

passengers. In addition, several passengers who have opted for the Optional Travel Insurance facility initiated from September, 2016 will also be eligible for additional compensation (₹ 10 lakh for death/total disability, ₹7.5 lakh for partial and permanent disability).

Joint Venture projects with Tamil Nadu

2824. DR. R. LAKSHMANAN: Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that Government has undertaken many projects as joint ventures with State Governments, if so, the details thereof; and

(b) the details and status of joint venture projects which have been proposed in the State of Tamil Nadu?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI RAJEN GOHAIN): (a) Railways have entered into a Memorandum of Understanding/Joint Venture Agreement(s) with the States of Andhra Pradesh, Chhattisgarh, Gujarat, Haryana, Kerala, Maharashtra, Odisha and Telangana to undertake project development, resource mobilization and monitoring of mutually identified rail infrastructure project(s). A Joint Venture company is already in place for Karnataka.

(b) The State Government of Tamil Nadu, though supported the proposition to form Special Purpose Vehicle (SPV) for expansion of Railway Network in the State, has raised some issues. After the resolution of the same, Joint Venture Company will be incorporated and projects will be identified.

Misbehaviour by Railway employees

†2825. SHRI RAM VICHAR NETAM: Will the Minister of RAILWAYS be pleased to state:

(a) whether Government has received any complaint regarding misbehaviour by railway employees (TTE/Station Master) with passengers, if so, the details thereof;

(b) whether any steps are being taken by Government for imparting training to Railway employees for treating the passengers in a decent way; and

(c) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI RAJEN GOHAIN): (a) Yes, Sir. A number of complaints are received from passengers through

†Original notice of the question was received in Hindi.

various channels regarding misbehaviour by Railway employees (TTE/Station Master) which are sent to concerned Zonal Railways for prompt, satisfactory and speedy redressal. Regular/periodical and surprise checks are being conducted by officers and corrective action is taken, wherever necessary.

(b) and (c) To ensure courteous behaviour of staff towards passengers, frontline staff of Indian Railways are being sensitized and educated regularly through Customer Care Training.

Running of daily trains

2826. SHRI D. KUPENDRA REDDY: Will the Minister of RAILWAYS be pleased to state:

(a) whether Government proposes to run a number of existing weekly/bi-weekly/alternate day trains as daily trains; and

(b) if so, the details thereof along with the names of the trains selected for the purpose?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI RAJEN GOHAIN): (a) and (b) Increase in frequency of existing trains is an ongoing process over Indian Railways and is done from time to time subject to operational feasibility, commercial viability, availability of resources etc.

Inflated bill by private telecom companies

†2827. SHRI NARAYAN LAL PANCHARIYA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether complaints regarding customers being given inflated bills by private telecom companies have been received, if so, the details thereof;

(b) whether Central Government has made arrangements for verification of these inflated bills, if so, the details thereof; and

(c) whether Government has taken action against such companies, if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) Details of complaints received by Telecom Regulatory Authority of India (TRAI) regarding excess bills during 2014, 2015 and 2016 (up to 31.10.2016) is given in the Statement (*See below*).

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