as per schemes announced from time to time and to individuals and organisations as per guidelines.

(c) and (d) Retired Board Members who were entitled for three sets of Post-retirement Complimentary Passes with their eligible family members were made eligible for travel without any ceiling on the number of journeys with the issue of Platinum Pass with further facility of taking a companion when unaccompanied by eligible family members. These facilities have been granted in token of appreciation of the contribution made by the retired Board Members to Indian Railways.

(e) Yes, Sir.

(f) The decision regarding issue of Platinum Passes to serving and retired Board Members was taken on 23.04.97 and the orders were issued on 30.04.97.

(g) Since passes are complimentary in nature the cost thereof is not computed.

#### **Modernisation and construction of New Airports**

415. SHRI NAVEEN PATNAIK :  
SHRI ANAND RATNA MAURYA :  
DR. RAMVILAS VEDANTI :  
SHRI MADHAVRAO SCINDIA :  
SHRI SOHANVEER SINGH :  
SHRI RANJIB BISWAL :  
SHRI SARAT PATTANAYAK :  
SHRI A.G.S. RAM BABU :  
SHRI P.C. THOMAS :  
SHRI SANDIPAN THORAT :

Will the Minister of CIVIL AVIATION be pleased to state :

(a) the progress of work of modernisation and construction of National and International Airports in the country, Airport-wise;

(b) the amount spent on these projects, project-wise;

(c) the expected time of the completion of the work;

(d) whether the Government propose to invite foreign capital in the construction of new airports; and

(e) if so, the details thereof ?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (SHRIMATI JAYANTHI NATRAJAN) : (a) to (e) The information is being collected and will be laid on the Table of the Sabha.

#### **United Nations Development Programme Project**

416. SHRI SULTAN SALAHUDDINO WAISI : Will the Minister of NON-CONVENTIONAL ENERGY SOURCES be pleased to state :

(a) whether United Nations Development Programme and Global Environment Facility Hilly Hydro Project was started in 1994;

(b) if so, the details indicating the works covered under the project so far, State-wise;

(c) whether the project has not yielded the desired results;

(d) if so, the reasons therefor; and

(e) the steps being taken by the Government in this regard?

THE MINISTER OF STATE OF THE MINISTRY OF NON-CONVENTIONAL ENERGY SOURCES (CAPT. JAI NARAYAN PRASAD NISHAD) : (a) and (b) Yes, Sir. A project on 'Optimising Development of Small Hydro Resources in the Hilly Regions of India' was started in late 1994. The project has a grant element of US \$ 7.5 million from the Global Environment Facility and a counterpart funding component of Rs. 22.48 crores from the Government of India and the State Government resources. The project envisages preparation of a Master Plan, setting up of 20 demonstration projects, 100 water mills and training. 13 States are included in the project zone for these activities. Geological, seismological, hydrological, etc. studies have been completed in all the States. Sites for demonstration project execution have been identified and 10 water mills have been installed.

(c) to (e) The project is in the middle of its execution. Its duration is upto December, 1999. The project is expected to yield the desired results.