

2

**STANDING COMMITTEE
ON RAILWAYS
(1996-97)**

ELEVENTH LOK SABHA

**MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

**REDRESSAL OF PUBLIC GRIEVANCES
BY INDIAN RAILWAYS**

SECOND REPORT

114



**LOK SABHA SECRETARIAT
NEW DELHI**

3657R
6.2;1

September, 1996/Bhadra, 1918 (Saka)

SECOND REPORT

**CORRIGENDA
TO
SECOND REPORT OF STANDING COMMITTEE ON RAILWAYS ON
'REDRESSAL OF PUBLIC GRIEVANCES BY RAILWAYS'**

Page	Para	Line		Correction	
(iii)	Sl.No. 15		For: Shri Inchalemba	Read: Shri Imchalemba	
(iv)	Sl.No.41		For: Shrimati Chandra Kala Pandey	Read: Dr. Chandra Kala Pandey	
	1	2	3	For: , complaints	Read: , Complaints
	6	9	1	For: show	Read: shows
	7	10	2	For: -	Delete: statement, indi- cating comparative cause-wise, data of
	12		20	For: publicity	Read: Publicity
	16	28	1	For: Excutive	Read: Executive

Laid in Rajya Sabha on 13.09.1996
Laid in Rajya Sabha on 13.09.1996



LOK SABHA SECRETARIAT
NEW DELHI

September, 1996/Bhadra, 1918 (Saka)

C.R. No. 2

Price : Rs. 29.00

PARLIAMENT LIBRARY
Central Govt. Publications
Acc. No. RC-95223 (2)
Date.....18/9/96.....

6
328.3657R
N6.2j1

© 1996 By LOK SABHA SECRETARIAT

Published under Rule 382 of the Rules of Procedure and Conduct of Business in Lok Sabha (Eighth Edition) and Printed by Jainco Art India, 13/10, W.E.A., Saraswati Marg, Karol Bagh, New Delhi-110005.

CONTENTS

PAGE

COMPOSITION OF THE COMMITTEE (1996-97)	(iii)
COMPOSITION OF THE COMMITTEE (1995-96)	(v)
INTRODUCTION	(vii)

PART I

REPORT	1
ANNEXURE I	40
ANNEXURE II	49
ANNEXURE III	53
ANNEXURE IV	55

PART II

Minutes of the Eighteenth and Nineteenth Sitzings of the Standing Committee on Railways (1995-96) held on 16 February, 1986 and Fifth Sitting of the Standing Committee on Railways (1996-97) held on 10 September, 1996	57
--	----

COMPOSITION OF THE STANDING COMMITTEE ON RAILWAYS
(1996-97)

Shri Basudeb Acharia — *Chairman*

MEMBERS

Lok Sabha

2. Shri Ram Naik
3. Shri Jagdambi Prasad Yadav
4. Shri Satyadev Singh
5. Shri Anand Ratna Maurya
6. Shri Dharendra Agarwal
7. Shri Ashok Sharma
8. Dr. Sahebrao Bagul
9. Dr. Ramvilas Vedanti
10. Shri Priya Ranjan Das Manshi
11. Shri Ashok Gehlot
12. Shri Nandi Yellaiah
13. Shri K.P. Singh Deo
14. Km. Susheela Triya
15. Shri Inchalemba
16. Shri V. M. Sudheeran
17. Shri Qamarul Islam
18. Shri Chun Chun Prasad Yadav
19. Shri Raja Rangappa Naik
20. Shri P. Theertharaman
21. Shri Ram Singh Shakya
22. Shri K. Parasuraman
23. Shri Kondapalli Pydootallinaidu
24. Shri Narayan Athavale

25. Shri Sukh Lal Khushwah
26. Shri Ram Bahadur Singh
27. Shri Basant Singh Khalsa
28. Dr. Prabin Chandra Sarma
29. Shri E. Ahamed
30. Shri S. Bangarappa

Rajya Sabha

31. Shri Satyanarayana Dronamraju
32. Vacant*
32. Shri Balbir Singh
34. Shri W. Angou Singh
35. Shri Shivajirao Giridhar Patil
36. Shri Gopalsinh G. Solanki
37. Dr. Ishwar Chandra Gupta
38. Smt. Malti Sharma
39. Shri Nagmani
40. Shri Rahasbihari Barik
41. Shrimati Chandra Kala Pandey
42. Shri S. Niraikulathan
43. Shri Saifulla
44. Shri Tridib Chowdhuri

SECRETARIAT

1. Dr. A.K. Pandey — *Additional Secretary*
2. Smt. Roli Srivastava — *Joint Secretary*
3. Shri R.C. Gupta — *Under Secretary*
4. Smt. Anita Jain — *Assistant Director*
5. Shri O.P. Shokeen — *Committee Officer*

* Shri S.S. Surjewala ceased to be the member of the Committee w.e.f. 22.08.1996.

COMPOSITION OF THE STANDING COMMITTEE ON RAILWAYS
(1995-96)

Shri Somnath Chatterjee — *Chairman*

MEMBERS

Lok Sabha

2. Shri Harilal Nanji Patel
3. *Vacant
4. **Vacant
5. Smt. Santosh Chowdhary
6. Km. Frida Topno
7. Shri Dileep Singh Bhuria
8. Dr. Kartikeshwar Patra
9. Shri Ashok Gehlot
10. Shri Manku Ram Sodhi
11. Shri Allola Indrakaran Reddy
12. ***Vacant
13. Shri Anand Ahirwar
14. Shri D.B. Shingda
15. ****Vacant
16. Shri Ram Naik
17. Smt. Sheela Gautam
18. Shri Phool Chand Verma
19. Shri Mangal Ram Premi

* Vacancy caused due to appointment of Shri A.R. Antulay as Minister.

** Vacancy caused due to resignation of Shri G. Madegowda on 9.2.1996.

*** Vacancy caused due to death of Shri B.K. Gudadinni.

**** Vacancy caused due to death of Shri Tej Singh Rao Bhonsle.

20. Shri Shrish Chandra Dikshit
21. Shri Raj Narain
22. Shri Ramchandra Veerappa
23. Shri Basudeb Acharia
24. Shri S. Sivaraman
25. Smt. Girija Devi
26. Shri Brahma Nand Mandal
27. Shri Brishin Patel
28. Shri. S.S.R. Rajendra Kumar
29. Shri Moreshwar Save
30. Shri P.C. Thomas

Rajya Sabha

31. Vacant
32. Shri Rahasbihari Barik
33. Shri V. Rajan Chellappa
34. Shri John F. Fernandes
35. Shri V. Gopalsamy
36. Shri Mohinder Singh Kalyan
37. Shri Prabhakar B. Kore
38. Smt. Sarala Maheshwari
39. Shri Radhakishan Malaviya
40. Shri Sarada Mohanty
41. Shri Ahmed Mohamedbhai Patel
42. Shri Satish Pradhan
43. Shri Kailash Narain Sarang
44. Smt. Malti Sharma
45. Shri Janardan Yadav

INTRODUCTION

I, the Chairman of the Standing Committee on Railways (1996-97), having been authorised by the Committee to present the Report on their behalf, present this 2nd Report on 'Redressal of Public Grievances by Indian Railways.'

2. The Standing Committee on Railways (1995-96) took evidence of the representatives of the Ministry of Railways at their sittings held on 16 February, 1996.

3. The Committee feel obliged to the Members of the Standing Committee on Railways (1995-96) for the useful work done by them in taking evidence and seeking information.

4. The Committee also wish to express their thanks to the Ministry of Railways for furnishing the material and information desired by the Standing Committee on Railways (1995-96) in connection with the examination of the subject and sharing with them their views concerning the matters which came up for discussion during evidence.

5. The Standing Committee on Railways (1996-97) considered and adopted the Report at their sitting held on 10th September, 1996.

NEW DELHI;
10 September, 1996
19 Bhadra, 1918 (Saka)

BASUDEB ACHARIA,
Chairman,
Standing Committee on Railways.

PART I

REPORT

Introductory

Indian Railways, running through the length and breadth of the country under the overall charge of the Railway Board, play a vital role in economic and social development of the country. Railway is the principal mode of transport in the country. Basically, the viability of the Railway system is co-related with the interest of their users. In the circumstances, redressal of the grievances of railusers and other public assumes special significance in the Railway system.

Present Set-up of Railway Redressal System

2. There is a full-fledged machinery functioning on the railways for receipt of complaints from railusers, their processing and follow-up action, complaints from passengers are received at the following places:—

- (i) Public Grievances Booths provided at important stations.
- (ii) Complaint Books/Complaint Boxes provided at stations and in trains.
- (iii) Divisional Offices/Zonal Railway Headquarters.
- (iv) Ministry of Railways.

3. Passenger complaints including those related to reservations, etc. received at (i), (ii) and (iii) above, are dealt with by the Divisional Officers and Additional Divisional Railway Managers who have been entrusted with the responsibility of dealing with such complaints.

4. At the Zonal Railway level, Additional General Managers are in-charge of handling public grievances, including passengers complaints. At the apex level, in the Board's Office, Executive Director, Public Grievances is the nodal officer for coordinating all activities related to public grievance redressal machinery functioning on the Railways.

5. On receipt of complaints, action is initiated by the concerned officer against the staff. In cases where it is considered necessary,

confronted enquiries with the complainants and the staff are arranged. Besides taking disciplinary action against the staff found at fault, remedial measures are also taken to prevent recurrence of such complaints in the future.

6. At the Board's level, the complaints received directly by the Ministry of Railways, are directed to the Zonal Railways for proper investigation and enquiry. The replies from the railways are re-scrutinised in the Board's Office by concerned Directorates and wherever it is felt that the complaints have either not been properly investigated by the railways or a lenient view has been taken of the complaint and the punishment awarded has been inadequate, the railways are asked to review the same and take proper action. Railways are also directed to fix specific responsibility in case of delayed action and to take corrective measures.

