

## RAILWAY CONCESSION TO STUDENTS

\*582. SHRI M. P. BHARGAVA: Will the Minister of RAILWAYS be pleased to state:

(a) the meaning of the word 'home' used in connection with issuing railway concession tickets to students; and

(b) whether such concession is given to students going to places where their parents work?

THE DEPUTY MINISTER OF RAILWAYS (SHRI S. V. RAMASWAMY): (a) For the purpose of concessions, the term 'home' is intended to refer to the place of permanent residence of the parents or guardians, as also the place where either or both the parents or the guardian is or are residing at the time.

(b) Yes, Sir.

## COMPLAINTS ON THE SOUTH EASTERN RAILWAY

\*583. SHRI S. PANIGRAHI: Will the Minister of RAILWAYS be pleased to state:

(a) the number of complaints entered in the complaint books provided at the railway stations on the South Eastern Railway during the first half of this year;

(b) the nature and principal categories of such complaints; and

(c) what action Government have taken on those complaints?

THE DEPUTY MINISTER OF RAILWAYS (SHRI SHAH NAWAZ KHAN): (a) Statistics of the number of complaints recorded in the complaint books provided at stations are not available separately but the total number of complaints received by the South Eastern Railway during the first half of 1958, including those recorded in the complaint books at stations, was 1278.

(b) and (c). A statement is placed on the Table of the House.

## STATEMENT

*Nature of complaints received on the South Eastern Railway and action taken by Government thereon.*

(b) The nature of such complaints, broadly classified, was as under:—

- (1) Incivility to public on the part of the staff.
- (2) Lack of amenities at stations or in trains.
- (3) Late running of trains.
- (4) Inadequacy of accommodation in trains.
- (5) Inadequacy of train services.
- (6) Bribery and corruption on the part of the staff.
- (7) Theft and pilferages of goods in transit.
- (8) Defects in the catering arrangements.

(c) Complaints are promptly acknowledged, enquiries initiated and final replies sent to the parties as expeditiously as possible.

In regard to complaints pertaining to lack of amenities at stations and in trains, inadequacy of train services, etc., appropriate action, within the resources of the Administration, is taken to rectify the defects and deficiencies brought to notice.

If staff have been found to be at fault in any way, suitable disciplinary action is taken against them.

†FINANCIAL OBLIGATIONS OF WEST BENGAL AND BIHAR IN RESPECT OF EXPENDITURE INCURRED UNDER THE DAMODAR VALLEY CORPORATION

\*423. SHRI BHUPESH GUPTA: Will the Minister of IRRIGATION AND POWER be pleased to state the total financial obligations of the Governments of West Bengal and Bihar towards the