

Statement-II*Details of conditions prescribed in the agreements for extending Wi-Fi*

1. M/s. Mahataa Information India Pvt. Ltd. (M/s. MIIPL)
 - (i) RailTel will connect its network to the equipment provided by MIIPL and provide Wi-Fi Services to the end user at the sites.
 - (ii) M/s. MIIPL will provide the Equipment (which may include Small Cells).
2. M/s. Power Grid Corporation of India Limited
 - (i) RailTel will extend co-operation such as data, permissions etc. and co-ordinate with Railways.
 - (ii) Power Grid to support Railways by sponsoring installation of Wi-Fi at about 100 class-C Railway Stations in Mumbai Suburban area.
3. Department of Telecom under Universal Obligation Fund(USOF)
 - (i) Railtel shall be solely responsible for supply, installation, Testing, Commissioning, Operation and Maintenance of all the infrastructure created under the project for setting up of Wi-Fi hotspots in 200 Rural Railway Stations including their associated core network.
 - (ii) USOF shall provide financial support under the agreement.
4. M/s. Tata Trusts and Vijyavahini Charitable Foundation
 - (i) Indian Railways (through the Ministry and its subsidiary Railtel) shall provide Wi-Fi based Internet Access Services at 4791 Stations.
 - (ii) Installation, testing and commissioning of Wi-Fi at 4791 stations would be done by M/s. Tata Trusts /Vijyavahini Charitable Foundation.

Services outsourced to private entities in railways

2994. SHRI TIRUCHI SIVA: Will the Minister of RAILWAYS be pleased to state:

- (a) the different services that have been outsourced to private entities by the Ministry of Railways;
- (b) the resultant change in the prices of these services for individual customers owing to outsourcing of these services; and

(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.