

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2000
ANSWERED ON:05.08.2010
MISBEHAVIOUR BY TTEs
Saroj Smt. Sushila

Will the Minister of RAILWAYS be pleased to state:

- (a) the zone-wise number of cases of misbehaviour by the railway employees with the passengers in the running trains during each of the last three years and the current year;
- (b) whether a Train Ticket Examiner (TTE) had thrown out a 13 years old girl from Kushinagar Express recently after a ticket dispute as a result of which the girl got injured seriously;
- (c) if so, the action taken against the erring TTE;
- (d) whether any assistance has been provided to the girl by the Railways;
- (e) if so, whether the Railways propose to take any initiative to check such insensitivity among the railway employees; and
- (f) if so, the details thereof?

Answer

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

- (a) : A statement is attached.
- (b) & (c) : A complaint regarding such an incidence of 13.7.2010 has been registered and the same is under investigation by Government Railway Police, Bina.
- (d) : The girl was taken to hospital for treatment by GRP staff of Mandibamora station.
- (e) & (f) : In order to improve the behaviour of frontline staff including Ticket Checking Staff, they are deputed to attend Customer Care Training. Moreover, surprise checks are conducted from time to time by officers and supervisors for monitoring the behaviour of ticket checking staff. Instructions have also been issued to Zonal railways that ticket checking staff may be appropriately counseled to deal with passengers traveling without ticket or with irregular ticket within the purview of Railway's Act and refrain from action outside the purview of Railway rules.

STATEMENT REFERRED TO IN REPLY IN PART (A) OF UNSTARRED QUESTION NO. 2000 BY SHRIMATI SUSHILA SAROJ TO BE ANSWERED IN LOK SABHA ON 5.08.2010 REGARDING MISBEHAVIOUR BY TTEs

- (a) The Zone-wise number of complaints received against misbehaviour by the railway employees with the passengers for each of the last three years and for this year is as under:

S.NO. RAILWAYS 2007-08 2008-09 2009-10 APRIL TO
JUNE, 2010

1. CENTRAL 528 627 549 141

2. EASTERN 67 103 117 14

3. NORTHERN 339 356 390 79

4. NORTH EASTERN 19 30 27 8

5. NORTHEAST 23 31 23 10
FRONTIER
6. SOUTHERN 276 192 70 25
7. SOUTH CENTRAL 121 99 95 37
8. SOUTH EASTERN 19 18 19 3
9. WESTERN 144 143 150 38
10. EAST CENTRAL 147 178 134 40
11. EAST COAST 75 58 45 16
12. NORTH CENTRAL 75 93 91 23
13. NORTH WESTERN 55 57 71 14
14. SOUTH EAST 51 42 44 9
CENTRAL
15. SOUTH WESTERN 37 39 159 35
16. WEST CENTRAL 46 123 104 27