

(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) A case of forged Indrail Pass has come to light in Northern Railway.

(b) and (c) The case is under investigation.

Availability of tickets through banks

†2036. SHRI LAL SINH VADODIA: Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that Government proposes to provide both reserved and unreserved tickets through banks;

(b) if so, whether Government has taken any step in this direction; 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) No such proposal is under consideration.

(b) and (c) Do not arise.

Social media engagement with passengers

2037. DR. VINAY P. SAHASRABUDDHE: Will the Minister of RAILWAYS be pleased to state:

(a) whether Railways have evolved any well thought-out policy for social media engagement with passengers and the people at large and whether there are any specific guidelines for the officials in this regard, the details thereof;

(b) whether Railways are effectively ensuring that complaints received *via* social media and those not through social media are treated with equal urgency and alertness, if so, the measures taken in this regard; and

(c) the new and effective measures taken to ensure overall cleanliness on stations and in trains and the difficulties, if any, being faced by Railways in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI RAJEN GOHAIN): (a) and (b) Government have created twitter handle @ RailMinIndia, facebook page “Ministry of Railways-India” and twitter handles of General Managers and Divisional Railway Managers of Indian Railways for social media engagement with public including rail passengers which are available on Indian Railways’

† Original notice of the question was received in Hindi.

website www.indianrailways.gov.in. Efforts are made to promptly attend the complaints requiring immediate attention on running trains or at stations, especially the ones relating to security or medical assistance, received through any channel viz., helpline number, SMS, web, mobile App, social media, etc.

(c) For cleanliness at stations, integrated Housekeeping Contracts are being put in place at major stations. Further to ensure overall cleanliness, number of toilets including pay and use toilets are being augmented. For monitoring the cleanliness, CCTVs are being used and Rules have been framed to penalise the persons affecting cleanliness at railway premises. Third party survey has been done at 407 major stations to assess the quality of cleanliness. To ensure cleanliness in trains, Clean Train Stations (CTS) has been introduced for mechanised cleaning at nominated stations, On Board Housekeeping (OBHS) introduced in about 780 long distance trains, SMS/Web-based request for cleanliness and passenger feedback system 'Clean My Coach' in OBHS trains put in place, dustbins being provided in newly- built sleeper coaches, fitment of bio-toilets in coaches, etc. Maintaining cleanliness of stations and trains is a mammoth task owing to heavy footfalls/overcrowding, environmental condition, uncontrolled usage, passenger habits and long leads of trains. Toilets/bio-toilets sometimes get choked due to dumping of bottles, napkins, etc.

Delay of trains due to fog

†2038 DR. VINAY P. SAHASRABUDDHE: Will the Minister of RAILWAYS be pleased to state:

(a) whether any permanent solution has been found for avoiding the delay due to fog in winters, in running of trains bound for Delhi and leaving Delhi for different corners of the country so that trains run uninterrupted;

(b) whether any success was achieved from the effective steps that were taken by Railways over past years to deal with the problem; and

(c) the type of measures taken by Government between 2014 and 2016 and the number of those implemented out of them, if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI RAJEN GOHAIN): (a) No, Sir. As of now there is no permanent solution for avoiding delay due to fog in winters. However, some temporary measures are taken to minimize the traffic congestion caused by reduced visibility during fog which includes cancellation, partial cancellation, diversion and frequency reduction of less patronized trains, inducting scratch rakes to avoid rescheduling etc.

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