

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;