

**Redressal of grievances of passengers**

†1478. SHRI LAL SINH VADODIA: Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that Railways are seriously considering redressal of grievances of passengers;
- (b) if so, whether Government has taken any step in this regard, till date; and
- (c) if so, the details thereof and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI RAJEN GOHAIN): (a) to (c) Yes, Sir. Government has set up different channels of registering passengers complaints/grievances namely, Complaint Books at the Stations and in trains, May I help you booth/Counters at stations, All India Help line No. 138, Centralized Public Grievance Redress And Monitoring System (CPGRAMS), Complaint Management System (COMS), Social Media etc. Large numbers of complaints are received through these channels which are sent to concerned authorities for prompt and speedy redressal.

**Enhancing speed of trains and upgradation of railway stations**

†1479. SHRI LAL SINH VADODIA: Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that Government is seriously considering to enhance the speed of trains and technical upgradation of railway stations;
- (b) if so, whether any step has been taken by Government in this direction till date; and
- (c) if so, the details thereof and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI RAJEN GOHAIN): (a) and (b) With a view to increasing speed of trains in Indian Railways, 'Mission Raftaar' has been announced in the Railway Budget 2016-17.

The mission envisages a target of doubling of average speed of freight trains and increasing the average speed of all non-suburban passenger trains by 25 kmph in next 5 years. In order to implement it, a cross-functional directorate has been created in Railway Board.

Technical development of railway stations in this regard includes advanced signalling technology-based systems such as electronic interlocking, train protection and warning systems, etc. to ensure safe and efficient running of trains at higher speeds.

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†Original notice of the question was received in Hindi.

(c) Action Plan for improving mobility and increasing average speed includes removal of speed restrictions, construction of Road Over Bridges (ROBs) and Road Under Bridges (RUBs), right powering of trains, introduction of twin-pipe in wagons and replacement of conventional trains by Main Line Electric Multiple Unit (MEMU) trains and Diesel Electric Multiple Unit (DEMU) trains.

**Conversion of Raipur to Dhamtari railway line**

†1480. SHRI MOTILAL VORA: Will the Minister of RAILWAYS be pleased to state:

(a) when was the sanction for conversion of Raipur to Dhamtari *via* Abhanpur narrow gauge railway line into broad gauge railway line given;

(b) the current status of the above railway line and the proposed date of completion of construction work thereon; and

(c) the amount set apart during the year 2016-17 for completing the gauge conversion work thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI RAJEN GOHAIN): (a) There is an existing narrow gauge line from Raipur to Dhamtari *via* Kendri. Abhanpur Jn. broad gauge line connectivity to Dhamtari has been sanctioned by providing (i) new line from Naya Raipur and Mandirhasaud to Kendri and (ii) gauge conversion of Kendri to Dhamtari. Both Naya Raipur and Mandirhasaud are already connected to Raipur through broad gauge. Details of sanction of these works are as under:

- (1) Mandirhasaud-Naya Raipur-Kendri (20 Km.) new line has been sanctioned as first material modification to Raipur-Titlagarh doubling project in 2010-11.
- (2) Gauge Conversion from Kendri to Dhamtari including Abhanpur-Rajim is sanctioned as second material modification to Raipur-Titlagarh doubling project in 2011-12.

(b) Mandirhasaud-Naya Raipur-Kendri (20 Km.) new line work has been taken up. Gauge conversion of Kendri to Dhamtari including Abhanpur-Rajim (67.20 Km.) is at estimate stage.

(c) An outlay of ₹ 93.89 crore has been provided for Raipur-Titlagarh doubling. As stated at (a) above, new line from Naya Raipur/Mandirhasaud to Kendri and gauge conversion of Kendri to Dhamtari are a part of this project.

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