

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

STARRED QUESTION NO:3
ANSWERED ON:22.11.2012
CONSULTATIVE COMMITTEES
Sethi Shri Arjun Charan

Will the Minister of RAILWAYS be pleased to state:

- (a) whether Consultative/Advisory Committees are constituted under various Zones/Divisions by the Railways;
- (b) if so, the details thereof along with details of such Committees constituted during the last three years;
- (c) whether any meeting was held by the Zonal Railway Users Consultative Committee under the South-Eastern Railway since 2009;
- (d) if so, the total number of such meetings held so far along with the outcome thereof and if not, the reasons therefor; and
- (e) the steps taken to ensure effective implementation of the suggestions made by such Consultative Committees?

Answer

MINISTER OF RAILWAYS (SHRI PAWAN KUMAR BANSAL)

(a) to (e): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF STARRED QUESTION NO.3 BY SHRI ARJUN CHARAN SETHI TO BE ANSWERED IN LOK SABHA ON 22-11-2012 REGARDING CONSULTATIVE COMMITTEES.

(a): Yes, Madam.

(b): The details of Users' Consultative Committees constituted during the last three years are as under:

S. Name of the Term for which
No. Committee/Council constituted

(i) National Railway Users' 16.09.2009 to 15.09.2011
Consultative Council (NRUCC)

(ii) Zonal Railway Users' 16.09.2009 to 15.09.2011
Consultative Committee (ZRUCC) & 01.12.2011 to 30.11.2013

(iii) Konkan Railway Users' 16.09.2009 to 15.09.2011
Consultative Committee (KRUCC) & 01.12.2011 to 30.11.2013

(iv) Divisional Railway Users' 16.09.2009 to 15.09.2011
Consultative Committee (DRUCC) & 01.10.2011 to 30.09.2013

(v) Metro Railway Users' 27.10.2010 to 26.10.2012
Consultative Committee (MRUCC)

Station Consultative Committees are constituted at the important stations by the Railways at local level. Suburban Railway Users' Consultative Committees (SRUCCs) are also constituted by Central, Western, Southern, Eastern and South Eastern Railways.

(c) & (d): Two meetings of the ZRUCC of South Eastern Railway have been held since 2009 i.e., on 17.02.2010 and 06.07.2012. One meeting which was fixed for 23.03.2011 had to be cancelled in view of Assembly Elections in West Bengal in 2011. The suggestions made during the two meetings were examined and action was taken on 74 suggestions which were found feasible. These suggestions related to augmentation of trains, commissioning of additional ticketing counters, provision of passenger amenities, punctuality, etc.

(e): Meetings of Users' Consultative Committees are held at various levels. Suggestions relating to the Time Table, improvement of passenger services/facilities and on subjects of general public interest made during the meeting are noted by the zonal Railways/Divisions. The suggestions made during the meetings are examined and wherever feasible, necessary action is taken. However, instructions have been issued to zonal Railways to hold internal meetings with a view to examining the feasibility of the suggestions for taking further necessary action.