

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:4675
ANSWERED ON:22.12.2014
GUIDELINES FOR RAILWAY COOLIES
Shetti Shri Raju alias Devappa Anna

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the license holder coolies at the railway stations are permanent salaried employees of Railways;
- (b) if so, the details thereof;
- (c) whether the Railways have received reports that the said coolies arbitrarily charge money from passengers for carrying the luggage and also deny to carry the luggage;
- (d) if so, the steps taken by the Railways for checking the harassment of passengers by Coolies; and
- (e) whether any specific guidelines have been issued with regard to the rates to be charge for carrying luggage and if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA)

- (a) No, Madam.
- (b) Does not arise.
- (c) Some complaints do come to notice of the Railways.
- (d) 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.
- (e) Zonal railways have been authorised to fix the porterage charges and revise the same every alternate year. These rates are displayed at prominent places at railway stations.