

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2049
ANSWERED ON:05.08.2010
MISBEHAVIOUR BY PORTERS
Yadav Shri Ranjan Prasad

Will the Minister of RAILWAYS be pleased to state:

- (a) the norms/criteria adopted by the Railways for giving licence to porters;
- (b) whether incidents of misbehavior with passengers by licensed porters are rising;
- (c) if so, the number and nature of such complaints received during each of the last three years, station-wise;
- (d) whether there is any proposal to give training/counselling to these porters to improve their behaviour; and
- (e) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS(SHRI K.H. MUNIYAPPA)

- (a) : For engagement of licensed porters, applications are invited through press notification from willing candidates, who are local residents. The overall suitability of the applicants, including physical ability, is evaluated by screening committee.
- (b) & (c) : Though some complaints have been received, the station-wise data of such complaints is not maintained.
- (d) & (e) : Instructions have been issued to the Zonal Railways that the licensed porters at each railway station should be counselled to behave properly and courteously with the passengers. Such counselling is to be done for all the licensed porters, through Station Superintendents/ Station Managers/ Station Masters.