

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3208
ANSWERED ON:12.08.2010
PARKING FACILITY AT RAILWAY PREMISES
Jawale Shri Haribhau Madhav

Will the Minister of RAILWAYS be pleased to state:

- (a) the number of complaints received by the Railways from the passengers during the last three years regarding parking of their vehicles at railway premises of Bhusawal Division which has been operated by private contractor;
- (b) the details thereof; and
- (c) the punitive action taken by the Railways thereon?

Answer

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

(a) & (b): 41 complaints have been received during the period April 2007 to July 2010 regarding parking of vehicles at various stations on Bhusawal Division. The details are as under:

Nature of Complaint	No. of Complaints
Overcharging	17
Misbehaviour	5
Parking charges for short duration stay	7
Damage to vehicle	4
Non display of board	2
Non issue of receipt	2
Issue of duplicate parking ticket	1
Non issue of proper coupons	1
Non issue of monthly passes	2

(c): Out of the 41 complaints recorded over Bhusawal Division, a total fine of Rs.2900/- was imposed in 13 cases, warning letters were issued in 13 cases, 3 complaints were later withdrawn by the complainant, 11 complaints were not found justified and in 1 case the contract was terminated.