

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:3547  
ANSWERED ON:13.02.2014  
LOADING AND UNLOADING SERVICES  
Sayeed Muhammed Hamdulla A. B.

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether the Railways have entrusted the loading and unloading of booked goods and articles to private agencies ignoring the services of licensed porters;
- (b) whether general passengers face inconvenience at the railway stations due to overcharging by the licensed/unlicensed porters;
- (c) whether any proposal to provide trolleys to the passengers on request if they are not willing to use the services of porter is under consideration; and
- (d) if so, the details thereof and if not, the reasons therefor ?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY)

- (a) The services of licensed porters have not been ignored. Licensed porters are deployed at stations for handling the luggage of passengers.
- (b) Some complaints of overcharging by licensed porters do come to notice. However, to curb the incidence of overcharging by the licensed porters, special drives are launched from time to time and deterrent action is taken against erring licensed porters.
- (c) & (d) Instructions have been issued to provide a few trolleys at some of the major stations for self operation by passengers subject to levy of a certain deposit.