Instructions/Guidelines issued from time to time to Zonal Authorities for toning up the redressal system are at Annexures—II, III and IV.

Cause-wise Break-up of Complaints

7. The complaints received by the Railways are divided into the following categories:—

1. Enquiry Offices
2. Cleanliness at Stations
3. Punctuality of trains
4. Improper behaviour of Commercial Staff
5. Maintenance/Cleanliness of Coaches
6. Improper behaviour of other than Commercial Staff
7. Non-availability of Bed-rolls
8. Mal-functioning of electrical equipments
9. Reservation Issues.
10. Bribery and Corruption
11. Refund against Tickets
12. Passenger Booking

13. Booking & Carriage of luggage/parcels
14. Improper behaviour of other than Railway Staff
15. Non-availability of water
16. Catering & vending services
17. Allotment of seats/berths by train staff
18. Thefts and pilferage
19. Unauthorized passengers in Coaches
20. Complaints relating to Sleeper Class
21. Miscellaneous Causes

6. Average number of complaints received per month division-wise on Zonal Railways are as under:

CENTRAL RAILWAY

Divisions	No. of Complaints
Mumbai	196
Bhusawal	45
Jabalpur	8
Jhansi	60
Bhopal	35
Nagpur	37
Solapur	17
Headquarter	27

Western Railway

Mumbai	114
Vadodara	22
Ratlam	66
Kota	8
Ajmer	7
Jaipur	10
Rajkot	16
Bhavnagar	23

Divisions	No. of Complaints
Northeast Frontier Railway	
Katihar	4
Alipurduar Jn.	2
Lumding	16
Tinsukia	1
Headquarter	5
Southern Railway	
Madras	37
Palghat	14
Trivandrum	20
Bangalore	18
Mysore	6
Tiruchchirappalli	7
Madurai	10
Headquarter	10
Southern Central Railway	
Secunderabad	27
Hyderabad	6
Vijayawada	18
Guntakal	16
Hubli	11
Headquarter	12
Northern Railway	
Allahabad	31
Bikaner	13
Delhi	177
Ferozpur	32
Jodhpur	19

Divisions	No. of Complaints
Lucknow	37
Moradabd	21
Ambala	23
Eastern Railway	
Howrah	63
Sealdah	42
Asansol	20
Dhansol	16
Danapur	8
Mughalsarai	6
Malda	23
North Eastern Railway	
Izzatnagar	18
Lucknow	24
Varanasi	23
Samastipur	19
Sonpur	31
South Eastern Railway	
Kharagpur	27
Chakradharpur	29
Bilaspur	15
Nagpur	26
Adra	16
Khurda Road	23
Waltair	14

9. The following Table show the total number of complaints received by Zonal Railways from January' 95 to October 1995:

Railway	Jan.	Feb.	March	April	May	June	July	Aug.	Sep.	Oct.	Total	Average
Central	429	346	328	335	446	426	500	435	412	398	4055	369
Eastern	160	175	159	170	172	190	197	230	190	166	1809	164
Northern	383	337	303	288	390	433	362	403	360	341	3600	327
North Eastern	86	78	87	74	105	131	160	128	101	115	1065	97
Northeast Frontier	13	30	36	15	16	25	42	32	18	38	265	24
Southern	98	104	120	119	122	143	139	135	122	133	1235	112
South Central	110	78	91	76	92	121	86	90	75	92	911	83
South Eastern	146	136	171	130	208	192	228	172	224	205	1812	165
Western	222	185	221	237	319	294	299	274	276	273	2600	236

10. The Ministry of Railways have furnished the following statement indicating comparative cause-wise, data of statement indicating comparative cause-wise, data of complaints received during 1992-93, 1993-94 and 1994-95:—

S. No.	Causes	1992-93	1993-94	% Variation of 93-94 over 92-93	1994-95	% Variation of 94-95 over 93-94
1	2	3	4	5	6	7
1.	Enquiry Offices	1010	1076	(+) 6.5	1389	(+) 29.1
2.	Cleanliness at Stations	284	250	(-) 11.9	318	(+) 27.2
3.	Punctuality of Trains	3656	3261	(-) 10.8	3582	(+) 9.8
4.	Improper behaviour of Commercial Staff	1116	1101	(-) 1.3	1205	(+) 9.4
5.	Maintenance/Cleanliness of Coaches	646	535	(-) 17.2	578	(+) 8.0
6.	Improper behaviour of other than Commercial Staff	237	219	(-) 7.6	236	(+) 7.8
7.	Non-Availability of Bed-Rolls	103	136	(+) 32.0	136	0.0

	1	2	3	4	5	6	7
8. Functioning of Electrical Equipments			794	691	(-) 12.9	678	(-) 1.9
9. Reservation			1818	1843	(+) 1.4	1795	(-) 2.6
10. Bribery and Corruption			284	204	(-) 28.2	198	(-) 2.9
11. Refund of Tickets			583	738	(+) 26.6	714	(-) 3.3
12. Booking			2697	2686	(-) 0.4	2538	(-) 5.5
13. Booking and Carriage of Luggage Parcels			586	493	(-) 15.9	464	(-) 5.9
14. Improper behaviour of other than Railway Staff			238	225	(-) 5.5	210	(-) 6.7
15. Non-Availability of Water			657	567	(-) 13.7	476	(-) 16.0
16. Catering and Vending Services			786	910	(+) 15.8	762	(-) 16.3
17. Allotment of Seats/Berths by Train Staff			736	733	(+) 0.4	609	(-) 16.9
18. Thefts and Pilferage			278	248	(-) 10.8	206	(-) 16.9

1	2	3	4	5	6	7
	19. Unauthorised Passengers in Coaches	321	270	(-) 15.9	163	(-) 39.6
	20. Sleeper Class	@	@	@	588	@
	21. Miscellaneous Causes	4250	4265	(+) 0.3	3737	(-) 12.4
	GRAND TOTAL	21080	20451	(-) 2.9	20582	(+) 0.6

@ This Cause was introduced only from November, 1993.

11. When the Committee wanted to know the average number of complaints monthly being received by the Railways (Division/Zone-wise) from different sources, the Ministry of Railways have, in their written reply, stated as under:—

“It is in fact not very alarming keeping in view the volume of passenger traffic being carried by the Indian Railways. On an average, Indian Railways is carrying 3749 million passengers spread over 7043 Railway Stations over 62,486 route kilometer of track. It may also be seen that position of complaints received on Zonal Railways in 1993-94 when compared to 1992-93 has declined to the extent of 2.9%. The trend for the year 1994-95 shows, a marginal increase of only 0.6%.”

12. When asked whether any time limit has been prescribed for disposal of complaints, the Ministry of Railways stated:—

“For the complaints which are received/registered by the Cabinet Secretariat and sent to Railway Board for action, a time limit of 45 days is prescribed by Directorate of Public Grievances (Cabinet Secretariat) for disposal. This is being adhered to by the Ministry of Railways.

A time limit of 3 months has been prescribed for complaints received from the Department of Pension and Department of Personnel and Pensioners' Welfare.

For the Complaints/Representations received by the Minister for Railways from Hon'ble Ministers, MPs and other VIPs, a target of one month for disposal has been prescribed.”

13. When asked whether any time limit has been fixed for disposal of the complaints received from general public, Member (Traffic) stated during the evidence as under:—

“For the complaints which are received from the general public, we have not fixed any time limit but we are trying to dispose them of as expeditiously as possible.”

14. Asked about the reasons for 0.6 per cent increase in the number of complaints received during 1994-95 and the steps taken by the Ministry to reverse this trend, the Ministry of Railways have stated:—

“The passenger traffic on Indian Railways has increased from 3708 million in 1993-94 to 3915 million (approx.) passengers in 1994-95,

representing an increase of 5.58%. The increase in complaints received in 1994-95 has been only 06.% over the previous year 1993-94. Thus, when related to the quantum of traffic, the number of complaints has come down."

15. An analysis of the comparative statement of cause-wise complaints shows an increase in complaints [only] in the case of six causes. However, it is significant to note that in case of enquiry offices and cleanliness at stations there has been an increase of 29.1% and 27.2% respectively in the number of complaints registered.

16. The Ministry of Railways have further stated that the increase in complaints regarding enquiry offices, cleanliness, punctuality and improper behaviour, is indicative of the increasing awareness of travelling public of the rights and the conveniences they expect, Railways to provide. Although, this has resulted in the increase in number of complaints in these areas, Railways consider it as a positive trend, since the complaints arm them with the knowledge to bring about improvement in their services.

17. The Ministry of Railways have informed the Committee that the following steps have been taken to bring improvement in the said areas:—

I. Enquiry Offices

With a view to providing information to the passengers additional telephone lines are provided at important stations. Interactive Voice System has been installed in Delhi and Bombay to furnish information relating to train arrivals and departures as well as reservation related enquiries in the form of a pre-recorded voice. This facility is connected to the main reservation computer and is accessible by means of telephone lines.

Surprise calls are also made by the Supervisors/Officers and action is taken against the staff who do not give proper information about running of trains or do not attend the calls.

II. Cleanliness at Stations/Trains

Constant endeavours are made by the Railways to provide clean environment both at stations and in trains. In order to improve the standard of cleanliness at stations and in trains, a Cleanliness Drive was launched for a period of three months commencing from 1.1.1996. The action plan included inspection by Senior Officers of stations and

trains, repairing of toilets, provision of dustbins, provision of travelling safaiwalas etc. Some of the specific steps taken recently in this regard are as under:—

1. 6700 inspections at stations and 5700 in trains have been conducted by the officers.
2. Repairs/renovation of 36 toilets have been undertaken.
3. Pay and Use system for toilets have been introduced at 390 stations and cleanliness work has been entrusted to NGOs like Sulabh International at 180 stations.
4. About 9800 dustbins have been provided at various stations.
5. Travelling Safaiwalas have been provided at 284 stations.
6. 913 vacancies of Safaiwalas have been filled up and 405 part-time Safaiwalas have been engaged by various Railways.
7. 'May I help You' booths for cleanliness have been set up at 240 stations.
8. In order to elicit public cooperation, posters, banners on cleanliness have been displayed at prominent locations at all important stations. Announcements on cleanliness are also being made at all stations provided with public address system. publicity through print and electronic media is also being done.

