

A railway division with head-quarters at Waltair is already operational under East Coast Railway.

Condition of coaches in South-bound trains

1943. SHRIMATI VIJILA SATHYANANTH: Will the Minister of RAILWAYS be pleased to state:

(a) whether Government has plans to improve the quality of maintenance of trains with special mention to South-bound trains from Chennai;

(b) by when all the bad condition coaches would be replaced by new ones as the condition of coaches in all South-bound profitable trains are in ruined condition as compared to Northern ones; and

(c) whether passenger-friendly coaches, especially by improving toilets, special improvised coaches for aged and differently-abled and with providing special information in AC coaches about crossing stations, would be made available in future?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) Indian Railways always endeavors for continual improvement in maintenance and upkeep of passenger coaches including those running in South-bound trains from Chennai.

(b) Replacement of coaches on age-cum condition basis, after attaining their prescribed codal life, is an ongoing process.

(c) Improvement of passenger amenities, including in coach toilets, and for aged passengers is an ongoing process. For differently abled passengers, considering their need, specially designed compartments with amenities have been provided in Second Class cum Guard van coaches with/without luggage compartment.

Complaints regarding Konkan Railway online ticket bookings

1944. SHRI SANJAY RAUT: Will the Minister of RAILWAYS be pleased to state:

(a) whether Government has received many complaints on the recent online Konkan Railway Corporation (KRC) reservation scam in which many natives of Konkan region who tried to book KRC route train tickets for ensuing Ganapati season, were handed over wait listed tickets numbering 302;

(b) if so, Government's response thereto;

- (c) whether Government has initiated any investigation in this matter;
- (d) if so, the details thereof and the action taken against the culprits so far; and
- (e) the details of steps taken or proposed to be taken to prevent such incidents in future?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) One complaint in connection with booking of tickets for travellers to Konkan region for upcoming Ganesh festival has been received on 01.07.2014.

- (b) An investigation into the matter has already been initiated.
- (c) Yes, Sir, as indicated at (b) above.
- (d) Based on the investigation report, action will be initiated as per rules.
- (e) During the Ganesh festival season, a large number of people travel from Mumbai to Konkan region. Passengers get confirmed accommodation to the extent of berths/seats available. Owing to the huge rush, the available capacity gets exhausted within a short time after the opening of the booking. Special trains are running and extra coaches are attached to regular trains to cater to the surge in demand. For the Ganesh festival this year, special trains have already been planned to be run between Mumbai - Ratnagiri/Sawantvadi and between Madgaon-Mumbai/Ahmedabad.

Special trains for Ganesh festival

1945. SHRI SANJAY RAUT: Will the Minister of RAILWAYS be pleased to state:

- (a) whether Railways have made special arrangements/special trains during the peak period of Ganesh festival in Maharashtra, particularly in Mumbai-Konkan region;
- (b) if so, the details thereof; and
- (c) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) to (c) Yes, Sir. Special trains are being run to clear extra rush of passengers during peak seasons, festivals, special events including for Ganesh festival in Maharashtra which include Mumbai-Konkan region keeping in view the pattern of traffic, commercial justification, operational feasibility and availability of resources. Running of special trains on various sectors is a continuous process.