

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2332
ANSWERED ON:17.08.2006
REDRESSAL OF GRIEVANCES
Athawale Shri Ramdas

Will the Minister of RAILWAYS be pleased to state:

- (a) Whether in September, 2005, the Railways have issued instructions to all Zonal Railways to make improvement in the condition of trains and stations and make arrangements for redressal of grievances within a fix time limit;
- (b) If so, the details thereof;
- (c) Whether in spite of the instructions some of the Zonal Railways have not taken any effective action in the matter ; and
- (d) If so, the reasons therefor and the further steps being taken by the Railways in this regards ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

- (a)&(b) Instructions regarding various improvements are issued from time to time. Even in 2006 such instructions were issued in March and April, when it was inter-alia directed that five stations on each Division being transformed into modern stations. Similarly 4 rakes of trains are being manufactured/converted to world class interiors. A nominated machinery has been set up under a senior officer in each zonal railway/division to ensure timely redressal of grievances of public.
- (c) No, Sir.
- (d) Does not arise.