III. Punctuality of Trains

It has always been the endeavour of the Railways to run trains punctually. However, on certain occasions some trains do run late due to reasons such as agitations/bandhs, alarm chain pulling, miscreant activities, fog/bad weather, accidents, equipment failures, etc. There are about 60% of such causes which affect the running of trains and are not within the control of Railways.

The punctuality of passenger carrying trains has improved to 88.7% in the year 1995 (April to December) as compared to the performance of 86.9% during the corresponding period in 1994.

To ensure punctual running of trains, punctuality meetings are held by Divisional Railway Managers with Branch Officers and at Zonal Level by Additional General Managers with the concerned Heads of Departments. Causes affecting the punctuality are identified and

remedial measures taken to run the trains as per their schedules. Besides this, monitoring of prestigious/important trains is done at Board's level for which there is a separate Punctuality Cell functioning round the clock. Punctuality Drives are launched from time to time, wherever it is felt that the punctuality is sliding back. Officers are asked to travel on trains to monitor the punctual running of trains and to take on the spot decisions to tackle the factors affecting the punctual running of trains.

IV. Improper Behaviour of Staff

With a view to inculcating a sense of courtesy amongst the front line staff, courses in courteous behaviour are being conducted in the Railway Training Schools. However, when complaints about misbehaviour against any Railway staff are received, strict action is taken against such staff.

18. The number of complaints dealt with at different levels during 1994-95 is given below:—

Divisional Level	18468
Zonal Level	2114
Board's Level	440

(These include grievances received from the Department of Personnel and Pensioners' Welfare, Government of India and through VIP references).

19. The statistics with regard to time taken at different levels for disposal of complaints is not maintained. The complaints are generally dealt with at the divisional level where time taken for their disposal, ranges between 30 and 45 days. In some cases the time taken may even be more particularly in cases where the complainant is not available for ascertaining facts of his complaint or in which more than one zonal railway is involved.

20. The Ministry of Railways have also stated that the statistics in respect of persons responsible and action taken against them for not handling complaints expeditiously, is not maintained.

21. It has also been stated that periodical meetings chaired by Chairman, Railway Board with the concerned officers are held to review the functioning of the public grievances redressal machinery. When

asked the number of such meetings held during the last 5 years and out-come of these meetings and the agenda items thereof, the Ministry of Railways have stated that the meetings of Additional General Managers chaired by Chairman, Railway Board to review the performance of Public Grievances Redressal Machinery on Railways during the last five years are as under:—

S. No.	Year held	No. of AGM Conference
1.	1990-91	Two meetings
2.	1991-92	One meeting
3.	1992-93	One meeting
4.	1993-94	One meeting
5.	1994-95	One meeting

22. The main agenda items for the meetings were as under:—

- (1) Review of action taken on the minutes of the preceding Additional General Managers meeting held.
- (2) Review of receipts and disposal of public grievances/complaints with special emphasis on the following:—
 - (i) Cause-wise/Quantum-wise/Railway-wise analysis of complaints.
 - (ii) Statistical position of cases under Consumer Protection Act.
 - (iii) Measures taken for expediting disposal/redressal of
 - (a) Complaints forwarded to Zonal Railways by DPG (Cabinet Sectt.), DOP & PW and other Government Agencies.
 - (b) References received in the Public Grievances Cell of the Ministry of Railways.
 - (iv) Punishment awarded to staff found responsible for causing complaints.

23. As a follow-up to the discussions held in these meetings, the Ministry have given particular emphasis on the following aspects:—

- (1) Overall improvement in provision of passenger amenities
- (2) Ensuring punctuality of Trains
- (3) Curbing unauthorized entry in reserved coaches
- (4) Acquiring attitudinal changes by Front-Lines Staff
- (5) Ensuring correct answering of enquiries both face to face and through telephones. Telephonic inquiry now includes interactive voice response system which provides automatic information on dialling code numbers regarding reservation status and arrival and departure of trains.
- (6) Coordination with State Police/GRP and RPF to ensure safety of the passengers and install sense of security amongst travelling public.
- (7) Check on the menace of touts
- (8) Improvement in catering services

24. The Ministry of Railways have further informed the Committee that in these meetings, detailed review of trend of Public Grievances, identification of areas of public grievances and time taken in their disposal is done with particular emphasis on removal of any deficiencies in the system.

25. When asked whether any time limit has been prescribed for disposal of the complaints sent by the Standing Committee on Railways or whether the Ministry of Railways have ever thought it fit to decide the time limit within which complaints received from this Committee are to be disposed off, Member (Traffic) stated during evidence:—

“Normally we try to be stick to the time limit which the Committee fixed for us.”

When the Committee pointed out that they have never fixed any time limit, the Member (Traffic) replied:—

“...the Standing Committee on Railways is treated at par to the category of V.I.Ps and usually one month’s time limit is taken.”

26. The Ministry of Railways were repeatedly reminded to expedite the disposal of the complaints/representations sent by the Committee. The then Chairman of the Standing Committee was also very unhappy over non-disposal of the complaints. When specifically asked whether the Ministry of Railways have gone through the statement sent to them on 6 October 95 indicating various representations/complaints pending with them, the Member (Traffic), Railway Board replied in negative and submitted:

“...I have to check it up, Sir. What has been shown to me just now is that out of the complaints received through this Committee, three complaints are pending.”

27. Asked whether his attention had been drawn to that statement before he came to give evidence before the Committee, the Member (Traffic) replied:

“I have not been told about it”

He further stated:

“I quite accept it Sir, We should have been seen those details before we came to this meeting.”

28. There is Executive Director (Public Grievances) in the Railway Board to look after the public grievances. In reply to the question whether the Executive Director (Public Grievances) is entrusted with the work relating to the representation/complaints sent by the Standing Committee on Railways. The Chairman, Railway Board replied:

“Actually, I have not been able to look into this matter in detail.”

29. The attention of the witnesses was also drawn towards the following observation of the Chairman, Standing Committee on Railways communicated to the Ministry of Railways on 6th October, 1995:

“The Ministry of Railways have not been taking seriously the representations/complaints sent by the Committee and as directed by the Chairman, Standing Committee replies to these representations should be sent by the Ministry latest by 20 October, 1995 failing which the Chairman, Railway Board would have to appear before him in person to explain the reasons for the delay.”

When pointed out that even then the Ministry of Railways did not bother to take any action in the matter, the Chairman, Railway Board replied:

“I should like to say that we want to attach highest importance to any reference or complaints received from the Standing Committee on Railways or any other Member”.

He however assured the Committee:

“In case there is any lacuna in the system, I will set it right. We will have the system which will give proper importance to this. I would like to express my regret if there had been some delay or had there been any lacuna in earlier dealings with such references. We will certainly tone up the system”.

30. Inspite of repeated reminders the time taken by the Ministry of Railways in responding to some of the complaints and representations sent by the Committee is more than a year or so, as is evident from the following statement:

S.No.	Name of Petitioner	Subject	Date on which sent to the Ministry	Date of Reply received	Time taken months & days
1	2	3	4	5	6
01.	General Secretary, SXVEUSS Gonda.	Passenger Amenities	11.06.93	04.03.96	32 months 25 days
02.	Shri Krishna Chander Halder, M.L.A., West Bengal	Attachment of additional unreserved II class coaches to all long distance trains and travelling execution during day time trains of long distance trains.	16.06.93	03.08.93	01 month 18 days
03.	Shri M.L., Raina, President N.R.K.M. Contractors Association, Jammu Tawi	Kashmiri Migrants Contractors for help in rehabilitation in Railway Project in J & K State.	16.06.93	24.09.93	3 months 8 days

1	2	3	4	5	6
04.	Shri Haanumantha Rao, M.P.	Non-allotment of E/Q reservation as per definite promise made on phone	22.06.93	08.11.93	4 months 17 days
05.	Smt. Sheela Gautam, M.P.	Non-allotment of City Booking Agency at Ameenabad (Lucknow) to the lowest tender.	05.07.93	13.08.93	1 month 9 days
06.	Shri A. Gopalan, President RCLCS, Madras	Absorption of Cooperative labour in Railways due to Gauge conversion	14.07.93	17.01.94	6 months 4 days
07.	Shri Shekhar D. Mhatre, President, Uran Principal Council	(i) Commissioning of train passenger service from Panvel to Uran & back (ii) Railway Passenger Service from Belapur to Dastan.	29.07.93	08.09.93	1 month 11 days
08.	Shri Ram Lakhan Singh Yadav, M.P.	Railways in Bihar	03.08.93	21.09.93	1 month 19 Days
09.	National Confederation of Officers' Association of Central Public Sector Undertakings, West Bengal.	Crisis before Railway Wagon Building Public Sector Undertaking	24.08.93	30.09.93	1 month 7 days

