

(c) whether the Ministry proposes to maintain a complaints redressal mechanism for all these outsourced services?

THE MINISTER OF RAILWAYS (SHRI PIYUSH GOYAL): (a) and (b) Outsourcing of certain services to private entities like cleanliness at stations and trains, pay and use toilets, retiring rooms, parking, leasing of Seating cum Luggage Rake(SLR), catering services through IRCTC, etc. is being done by Ministry of Railways on need based manner to improve services to the customer.

In some of the outsourced services, user/passenger has to pay nominal charges, while in most of the services, as such, there is no resultant change in the prices of these outsourced services to the individual customer.

(c) Yes, Sir. Complaint redressed mechanism (Rail Madad) is already in place to redress public grievances. Apart from Rail Madad, SMS based "Coach Mitra Service" has been provided in around 1050 pairs of trains having "on board house-keeping service" (OBHS) as a single window interface to register coach related requirements to passengers including cleaning.

Funds allocated for Madurai-Vanchimaniyachi-Tuticorin line

2995. DR. SASIKALA PUSHPARAMASWAMY: Will the Minister of RAILWAYS be pleased to state:

(a) whether Government has allocated sufficient funds for Madurai-Vanchimaniyachi-Tuticorin doubling and electrification work for the year 2019-20;

(b) if so, the details thereof;

(c) the details of the works that are proposed to be undertaken with the outlay for the year 2019-20; and

(d) the tentative time by when the work is likely to be completed?

THE MINISTER OF RAILWAYS (SHRI PIYUSH GOYAL): (a) to (d) Yes, Sir. Madurai-Vanchi Maniyachi-Tuticorin (Thoothukudi) doubling (160 Km) with electrification was included in the Budget 2015-16 subject to requisite approvals. The Detailed Estimate amounting to ₹1182.31 crore has been sanctioned in August 2017. An expenditure of ₹394 crore has been incurred upto November, 2019 and sufficient outlay of ₹160 crore has been provided for the year 2019-20.

On this project, earthwork, bridge works ballast supply etc. on entire stretch have been taken up.

The completion of any Railway project depends on various factors like quick land acquisition by State Government, forest clearance by officials of forest department, shifting of infringing utilities (both underground and over ground), statutory clearances from various authorities, geological and topographical conditions of area, law and order situation in the area of project site, number of working months in a year for particular project site due to climatic conditions, encountering unforeseen conditions like earthquake, flooding, excessive rains, strikes of labour, orders of Hon'ble Courts, situation and conditions of working agencies/contractors etc. and all these factors affect the completion of the project. Therefore, confirmed timeline for completion of this project cannot be given.

Stoppage of trains at station in Bihar

2996. SHRI RAKESH SINHA: Will the Minister of RAILWAYS be pleased to state:

(a) whether Railways would take steps for stoppage of trains between Delhi and Kolkata in Begusarai in view of the large number of passengers in comparison to neighbouring stations;

(b) whether Railways would agree to have stoppage of Avadh Express in Lakhminia station (Begusarai, Bihar) and elevate the station from E to D category in view of the number of passengers and population of Lakhminia; and

(c) whether Government would increase the hour of functioning of reservation counter from two hours to eight hours in view of huge rush for reservation in Lakhminia?

THE MINISTER OF RAILWAYS (SHRI PIYUSH GOYAL): (a) Begusarai station is presently connected to Delhi by 11 pairs of Mail/Express trains and to Kolkata by 15227/15228 Yesvantpur-Muzaffarpur Express. These are considered adequate for the present level of traffic. Stoppage of additional trains at Begusarai is commercially not justified, at present. However, provision of stoppage of trains is an on-going process on Indian Railways.

(b) Provision of stoppage of 15909/15910 Dibrugarh-Lalgarh Awadh Assam Express at Lakhminia is commercially not justified, at present. Besides, the said train is a long distance train having scheduled stoppage at Begusarai which is 17 Km away.