

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 :

- (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;