1	2	3	4	5	6
10.	Shri Benox Mitra Convener, Co-ordination Committee of Passengers' Association, Calcutta.	Deterioration in Suburban train services in the Sealdah and the Howrah Divisions of E. Railway.	14.09.93	22.03.96	30 months 9 days
11.	Shri D.S. Chauttar, Hamam Gali, Hathras Jn. Distt. Aligarh (U.P.)	Denial of providing Complaint Book	16.09.93	07.02.94	4 months 20 days
12.	Shri Palash Burman, M.P.	Execution of Eklakhi-Balaughat Rail Line in West Bengal	11.11.93	26.02.96	27 months 16 days
13.	Shri R.S. Panj hazari, Chairman, Passenger Amenities.	Udhampur Railway Line Project	01.12.93	25.03.96	27 months 25 days
14.	Shri Jitendra Nath Das, M.P.	Guage Conversion, Doubling, Renewals and Electrification of Railway Lines.	15.12.93	15.3.96	27 months
15.	Shri Haradhan Roy, M.P.	Allocation of fund for completion of on-going Railway Projects.	17.12.93	14.3.96	26 months 29 days

1	2	3	4	5	6
16.	Shri Mahinder Singh Kalyan M.P.,	Passenger Amenities at Malsian Shahkot Railway Station.	08.12.93	08.02.94	2 months
17.	Shri Prabhudayal Katheria, M.P.	Stoppage of 'Gomti Express at Firozabad.	12.01.94	21.02.94	1 month 10 days
18.	President, Karnataka Passengers & Traffic Relief Association Hubli.	Fixation of Rental/Licence fees of catering Units on Indian Railways	19.01.94	23.02.96	25 months 5 days
19.	Shri Ashok Panday, Vice President, All India long Distance Rail Passengers Welfare Association, Calcutta	Mis-management of Deptt. of Railways	20.01.94	11.05.94	3 months 20 days
20.	Shri Kalyan Sen, General Secretary, Burdwan- Ahamedpur, Katwa Railway Passenger Association, P.O. Srikhandia Distt. Burdwan.	Conversion Burdwan-Katwa and Ahamedpur-Katwa Railway Lines.	21.01.94	15.03.96	25 months 26 days

1	2	3	4	5	6
21.	Dr. Bapu Kaldate, M.P.	(i) Introduction of new trains (ii) Construction of new lines (iii) Extension and increase in frequency of trains.	25.03.94	17.10.94	6 months 22 days
22.	Shri Moreswar Save, M.P., Shri Satish Pradhan, M.P.,	Railways in backward region of Marathwada, Maharashtra State	08.04.94	12.05.94	1 month 5 days
23.	Shri Suraj Mandal, M.P.,	Fund for: (i) Dumka Rampurhat Railway line. (ii) Dumka-Madhupur Railway Line	08.04.94	15.09.94	5 months 7 days
24.	Shri V.S. Rao, M.P. Shri G.M.C. Balayogi, M.P., Dr. Ravi Mallu, M.P., Shri M.V.V.S. Murthy, M.P., Shri S.M. Lal Jan Basha, M.P., Shri Dattatraya Bandaru, M.P., Shri Yenkaleshwally Ummareddy, M.P.	Restoration of Small Kakinada-Koipalli Railway Line (Andhra Pradesh)	11.04.94	08.07.94	2 months 28 days

1	2	3	4	5	6
25.	Shri Sudhirajan Lahiri Mahavidyalaya, Naadia West Bengal	Irregular train service between Ranaghat-Gede Section	01.06.94	19.10.94	4 months 19 days
26.	Smt. Sheela Gautam, M.P.	Demolition of Railway Stations on Khandwa-Indore Railway Line	01.06.94	25.10.94	4 months 25 days
27.	Smt. Sheela Gautam, M.P.,	Regarding Confirmation of Class IV Employees (working in COFMOW) in Northern Railway.	01.06.94	15.12.94	6 months 15 days
28.	All Goa Citizens Committee Action, Goa	Konkan Railway Claims in the Railway Budget Speech on 24.02.94	(i) 01.06.94 (ii) 20.07.95	28.06.95 20.12.95	12 months 28 days 5 months 0 days
29.	Citizens Rights Protection Committee, Silchar	Gauge Conversion from Lanka to Rannagar	23.08.94	02.02.95	5 months 9 days
30.	Shri Manku Ram Sodhi, M.P.,	Construction of New Line from Dalli Rajpura to Jugdalpur	21.09.94	06.12.94	2 months 15 days
31.	Shri Ram Naik, M.P.,	Developments in Konkan Railways	31.10.94	03.02.95	03 months 3 days

1	2	3	4	5	6
32.	Shri V.N. Parlikar, Advocate, Pune-Satara Road, Pune.	Suggestions for giving immediate relief to Bombay-Kalyan-Karjat Suburban Passengers.	12.12.94	07.08.95	07 months 27 days
33.	Rampurhat Sub-Divisional Passengers' Association Distt. Birbhum (West Bengal)	Proposed new Line from Rampurhat to Mandarhil	12.12.94	22.11.95	11 months 10 days
34.	Shri Akhileshwar Sharma	Grievances of General Public	28.12.94	27.11.95	8 months 29 days
35.	Smt. Sheela Gautam, M.P.,	Incident of fire on the Bombay- Howrah Mail occurred on 26.10.94	28.12.94	30.06.95	6 months 3 days
36.	Mathura-Delhi Danik Yatri Association, Mathura.	Problems of daily passengers	28.12.94	17.04.95	3 months 20 days
37.	Shri Sarada Mohanty, M.P.,	Passengers Amenities	30.12.94	16.03.95	2 months 18 days
38.	Smt. Sheela Gautam, M.P.,	Revival of Rail Service between Aligarh-Chandausi-Moradabad and halt on of Train No. 4114 and 4113 at Godha Special.	25.01.95	24.10.95	9 months 0 days

1	2	3	4	5	6
39.	Prof. Jitendra Nath Das, M.P.,	Inclusion of some schemes in the ensuing Railways Budget.	03.02.95	24.10.95	8 months 22 days
40.	Shri Amarendra Nath Khamaru, Ex. Pradhan of Karun Gram Panchayat.	Construction of Platform shed & foot over bridge at Tarapith Road Station on SBC Loop of E. Railway.	(i) 28.02.95 (ii) 26.08.95	01.05.95 21.11.95	8 months 26 days 2 months 26 days
41.	Shri M.A. Needa, President J&K Migrant Committee, Jammu.	Early completion of Jammu Udampur Rail Link to Srinagar and removal of Ram Ujjain the Chief Engineer.	31.03.95	07.08.95	4 months 7 days
42.	Dr. (Mrs.) Manjula V. Shah	Corruption and indiscipline in Railways	28.04.95	16.11.95	6 months 19 days
43.	Democratic Youth Federation of India, Calcutta.	Re: Calcutta Metro	15.05.95	13.07.95	1 month 28 days
44.	Smt. Sarala Maheshwari, M.P.,	Allegations of corruption	30.05.95	17.10.95	4 months 19 days

1	2	3	4	5	6
45.	Joint Secretary, Bidhan Nagar Passenger Forum, Calcutta.	Grant of compensation to the victims Of Railway Accidents.	02.06.95	31.10.95	4 months 29 days
46.	Shri M. Ramani, Central Office Secretary, All India Station Masters' Association, New Delhi.	Head-on collision of Train No. 6019 Dn. Express (Madras to Kanya Kumari)	02.06.95	21.11.95	5 months 20 days
47.	General Secretary, Rampurhat Sub-Divisional Passengers' Association Birbhum (West Bengal)	Change of timing of 338 Dn. Rampurhat- Sealdah Passenger	03.07.95		4 months 0 days
48.	Shri Hanikewal Prasad, M.P.,	Re: Poor condition of North-E-Railway	03.07.95	20.10.95	3 months 17 days
49.	Shri. S.K. Bose, Allahabad	(i) Gauge Conversion of Bardhaman- Katwa & Ahmedpur-Katwa (ii) Calcutta Circular Railway.	19.07.95	17.11.95	3 months 29 days
50.	Ch. Khadem-ul-Mowla Quaderi Rampurhat, Birbhum (West. Bengal)	Prayer for stoppage of the 5657 UP and 5658 Dn. Kanchanjiangha at Dalkola Railway Station.	21.08.95	25.10.95	2 months 4 days

1	2	3	4	5	6
51.	Shri Bimal Kumar Das, Bakul Bithi Cooperative Society Ltd. Ultadanga, Main Road, Calcutta.	Lack of proper maintenance of coaches	21.08.95	24.10.95	2 months 3 days
52.	Barak Valley Citizens Rights Protection Committee, Silchar.	Crying need of the people of Barak Valley	25.09.95	27.11.95	2 months 2 days
53.	Dr. N.C. Banerjee, 4, Mohan Chand Road, Calcutta.	An appeal for placement of matching grant of fund for permanent restoration and rehabilitation of different hospital buildings at Medical College & Hospital due to damage caused by Metro Transport Project (M.T.P.) works in Chittaranjan Avenue, Calcutta.	04.10.95	16.12.95	2 months 11 days
54.	Smt. Sheela Gautam, M.P.,	Problems face by Passenger in EMU from Aligarh to Delhi.	18.10.95	22.11.95	1 month 5 days

Provision of Basic Amenities at Railway Stations

31. It has been stated that the total number of Railway Stations in Indian Railway is 7043. When the Committee wanted to know whether all the basic amenities have been provided at all the Railway Stations, the Ministry of Railways have stated that it has been the endeavour of the Rialways to provide basic amenities for passengers at all the stations. Periodical review of the availability of basic passenger amenities at various stations are conducted from time to time and action is taken to wipe out the deficiencies. The latest survey to assess the deficiencies was conducted on 1.4.1991. The action was taken up and the deficiencies in providing the basic amenities at different Stations, were eliminated.

Settlement of Claims

32. The number of accidents involving minor/major injuries and deaths which occurred in the Railways during the last 5 years is given below:

Year	No. of accidents involving death and injury
1990-91	86
1991-92	85
1992-93	120
1993-94	117
1994-95	127
	535

33. The amount of compensation for minor/major injury and deaths as prescribed is as under:—

“The amount for death and permanent disability is Rs. 2 lakhs. For other major/minor injury, the amount is prescribed from Rs. 1.80 lakh as maximum to Rs. 16 thousands as minimum depending upon the nature of injury on the basis of percentage of disablement as certified by Medical Authorities.”

