

(c) The work of raising of the platform level from medium to high level at Kapasan railway station is likely to be completed by March'2013.

Encouraging profit making routes

912. DR. E.M. SUDARSANA NATCHIAPPAN: Will the Minister of RAILWAYS be pleased to state:

(a) whether Railways are encouraging profit making routes for further expansion and permanency of the routes with more frequency of trains; and

(b) if so, would the Coimbatore Rameshwaram Train *via* Karaikudi be made as permanent route and its frequency increased?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BHARATSINH SOLANKI): (a) Introduction of new train services, extension and increase in frequency of existing train services is an ongoing process on Indian Railways keeping in view traffic demand, availability of resources, commercial justification, operational feasibility etc.

(b) 06010/06009 Coimbatore-Rameshwaram-Coimbatore Weekly summer special train was run to clear extra rush of traffic. At present, it is not feasible to make Coimbatore-Rameshwaram Train *via* Karaikudi as a permanent train due to resource constraints. However, Special trains are run for clearance of extra passenger traffic during peak seasons, festivals, special events, keeping in view the pattern of traffic, commercial justification, operational feasibility, availability of resources etc.

Development of Jajpur Keonjhar Road railway station

913. SHRI RAMA CHANDRA KHUNTIA: Will the Minister of RAILWAYS be pleased to state:

(a) the steps taken for development of Jajpur Keonjhar Road railway station from 2008-09 to 2011-12;

(b) the total amount of funds spent in this regard;

(c) whether Jajpur Keonjhar Road to Manapur railway connection and Manapur railway flyover bridge have already been sanctioned; and

(d) if so, by when the work would be completed?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BHARATSINH SOLANKI): (a) and (b) Works of Improvement to Circulating area, illumination level, signage facility, extension of platforms to accommodate 24/26 coaches and raising of platform from low/rail to high level, renovation of waiting hall and retiring room, extension of Platform shelter, quick entry and exit, drinking water arrangements, provision of high mast lighting and booking offices, improvement to facade of the station building, renovated Pay and Use Toilet, Deluxe room on Platform-1, Over

Head Tank and extension of Ore Siding-2 to full length, have been completed during 2008-09 to 2011-12 at a cost of Rs. 16.23 crores at Jajpur Keonjhar Road Railway Station. In addition, works of Provision of Railway Protection Force (RPF) post and RPF barrack, Train Indication Boards, Coach guidance board, Touch screen system etc. at a cost of Rs. 1.31 crores have been taken up.

(c) Jajpur Keonjhar Road to Manapur railway line is not sanctioned. Manapur Road Over Bridge (ROB) has been sanctioned in 2009-10 in lieu of level crossing No. 16.

(d) The work of ROB is in progress. The central portion (bridge proper) is likely to be completed by February, 2013.

Railway Users' Consultative Committees

914. SHRI RAMA CHANDRA KHUNTIA: Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railway Users' Consultative Committees at Division and Zonal levels, which report and advise on improving the management system in Railways, are not meeting regularly;

(b) whether there is any other mechanism available with Railways to get feedback or market survey; and

(c) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BHARATSINH SOLANKI): (a) All efforts are made to hold the meetings of Divisional Railway Users' Consultative Committees (DRUCCs) and Zonal Railway Users' Consultative Committees (ZRUCCs) as per schedule. However, at times, due to some unavoidable circumstances including late receipt of names of Members of Parliament from Ministry of Parliamentary Affairs for nomination on ZRUCCs, assembly elections, visits of Parliamentary Committee, etc. meetings of some committees are not held as per schedule. Instructions have, however, been issued to zonal Railways to hold the meetings of these committees as per schedule.

(b) and (c) Railways get feedback from customers through various means including suggestion/complaint letters received at station; through Mail and also the online feedback through the site of Department of Administrative Reforms and Public Grievances.

Deactivation of multiple user IDs of ticket agents

915. DR. K.P. RAMALINGAM: Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that Indian Railway Catering and Tourism Corporation (IRCTC) has deactivated multiple user IDs of railway ticket agents;