

### Disposal of Public Complaints against Railway Staff

\*207. SHRI NARENDRA SINGH BISHI: Will the Minister of RAILWAYS be pleased to state:

(a) the procedure regarding disposal of public complaints against the Railway staff; and

(b) whether staff is not given an opportunity to cross-examine the complainant before taking a decision on his complaint?

THE DEPUTY MINISTER IN THE MINISTRY OF RAILWAYS (SHRI MOHD. SHAFI QURESHI): (a) and (b). A statement is laid on the Table of the Sabha.

#### Statement

(a) All public complaints are disposed of after due investigation which includes examination of records and where necessary by taking evidence of railway staff and witnesses if any. Where no conclusion can be arrived at without confronting the complainants and witnesses with the person complained against or where the complaint is of a serious nature confronted enquiries are also held.

(b) It is not physically possible to permit staff complained against to cross-examine the complainant in each and every case before taking a decision on the complaint but before imposing any punishment on staff they are given every reasonable opportunity to defend themselves. However, when a confronted enquiry is held staff are given an opportunity to cross-examine the complainant.

SHRI NARENDRA SINGH BISHI: You have stated that when a confronted enquiry is held staff are given an opportunity to cross-examine the complainant. But in practice it is otherwise. Will you issue orders that those things are adhered to?

SHRI MOHD. SHAFI QURESHI: The staff are always having this op-

portunity to cross-examine the complainant.

श्री नरेन्द्र सिंह बिष्ट : कभी कभी यह देखा गया है कि जो कम्प्लेंट कोई पैसेंजर करता है तो उस पर कोई एक्शन नहीं लिया जाता, न उस कम्प्लेनेन्ट को मालूम होता है कि क्या एक्शन लिया गया। तो क्या आप ऐसी व्यवस्था करेंगे कि कम्प्लेनेन्ट को अपनी शिकायत के बारे में सूचना मिले कि उस पर क्या कार्यवाही की गई?

श्री मुहम्मद शफी कुरेशी : जो ग्राहमी शिकायत करता है उस के पास एक कारबन कापी शिकायत की रहती है और शिकायत करने के बाद जो इन्क्वायरी की जाती है, जो एक्शन लिया जाता है उस एक्शन की खबर उस को दी जाती है। लेकिन जो सजा दी जाती है उस की खबर उस को नहीं दी जाती।

श्री ईश्वर चौधरी : मैं जानना चाहूंगा कि ऐसी कितनी शिकायतें रेलवे कर्मचारियों के बारे में जनता और विशेषकर संसद सदस्यों की आई हैं और संसद सदस्यों के भी कहने पर आप जो एन्क्वायरी कराते हैं उसकी सूचना नहीं देते हैं, तो ऐसे कितने मामले हैं और इन मामलों में शीघ्रताशीघ्र कदम उठाने के लिए आप क्या कार्यवाही कर रहे हैं?

श्री यक्ष महेदय : यह तो प्रोसीजर के बारे में था। आपने फीगर्स लेनी है तो सेप्रेट नोटिस दीजिए।

श्री ईश्वर चौधरी : इसमें कोई त्रिजोप जानकारी की बात नहीं है।

अध्यक्ष महोदय : आप प्रश्न का पढ़िए, अच्छी तरह से फिर वाद में चांस दूंगा।

SHRI S. M. BANERJEE: Whether it is a fact that in the case of complaints received from the Members

of Parliament—whether right, wrong or frivolous—immediate action is taken without giving an opportunity to the railway employee to explain? If so, why is this extra-ordinary procedure being followed?

**SHRI MOHD. SHAFI QURESHI:** There is no separate procedure for Members of Parliament so far as complaints are concerned. But the presumption is that an Hon. Member of Parliament will lodge a correct complaint.

**SHRI S. M. BANERJEE:** I have got several complaints where the complaints have been found frivolous and the railway employees have been punished unnecessarily. Why the railway employees should not be given the same opportunity as other people?

**MR. SPEAKER:** He has already replied.

**SHRI KARTIK ORAON:** I would like to know from the Government whether they are aware of a complaint made by me and my hon. friend Shri P. K. Ghosh against a ticket collector?

**MR. SPEAKER:** If you want to ask your own question then send a separate notice. Here it is a question of procedure.

**SHRI MOHD. SHAFI QURESHI:** The complaints which are received by the railways are of two kinds. In the complaints where the complainant wants to cross-examine the witness or the accused person wants to cross-examine the complainant, an ample opportunity is given to the railway employees under the procedure.

**SHRI S. M. BANERJEE:** No, Sir. It is not correct.

**SHRI KARTIK ORAON:** This is a very serious matter. We lodged the complaint one year back but we have not heard anything about it so far.

**SHRI MOHD. SHAFI QURESHI:** I will look into that.

**श्री मोहम्मद ख़दा ब.श :** सालाना कितने मसले आपके सामने आते हैं और उनकी जांच करने के बाद कितने सब्सटैशिएट होते हैं? सब्सटैशिएट होने के कायदे क्या हैं?

**अध्यक्ष महोदय :** यह सवाल प्रोसीजर के बारे में है। अगर आपने फीगर्स लेनी हैं तो नोटिस दीजिए।

**SHRI DINEN BHATTACHARYYA:** May I know whether it is a fact that in the big stations and especially the suburban sections, the complaint of the public is regarding the late running of trains, and if so, in those cases, what procedure is adopted, and how the inquiry is made and on whom the fault is pin-pointed?

**SHRI MOHD. SHAFI QURESHI:** When the complaint is of a general nature like the late running of trains or lack of cleanliness at the stations, the person who makes the complaint writes his name, and every effort is made in those particular sections to see that train are speeded up. Of course, overcrowding is there, and we do not deny this fact. But where the complaint is of a particular nature...

**SHRI DINEN BHATTACHARYYA:** Late running is a particular type of complaint. In those cases on whom is the fault pinpointed?

**SHRI MOHD. SHAFI QURESHI:** Action is taken on the complaint.

**Threat to Howrah-Farakka Railway Line due to Erosion caused by the Padma**

\*208. **SHRI JYOTIRMOY BOSU:** Will the Minister of RAILWAYS be pleased to state:

(a) whether erosion, caused by the Padma in Jangipur sub-division of