34. There is no specific time limit for settlement of compensation claims. However, the accident compensation claims are settled expeditiously keeping in mind the human misery involved. The average

time taken for settlement of such cases is about six and a half months. Delay in finalisation of claims cases is due to the following reasons:

- (i) non-attendance of the court on due dates by the applicants or their counsel;
- (ii) adjournment sought by claimants or their counsels;
- (iii) non-availability of legal heirship with the claimants;
- (iv) vacancies in the posts of Member for some periods during 1993 and 1994.

As on 31.01.1996, 823 cases are pending for settlement in Railways claims Tribunal. The year-wise break-up of these cases is as follows:

(i) less than one year	647
(ii) between one and two years	106
(iii) between two and three years	32
(iv) more than three years	38

Curbing the Activities of Touts

35. Railways are aware of the activities of the touts, anti-social elements etc. indulging in cornering of reserved accommodation and selling it at premium to passengers. With a view to curbing the activities of the touts and other anti-social elements, Railways have adopted the following strategies:—

- (i) With a view to discouraging the passengers from purchasing the tickets from the touts and other anti-social elements, the reservation system is being made transparent to the maximum extent possible. With this aim in mind the reservation system has been computerised at 240 locations from 1986 onwards. Information relating to availability position of reserved accommodation in various trains and the current status of passengers on the waiting list, is being displayed through newspapers and television media. Interactive Voice Response system has been provided at Delhi and Bombay through which a passenger can know about the status of his reservation.
- (ii) The advance reservation period has been reduced from 60 days to 45 days and 45 days to 30 days so as to ensure that the

passengers who cannot plan their journey more than one month in advance, can secure reservation within a month.

- (iii) Surprise checks are conducted at the premises of the authorised/unauthorised travel agents.
- (iv) In order to apprehend the passengers travelling on transferred tickets, checks are conducted in the running trains and the persons found travelling on such tickets, are dealt with in accordance with the provision of the Railway Act, 1989. During the course of the checks, the information collected from the passengers about the travel agents through whom they had purchased the tickets, is used for conducting checks at the premises of such agents;
- (v) The utilisation of quotas allotted at various stations is reviewed periodically so as to ensure that the quota at a station is retained only upto the extent of demand. The excess quota is withdrawn and adjusted at other stations including adding to the quota of the originating station of a particular train.
- (vi) Announcements are also made on the public address system educating passengers to purchase their tickets only through authorised Railway Reservation offices.

36. As a result of checks conducted during 1994-95, 3585 touts were apprehended. The problems of cornering of tickets by touts and selling at premium cannot be eliminated altogether by the railways. The anti-social elements are purchasing tickets from the Railway Reservation Offices by standing in queues like normal passengers. While railways are apprehending the anti-social elements from time to time and handing them over to the police, these persons re-appear at the railway reservation offices after some time and indulge in malpractices. Railways are doing their best to contain this menace but the desired results can only be achieved after the public desist from purchasing tickets from the touts.

37. In order to put a check on the activities of the touts, the following instructions have also been issued:

- (a) Surprise checks should be conducted by the Commercial and Vigilance Departments at frequent intervals at reservation offices with a view to apprehend the anti-social and other persons indulging in cornering reserved accommodation.

- (b) Strict watch should be kept on the working and activities of reservation staff and any staff found indulging in malpractice or conniving with anti-social elements should be severely taken up under the extant rules.
- (c) Result-oriented raids/surprise checks on an extensive and massive scale should be organised against unauthorised agents.
- (d) Working of authorised agents should be closely monitored.
- (e) Concerted efforts should be made to find out the cases of transferred tickets by the ticket checking staff.
- (f) Availability of reservation by different trains should be published on daily basis in the national and local newspapers for the information of public, so that they purchase the tickets only from the reservation offices.
- (g) Review of roadside/intermediate station quotas so as to ensure that the quota exceeding the demand could be reverted to the stations where there is heavy demand.

Construction of Over/Under Bridges at Railway Crossings

38. Census of road and rail traffic at level crossings is conducted every five years. Action is taken on the basis of the statistics of road and rail traffic for each level crossing on the basis of these censuses. According to the yardstick the upgradation of level crossings is done. For example, if the traffic justifies, unmanned level crossings are converted into manned level crossing gates; leaf gates are replaced by lifting barriers to reduce the operation time for opening and closing; interlocking and winch to operate gates are provided alongwith the gate signals for safety and quick operation, the width of the level crossing is increased for quicker passage of increased road traffic, and subways or road under/over bridges are constructed to avoid surface crossing by closing the level crossing gates to road traffic at such locations.

39. If there is reason to believe that the traffic has substantially gone up at a particular level crossing between two censuses special census is undertaken. Census at a level crossing is also undertaken if an incident of road traffic running into rail traffic takes place.

40. The construction of a road under/over bridge is primarily the responsibility of the State Governments. When a proposal is made by

them, Railway examine its justification and feasibility and share the cost of construction as per prescribed norms.

41. Asked whether there are any pending cases of construction of road under/over bridge in replacement of level crossings, the Ministry of Railways have stated that at present, 83 such proposals are in the state of planning/discussion with the State Governments.

42. When the Committee further wanted to know about the criterion for construction of road under/over bridges, the Ministry have stated as under:—

“Busy level crossings with a density of one lakh or more Train Vehicle Units are considered for replacement by a road under/over bridge”.

The Ministry further stated that the construction of road under/over bridges is part of the Works Programme drawn by the Railways every year which is an Action Plan for new works to be planned and executed. Generally, road under/over bridges are planned and constructed on the basis of the results of censuses and the proposals received from the State Governments. Their priority in the Works Programme or Action Plan is decided on the basis of the funds available for the purpose and the agreement and availability of funds from the State Governments.

43. Only in very special circumstances, the Railways suggest replacement of certain level crossings by road under/over bridges to the State Governments. However, it is the prerogative of the State Governments to give or not to give those level crossings priority in the overall scheme of the State.

Provision of Matching Facilities at Newly Converted B.G. Routes

44. It has been stated that the Ministry of Railways have taken up uni-gauge system in the Indian Railways. When asked, whether all the matching facilities have been provided at all the Railway Stations on the sections covered by newly converted BG routes, the Ministry of Railways have stated:—

“While implementing Project Uni-gauge, it is ensured that the facilities provided at all the stations are adequate for the traffic to be handled at the stations. It is the endeavour of the Ministry to

provide the service on the converted broad gauge sections which is superior to what was available on the MG system. However, there are a few stations where the platform levels have not been raised to BG standard at the time of conversion. The level of platforms at these stations has since been upgraded or is being gradually upgraded. All other amenities which were existing have either been improved or maintained at the previous level."

Forced Entry by Unauthorised Persons in Reserved Compartments

45. It has been a general complaint that unauthorised persons make their entries forcibly in the reserved compartments of the trains thereby creating a lot of problems to the passengers having reserved seats. It has been stated that the following steps have been taken by the Railways to prevent travel by unauthorised passengers in reserved coaches:—

- (i) The entry of unauthorised passengers was generally rampant in the second class reserved coaches. To prevent this, a new class known as 'Sleeper Class' has been introduced w.e.f. 1.4.93. Only passengers holding tickets for sleeper class are now entitled to travel in these coaches. Passengers holding second class ordinary tickets found travelling in 'Sleeper Class' coaches, are liable to pay difference of fare and excess charges. This has discouraged short distance passengers from boarding these coaches.
- (ii) Short distance passengers including Monthly Season Ticket holders have been debarred from travelling in reserved coaches of long distance Mail/Express trains.
- (iii) Ticket Checking has been intensified on trains and sections which are worst affected and where the nuisance of Monthly Season Ticket holders entering in long distance Mail/Express trains is serious.
- (iv) Surprise checks are conducted and action is taken against the railway staff who fail to check the entry and travel by unauthorised persons in reserved compartments.
- (v) To cater to the needs of the daily commuters, shuttle trains to the extent possible at suitable timings have been introduced connecting important stations. Some coaches have also been earmarked in certain trains for the use of Monthly Season Ticket holders alone.

- (vi) Instant Action Groups have been provided in 28 pairs of important trains to travel from end to end and to attend to the grievances of the passengers including prevention of entry of unauthorised passengers in reserved coaches.
- (vii) Train Superintendents are being provided in more and more trains. 50 trains have been selected for the purpose for the year 1995-96.

Scope for further Improvement in the Present System

46. When the Committee wanted to know whether there is any scope of further improvement in the present system of redressal of public grievances, the Ministry of Railways have stated that there is always scope for improvement. The machinery and the system for redressal of public grievances is constantly being improved and streamlined in the light of suggestions received from general public and other organisations. In addition to the suggestions made individually by general public and institutions, railways have a well established forum of Consultative Committees at different levels. These Committees comprise representatives of travelling public, non-Government Organisations, passenger associations, elected representatives of the State Legislatures and the Parliament, representatives of industries and special interests as also the representatives of the State and Central Governments. The Committees function at the Divisional, Zonal and at the national levels known as Divisional Railway Users' Consultative Committee, Zonal Railway Users' Consultative Committee and National Railway Users' Council. These Committees meet regularly and make a wide range of suggestions and recommendations which are taken up by Railways for examination and implementation.

When asked whether there are any guidelines for monitoring the redressal system and whether there is need to review the same, the Member (Traffic) Stated:

"We have to streamline our arrangements as the Chairman has said".

47. At major stations serving metro-politan and larger cities including State capitals, Station Consultative Committees have also been constituted for this purpose. Suggestions are also invited from general public by putting suggestion boxes at important stations.

