

(c) To make the front line staff courteous and customer friendly, • Customer Care Institute has been set up and customer cue modules introduced in the curriculum of Zonal Training

Rail connection between Shyamsundarpur and Chanchai Bait

3741. SHRI KA. RA. SUBBIAN: Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that the South Eastern Railway has proposed the connection from Shyamsundarpur to Chanchai Halt (22 g.M.) which would link upto Bankura;

(b) if so, what is the present position of the new link; and

(c) by when the gauge conversion work of BDR would be completed?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI DIGVUAY SINGH): (a) Yes, Sir.

(b) and (c) The project report is under finalisation in consultation with the Railway and the work will progress expeditiously thereafter.

Investment of surplus funds by Railways

3742. SHRI MD. SALIM: Will the Minister of RAILWAYS be pleased to state:

(a) whether the Directorate of Small Savings and Social Security, Government of Tamil Nadu had offered a cash incentive of two per cent to the companies making investments in Tamil Nadu, in 1994;

(b) whether the Indian Railway Finance Corporation Ltd. ignored the offer of the State Government for investment of excess funds in Kisan Vikas Patras and lost cash incentive of about Rs. 2.5 crore; and

(c) if so, what steps have been taken by the Ministry to streamline the system of prudence in investment of surplus funds by its companies, in future?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI DIGVUAY SINGH): (a) Yes, Sir.

(b) The Corporation did not avail the *suo moto* offer from the State Government, who is a third party and in no way involved in the actual investment by the Corporation in Kisan Vikas Patras, a