48. All the suggestions and recommendations received either directly from individuals and organisations or through the forum of Consultative Committee are examined for implementation subject to the available resources in a given time-frame.

Observations/Recommendations

49. The Committee note that a time limit of three months has been prescribed for disposal of complaints received from the Department of Pension & Department of Personnel & Pensioners Welfare. For the complaints/representations received through Ministers, MPs and other VIPs a target of one month has been prescribed for their disposal. The Committee are constrained to note that for the complaints which are received from the general public, the Ministry of Railways have not fixed any time limit and it entirely depends upon the Railway officials' discretion to attend such complaints. The Committee are of the firm view that the complaints received from the general public should be disposed of within a time limit to be prescribed by the Ministry of Railways.

The Committee have been informed that one month's time limit is also applicable for the disposal of the complaints/representations received from the Standing Committee on Railways for Ministry's comments. On the contrary, it has been the experience of the Committee that the complaints/representations sent by them to the Ministry of Railways have been taken in a very casual manner as is evident from the fact that a number of complaints/representations did not receive attention of the Ministry for months together. The Committee desire that Ministry of Railways should tone up the administration and ensure that time schedule prescribed for the disposal of the complaints is strictly adhered to.

50. The Committee find that although full fledged system is functioning at Divisional/Zonal/Board's level for redressal of the grievances of the general public and railusers and instructions and guidelines are also issued for toning up the grievances redressal system from time to time, yet the system has totally failed to deliver the goods upto the desired level perhaps due to the lack of proper monitoring mechanism. The Committee therefore recommend that there is urgent need of effective monitoring mechanism in the Board under the direct control of its Chairman to have continuous monitoring of the functioning of the system at all levels.

51. The Committee are unhappy to note that the most affected areas where volume of complaints are increasing day by day relate

to Enquiry Officers; punctuality of trains; improper behaviour of Commercial Staff, and other fields such as reservation, booking; cleanliness of stations, improper behaviour of other than Commercial staff, maintenance/cleanliness of coaches, etc. They feel that there is an urgent need of attitudinal change in the behaviour of railway staff with their customers. The staff dealing with the public directly should be more polite, courteous, helpful, responsive and positive. The Committee therefore desire that concrete steps should be taken to develop, amongst the staff, the sense of devotion to duty and responsibility towards their customers.

52. The Committee also find that a maximum number of complaints have been shown under the Head 'Miscellaneous Causes'. The Committee desire to know the details (cause-wise) of these complaints and time taken in their disposal.

53. The Committee note that periodical meetings chaired by the Chairman, Railway Board with the concerned officers are held to review the functioning of public grievances redressal system. During the last five years from 1990-91 to 1994-95 only six meetings were held. The Committee recommend that such meetings should be held at least twice a year so that remedial follow-up action could be taken expeditiously.

54. At present the total number of Railway Stations is 7043. The Committee are surprised to find that the last periodical review of the availability of basic amenities at the stations was conducted as far back as in April 1991. It is doubtful whether the required basic amenities are available at all the stations as on date. The Committee desire that a fresh review should be conducted immediately and the latest position regarding provision of basic amenities at each station should be furnished to them. For future, annual review should be conducted to ensure regular availability of basic amenities at all the stations.

55. The Committee note that there is a provision for compensation for minor/major injury or death/permanent disability caused due to railway accidents. The prescribed amount of compensation for death/permanent disability is Rupees two lakhs and for other major or minor injury, the amount is from Rs. 1.80 lakh as maximum to Rs. 16 thousands as minimum. The Committee recommend that the amount prescribed for death/permanent disability should be suitably enhanced from Rs. 2 lakhs keeping in view the inflationary trend.

The Committee also express their deep concern over undue delay in settlement of claims. They desire that corrective measures should be taken at the earliest so that undue delay could be avoided.

56. The Committee note that the general public have been facing lot of problems in getting confirmed tickets from reservation counters especially due to touts and anti-social elements who are active in a big way. The Ministry of Railways have admitted that though their anti-social elements are apprehended and handed over to police, they again appear after some time and re-start their activities. The Committee therefore recommend that the regular checks should be intensified especially at big stations. They also recommend that a proper and effective coordination with the concerned State police authorities should be established to ensure that the persons once apprehended in such cases and handed over to the police should not re-start their activities. Efforts for creating awareness in general public to help in eliminating this menace should also be intensified in a big way.

57. The Ministry of Railways have stated that while implementing Unigauge Project it is ensured that all matching facilities are provided at all stations. However, in reply to a question whether levels of platforms of the stations on different stations covered under Gauge Conversion scheme have been upgraded to the required level, the Ministry have stated that 'the level of platforms at these stations has since been upgraded or is being gradually upgraded.' The Committee take strong exception to this vague reply given by the Ministry of Railways. The Committee desire that a survey should be conducted at the earliest to find out the number of stations where platform levels are yet to be upgraded and chalk out a plan to upgrade the level of platforms at these stations within specified time schedule.

58. The Committee feel that though there is decline in forced entry by unauthorised elements in reserved compartments of the trains, efforts to check and overcome this problem should further be intensified.

59. The Committee note that census to assess the density of road/rail traffic at railway crossings is conducted after every five years. If the density found in accordance with the criteria prescribed for construction of road under/over bridge at railway level crossing i.e. one lakh vehicle units or more, a level crossing is considered for replacement by road under/over bridge. The responsibility of construction of such bridges is shared by both-the railways and the concerned State Government. The Committee are of the view that

the dual responsibility for construction of road under/over bridges at railway crossings has totally failed. Huge traffic jams at railway crossings especially in big cities is a matter of routine now-a-days resulting in avoidable fuel consumption and creating a lot of environmental hazards. The Committee therefore strongly recommend that the dual responsibility for construction of road under/over bridges must be abolished henceforth and the Railway should take the full responsibility of the work after sorting out the modalities with the State Governments on priority basis.

The Committee also recommend that the old criterion of one lakh vehicle units to assess the density of the traffic for construction of road under/over bridges must be revised to 50 thousand vehicle units and a fresh census for assessing the density of the traffic should be conducted immediately in accordance with the revised criterion and chalk out a comprehensive plan for construction of road under/over bridges specially in big cities. Keeping in view the changing complexity of road traffic the Committee further recommend that surveys to assess the density of traffic at level crossings in future should be conducted after every three years.

60. The Committee find that there is further scope of improvement in the present public grievances redressal system functioning in the Railways at different levels. The Committee desire that further necessary corrective measures should be taken immediately to streamline the redressal system especially in regard to effective monitoring of the system at all levels under intimation to them. The Committee also desired that the names of the Officers dealing with redressal system at different levels; their designation and telephone numbers and timings fixed for meeting with the general public and railusers to hear their griveances, should invariably be given wide publicity through media and print for facility of the general public.

The Committee also find that the four Committees *viz.* (i) Divisional Railway User' Consultative Committees; (ii) Zonal Railway Users' Consultative Committees; (iii) National Railway Users' Council and (iv) Station Consultative Committee are functioning to strengthen the redressal system in the Railways.

The Committee desire to have the following information:

- (i) Composition and term of each Committee (constituted during last five years);

- (ii) **Number of sittings of each Committee (year-wise) during the last five years and recommendations made by them;**
- (iii) **The number of recommendations accepted and implemented so far; and**
- (iv) **Reasons for non acceptance/implementation of any recommendation, if so.**

NEW DELHI;
10 September, 1996
19 Bhadra, 1918 (Saka)

BASUDEB ACHARIA,
Chairman,
Standing Committee on Railways.

**MOST IMMEDIATE
BY SPECIAL MESSENGER**

ANNEXURE I

LOK SABHA SECRETARIAT
(Standing Committee on Railways)

Telegrams: LOK SABHA, NEW DELHI PARLIAMENT HOUSE
Telex : 31 66156 LSS IN NEW DELHI-110001

No. 10/1/Rep./SCR/95

06 October, 1995

OFFICE MEMORANDUM

The undersigned is directed to state that as per the directions of Chairman, Standing Committee on Railways the representations received from members of Parliament; different Organizations & Associations; individuals; Ex-servicemen of Railways; etc. are sent from time to time to the Ministry of Railways seeking their comments on the various points raised in these representations. However, it has been observed by the Chairman, Standing Committee on Railways that the Ministry of Railways have not been taking these representations seriously.

2. From the statement enclosed it may kindly be seen that the replies to various representations are still awaited inspite of repeated reminders.

3. As directed by the Chairman, Standing Committee on Railways, the replies to these representations should be sent by the Ministry of Railways *latest by 20 October, 1995* failing which the Chairman, Railway Board would have to appear before him, in person, to explain the reasons to delay.

(R.C. GUPTA)
UNDER SECRETARY
TEL. No. 3034415

To

The Ministry of Railways (Railway Board),
(Shri G.K. Khare, Chairman),
Government of India,
New Delhi.

Encl. *As above.*

STANDING COMMITTEE ON RAILWAYS
STATEMENT SHOWING THE STATUS OF REPRESENTATIONS RECEIVED
BY THE COMMITTEE

Sl. No.	Name of the Petitioner	Subject	Date of receipt	Date on which sent to the Ministry	Remarks
1	2	3	4	5	6
1.	Shri A.B. Chatterjee Retd. Commercial Inspector, Siliguri Bazar, West Bengal	Retirement Benefit	15.09.94	21.09.94	Reply awaited. Reminders issued on 16.12.94, 6.3.95 & 23.3.95. D.O. Reminders issued on 10.05.1995 & 24.7.1995.
2.	Rampurhat Sub-Divisional Passenger's Association Distt., Birbhum (W. Bengal)	Proposed New Line from Rampurhat to Mandarhil	31.10.94	12.12.94	Reply from the Ministry is awaited. Reminder issued on 06.3.95 & 23.3.95. D.O. Reminders issued on 10.5.1995 & 24.7.1995.

1	2	3	4	5	6
3. Saraswati Dynamics Pvt. Roorkee	Request to invoke inquiry against RDSO, Lucknow	12.12.94	16.12.94	Reply from the Ministry is awaited. Reminder issued on 06.3.95 & 23.03.95. D.O. Reminders issued on 10.5.95. and 24.7.95.	
4. Shri Akhileshwar Sharma	Grievances of General Public	22.12.94	28.12.94	Reply from the Ministry is awaited. Reminder issued on 06.03.95 & 23.03.95. D.O. Reminders issued on 10.5.95 & 24.7.95.	
5. Smt. Sheela Gautam, M.P.,	Revival of Rail service between Aligarh-Chandausi-Moradabad and halt on of Train No. 4114 and 4113 at Godha Special	30.01.95	03.02.95	Reply from the Ministry is awaited. Reminders issued on 06.03.1995 & 23.03.1995. D.O. Reminders issued on 10.05.1995 and 24.7.95.	

1	2	3	4	5	6
6.	Prof. Jitendra Nath Das, M.P.,	Inclusion of some schemes in the ensuing Railway Budget	30.01.96	03.02.96	Reply is awaited. Reminder issued on 6.3.95 & 23.3.95 D.O. Reminders also issued on 10.5.95 and 24.7.95.
7.	Shri Hirday Ram, Clerk	Representation against super- cession	06.01.95	01.03.95	Reply from the Ministry is awaited. Reminder issued on 23.03.95. D.O. Reminders issued on 10.05.95 and 24.7.95.
8.	General Secretary, Rampurhat Sub-Divisional Passenger's Association Rampurhat, Distt. Birbhum West Bengal	The Meeting of S.R.M. Howrah held on 5.12.94	16.01.95	01.03.95	-do-
9.	Shri Ram Naik, M.P.		19.04.95	24.04.95	-do-

1	2	3	4	5	6
10.	Dr. Mrs. Manjula V. Shah		25.04.95	28.04.95	Reply from the Ministry is awaited. Reminder issued on 23.03.95. D.O. Reminders issued on 10.05.95 and 24.07.95.
11.	Shri Anil Basu, M.P.,		28.03.95	31.03.95	Reply from the Ministry is awaited. D.O. Reminders issued on 10.05.1995 and 24.7.95.
12.	Smt. Sarla Maheshwari, MP	Allegations of corruption	25.05.95	30.05.95	Reply awaited. Reminder issued on 24.7.95
13.	Joint Secretary, Bidhan Nagar Passengers Forum Calcutta	Grant of compensation to the victims of Railway Accidents	30.05.95	02.06.95	-do-

1	2	3	4	5	6
14.	Shri M. Ramani, Central Office Secretary, All India Station Masters' Association, New Delhi	Head-on collision of Train No. 6019 Dn. Express (Madras to Kanniyakumari)	30.05.95	02.06.95	Reply awaited. Reminder issued on 24.07.95.
15.	Department of Transport Government of West Bengal		30.05.95	03.06.95	-do-
16.	Shri Harikeval Prasad, MP.		09.06.95	03.07.95	-do-
17.	General Secretary, Rampurhat Sub-Divisional Passenger's Association Birbhum(West Bengal)	Change of timing of 338 Dn. Rampurhat- Sealdah passenger	25.06.95	03.07.95	-do-
18.	Shri. Moresh V. Pandya, Hon. Secretary and Member D.R.U.C.C. Rajkot Division Jamnagar	Allocation of special fund for public amenities facilities to the rail users	01.08.95	21.8.95	Reply awaited.

1	2	3	4	5	6
19.	Ch. Khadem-ul-Mowla Quaderi Rampurhat, Birbhum (W. Bengal)	Prayer for stoppage of the 5657 Up and 5658 Dn. Kanchanjangha at Dalkola Railway Station	09.08.95	21.08.95	Reply awaited.
20.	Shri Pradeep Km. Patnaik President, B.J.P.		09.08.95	21.08.95	-do-
21.	Shri Bimal Kumar Das, Bakul Bithi Cooperative Society Ltd. Ultadanga Main Road, Calcutta		09.08.95	21.08.95	-do-
22.	Dr. I.S. Sindhu, Indian Railway Homeophysician Association, N.E. Railway Gorakhpur	Conversion of part- time dispensaries into full-fledge ones	Nil	25.09.95	-do-

1	2	3	4	5	6
23.	Barak Valley Citizens Rights Protection Committee, Silchar.	Crying need of the people of Barak Valley.	09.08.95	25.09.95	Reply awaited.
24.	Shri. S. Chidambaram, Asst. Manager, Indian Overseas Bank, Sowcarpet, Madras.	Project for Suburban Commuter Rail System for the National Capital Delhi.	15.08.95	25.09.95	-do-
25.	Mrs. Daliya Banerjee, C/o Mr. K. Banerjee, M-79, Mainatali, Mughalsarai, Distt. Varanasi.	Request for employment on compassionate basis.	21.08.95	25.09.95	-do-
26.	Joint General Secretary Southern Railway Employees Union, Madras.	Grievances of Shri M.C. Thinagar, Lab Supdt. Gr. II.	30.08.95	25.09.95	-do-

1	2	3	4	5	6
27.	Dakshin Railway Employees Union, Construction Branch, Madras.	Incentive for acquiring higher Scientific/ Technical Qualifications.	06.09.95	25.09.95	Reply awaited.
28.	Dr. N.C. Banerjee, 4, Mohan Chand Road, Calcutta.	An appeal for placement of matching grant of fund for permanent restoration and rehabilitation of different hospital buildings at Medical College & Hospital due to damage caused by Metro Transport Project (M.T.P.) works in Chittaranjan Avenue, Calcutta.	26.09.95	04.10.95	-do-

GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)
(RAILWAY BOARD)

No. 85-TGII/1002/1, New Delhi dt. 1.9.1992

The General Managers (Comml.)

Central Railway, Bombay.
Eastern Railway Calcutta.
Northern Railway, New Delhi.
North Eastern Railway, Gorakhpur,
Northeast Frontier Railway, Guwahati.
Southern Railway, Madras.
South Central Railway, Secunderabad.
South Eastern Railway, Calcutta.
Western Railway, Bombay.

Sub. : Availability of complaint books at Railway Stations, trains,
etc. and disposal of public complaints.

Ref. :— Board's letter Nos.:—

(i) 70TGII/1002/Policy	dated 3.4.70
(ii) 85TGII/1002/1	dated 10.2.86
(iii) 85TGII/1002/1	dated 16.2.88
(iv) 85TGII/1002/1	dated 13.4.88
(v) 85TGII/1002/1	dated 18.7.88
(vi) 91TGII/1002/46/PAC	dated 27.8.91
(vii) 85TGII/1002/1	dated 31.12.91

Instructions have been issued *vide* Board's letters referred to above regarding provision of complaint books at complaints recorded therein. Some cases of these instructions not being followed have come to the Board's notice. As such the extent instructions are being reiterated for strict compliance by all concerned.

Complaint books should be provided at all stations with the Station Masters/Assistant Station Masters, in the refreshment rooms and in important goods sheds. On train, it should be provided with the guard of all passenger carrying trains except suburban trains, conductors of all mail/express pantry cars. Complaint book should also be kept with the Chief Reservation Supervisor at the computerised reservation offices located away from the station, and in the divisional and the Zonal Headquarter offices.

Complaint book should be kept at a place which is easily accessible to the public and its location should be indicated by notice boards or pictograms displayed conspicuously at prominent places such as platform, waiting hall/room at the station, etc. A suitable signboard/pictogram would also be exhibited at the place where the complaint book is actually kept. The complaint books should be chained to the wall or to the desk by means of a chain, ring or lock.

Notices should also be exhibited in First AC coaches and in the compartments indicating the availability of the complaint book with the coach attendant and the guard respectively.

A suitable para should be inserted prominently in the Time Table of each railway indicating where the complaint books are kept.

Complaint books placed at stations, in refreshment rooms and goods sheds should be scrutinised by the Station Supdt./Master and a copy of the complaint sent to the higher authorities with his remarks within 24 hrs. A copy of the complainant recorded with the guard/conductor/Pantry Car Manager/Coach Attendant/Chief Reservation Supervisor of the train/Reservation office should be extracted and set to the Divisional/Headquarters office promptly with necessary remarks. The complaint books kept in the Divisional and headquarter offices should be scrutinised daily by a gazetted officer nominated for this purpose.

Complaint book should be in a standardised form and the pages thereof should be serially numbered to eliminated suppression of recorded complaints.

The column "Action Taken" in the complaint books should invariably be filled in.

In addition to complaint books, suitably designed 'Suggestion and Complaint Boxes' should be kept at suitable placed visible and accessible to all Railway users on platforms at all important railway

junctions, in guards' compartment of all passenger carrying trains and in selected Restaurants, refreshment rooms and Dining Cars and adequate publicity should be given in regard to this arrangement.

The Station Supdt./Master/Senior Supervisor Incharge of the station/office refreshment room should open the "Suggestions and Complaint Boxes" kept on the station platforms, in Restaurant and Refreshment Rooms, himself daily and note down each suggestion or complaint in a register indicating date of receipt thereof, name and address of the complaint, brief subject and action taken. In case of boxes provided in trains and dining cars, similar action will be taken by the Asstt. Station Master on duty at the destination station and Station Master of the base station respectively. Complaints of a trivial nature may be disposed of straight-away, if sufficient material is available for their disposal.

In case of serious complaints, the officer concerned may ask the Complaints Inspector to investigate and report after checking of records or taking evidence of the Railway staff concerned or arranging a confronted enquiry. Enquiry may also be made by an Assistant officer or by the Divisional Officer himself.

Average time taken for finalising the disposal of complaints should not exceed:—

- (a) 15 days for complaint cases in which confronted enquiries are not held, and
- (b) 45 days for complaints cases in which confronted enquiries are held. In no cases should the final reply to complainant be delayed. If this limit exceeded, the officer concerned should explain the genuineness of the delay to the General Manager for his satisfaction.

Full and self-contained replies should be sent to the complainants. If the complaint is found to be incorrect, brief reasons thereof be politely given. In case of genuine complaints, the action taken to avoid recurrence of the complaint should be stated. However, particulars of disciplinary action taken against the staff as a result of the complaints are not to be communicated to the complainants.

Complaints lodged by MPs in the complaint books provided at stations and in trains should be conveyed to the DCS concerned over the control or other telephones to expedite action on them.

Replies to all references from MPs addressed to General Manager either by name or designation, should invariably be issued over the General Managers signature. Likewise replies to all letters addressed by MPs to HOD/Divisonal Railway Managers should invariably be signal by them.

Board desire that necessary instructions should be reiterated to all concerned to take special steps for all levels so that all complaints/suggestions received from users of Railways are dealt with promptly and appropriate replies issued to the complaintants in good time.

Boards further desire that effective preventive action be intensified by means of more surprise checks, inspection by senior officers, Service Improvement Group, etc.

Please acknowledge receipt.

Sd/-

(H.V.Sharma)
Director/Traffic Comml. (G),
Railway Board.

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

S.A.A. ZAIDI
OFFICER ON SPECIAL DUTY

D.O. No. 94/O&M/1/1/

New Delhi, dt. 25/8/1994

Dear Shri

Sub: Prompt disposal of references received from MPs/Members of State Legislature and other VIPs by the Minister of Railways.

The Cabinet has been emphasising that the references received from the Members of Parliament, Members of State Legislature should be promptly disposed off. To reduce the delay in disposal of these cases as also other letters of VIPs received by the MR, the following procedure will henceforth, be followed in Board's office as well as on Zonal Railways:—

- (i) Reference received in the MR Cell will be acknowledged and then passed on to the concerned Advisor/Executive Director independently incharge of the Directorate for collecting requisite information and submitting a reply through the Board to the MR.

The Advisers/Executive Directors should preferably call the concerned officials for discussions and giving instructions for preparation of replies instead of marking such reference to the Section/Subordinate officers in a routine manner.

- (ii) For references, where action is required/information is to be given by the Zonal Railways, the Advisers/Executive Directors should make a reference to the concerned General Managers preferably on FAX on the same day with a request that the railway must give the reply within 10 days.

On receipt of the reply from the railway, the final reply, duly approved by the Board will be sent to the MR Cell Within

15 days of the date on which the reference was received from the MR's Secretariat.

- (iii) On the Zonal Railways, General Managers should nominate the Additional General Manager as the Nodal Officer for dealing with such references. Like the procedure adopted in the Boards, the AGM should call the concerned HOD/Officer for discussion and giving directions for preparing a reply instead of marking the cases to them in a routine manner.

They should also ensure that the requisite information/reply is sent to the Board within 10 days of the date of the receipt of FAX by the General Manager.

Yours sincerely,

Sd/-
(S.A.A. Zaidi)

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)
NEW DELHI-110001

MASIHUZZAMAN
Secretary, Railway Board

D.O. No. E(O) III-92/PL/11

Dated: 14th September, 1992

My dear

Subject : Redressal of grievances

In regard to redressal of grievances of general public as well as Railway staff/officers, the Hon'ble Minister has minuted as under:—

“A number of people are visiting me with some or other grievance at my residence as well as in office. Most of their grievances relate to minor things which are well within the competence of Divisional Railway Managers/General Managers. On being questioned whether they had approached Divisional/Zonal Railway Authorities before coming to me, the general reply is that they are not allowed to see the DRM/GM by their personal staff.

There is an elaborate system of grievance handling on the Divisions as well as Zonal Railways but perhaps, it is not functioning. I would like the system to be revitalised and made effective. Each General Manager/Principal Head of Department/Divisional Railway Manager must specify nominated time to meet the people with regard to grievances and establish a system to follow up the matters at appropriate level.”

2. Instructions regarding redressal of grievances of general public have been issued separately and reiterated *vide* Ministry of Railway's Wireless No. 90/PG/6/5, dated 3.9.1992.

3. As for redressal of grievances of staff/officers working on Railways, the existing system of grievance handling machinery on your Railway should be immediately reviewed and made effective in the light of observations of the Hon'ble Minister of Railways.

4. Receipt of the D.O. may please be acknowledged.

Yours sincerely,

Sd/-
(Masihuzzaman)

To

GMs, All Indian Railways,
Production Units and
Institutes.

PART II

MINUTES OF THE EIGHTEENTH SITTING OF THE STANDING COMMITTEE ON RAILWAYS (1995-96)

The Committee sat on Friday, the 16 February, 1996 from 1100 hrs. to 1230 hrs. in Committee Room No. 'C', Parliament House Annexe, New Delhi.

PRESENT

Shri Somnath Chatterjee — *Chairman*

MEMBERS

Lok Sabha

2. Shri Harilal Nanji Patel
3. Shri Dileep Singh Bhuria
4. Dr. Kartikeshwar Patra
5. Shri Allola Indrakaran Reddy
6. Smt. Sheela Gautam
7. Shri Phool Chand Verma
8. Shri Mangal Ram Premi
9. Shri Ramchandra Veerappa
10. Shri Basudeb Acharia
11. Shri S. Sivaraman
12. Shri Brahma Nand Mandal
13. Shri Brishin Patel

Rajya Sabha

14. Smt. Mohinder Singh Kalyan
15. Smt. Sarala Maheshwari
16. Shri Sarda Mohanty

17. Shri Satish Pradhan
18. Shri Kailash Narain Sarang
19. Shri Janardan Yadav

SECRETARIAT

Shri R.C. Gupta — *Under Secretary*

WITNESSES

1. Shri C.L. Kaw, Member, Traffic, Railway Board and Ex-Officio Secretary to the Government of India.
2. Shri V. Santhanam, Member, Electrical, Railway Board and Ex-Officio Secretary to the Government of India.

The Committee took evidence of the representatives of the Ministry of Railways on the subject 'Redressal of Public Grievances by Indian Railways'. The representatives of the Ministry informed the Committee about the mechanism functioning of Divsional, Zonal and at Board's level for redressal of grievances of the rail users and the general public. The Committee took a serious view of the casual attitude of the Ministry in dealing with the representations received by the Committee from different sources and sent to them for their comments. The representatives of Ministry also clarified various points raised by the Committee on the subject.

A verbatim record of the proceedings was kept.

The Committee then adjourned.

MINUTES OF THE NINETEENTH SITTING OF THE STANDING
COMMITTEE OF RAILWAYS (1995-96)

The Committee sat on Friday, the 16 February, 1996 from 1500 hrs. to 1700 hrs. in Committee Room No. 'C', Parliament House Annexe, New Delhi.

PRESENT

Shri Somnath Chatterjee — *Chairman*

MEMBERS

Lok Sabha

2. Shri Harilal Nanji Patel
3. Smt. Sheela Gautam
4. Shri Basudeb Acharia

Rajya Sabha

5. Shri Mohinder Singh Kalyan
6. Shri Sarada Mohanty
7. Shri Satish Pradhan
8. Smt. Malti Sharma

SECRETARIAT

1. Smt. Roli Srivastava — *Joint Secretary*
2. Shri R.C. Gupta — *Under Secretary*

WITNESSES

1. Shri G.K. Khare, Chairman, Railway Board.
2. Shri C.L. Kaw, Member, Traffic, Railway Board and Ex-officio Secretary to the Government of India.
3. Shri V. Santhanam, Member, Electrical, Railway Board and Ex-Officio Secretary to the Government of India.

The Committee took further evidence of the representatives of the Ministry of Railways on the subject "Redressal of Public Grievances by Indian Railways." The representatives of the Ministry clarified the various points raised by the Committee especially relating to coordination and monitoring of the system of redressal of grievances at different levels.

A verbatim record of the proceedings was kept.

The Committee then adjourned.

MINUTES OF THE FIFTH SITTING OF THE STANDING
COMMITTEE ON RAILWAYS (1996-97)

The Committee sat on Tuesday, the 10 September 1996 from 1700 hrs. to 1815 hrs. in Committee Room 'D', Parliament House Annexe, New Delhi.

PRESENT

Shri Basudeb Acharia — Chairman

MEMBERS

Lok Sabha

2. Shri Ram Naik
3. Shri Jagdambi Prasad Yadav
4. Shri Ashok Sharma
5. Dr. Sahebrao Bagul
6. Dr. Ramvilas Vedanti
7. Shri Inchalemba
8. Shri V.M. Sudheran
9. Shri Raja Rangappa Naik
10. Shri K. Parasuraman
11. Shri Kondapalli Pydootallinaidu
12. Shri Narayan Athavale
13. Shri Sukh Lal Khushwah
14. Shri Basant Singh Khalsa
15. Dr. Prabin Chandra Sarma
16. Shri E. Ahamed
17. Shri S. Bangarappa

Rajya Sabha

18. Shri Satyanarayana Dronamraju
19. Shri Balbir Singh
20. Shri Rahasbihari Barik
21. Shrimati Chandra Kala Pandey

SECRETARIAT

Shri R.C. Gupta — *Under Secretary*

The Committee took up the following draft reports of the Committee for consideration:—

(*i) *** *** ***

(ii) Draft Second Report on Redressal of Public Grievances by Indian Railways.

2. The Committee considered and adopted the above reports.

3. The Committee authorised the Chairman to finalise the Reports after making consequential changes, if any, arising out of the factual verification by the Ministry of Railways or otherwise and to present the Reports to both the Houses of Parliament.

The Committee then adjourned.