

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 1322
TO BE ANSWERED ON 25.07.2018**

RATE CHART FOR COOLIES

†1322. SHRI VIJAY KUMAR HANSDAK:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether coolies charge higher rate from the rail passengers and if so, the details thereof;**
- (b) the number of complaints received by the Government in this regard, zone-wise;**
- (c) the details of the action taken by the Government on these complaints zone-wise; and**
- (d) the outcome of the action taken by the Government in this regard?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a): It is not a fact that the Sahayaks (Coolies) normally charge higher rate from rail passengers. However, there have been few instances of Sahayaks(Coolies) charging higher than prescribed rates from passengers.

(b): 15 cases have been reported over Indian Railways during last one year. The details are as under:

Zonal Railway	No. of complaints
Northern	10
Western	03
Southern	01
South Central	01
Total	15

No case has been reported from remaining Zonal Railways.

(c) and (d): Depending on the gravity of the complaint, action viz suspension/termination of the badge given to Sahayaks for carrying the luggage of the passenger, stoppage of privilege passes for free travel in trains etc have been taken against the defaulting Sahayaks. In some cases, the charges could not be substantiated. In addition to this, surprise checks conducted from time to time, announcement through public address systems on prescribed portorage charges during arrival/departure of the trains and display of portorage charges at conspicuous places on the stations has resulted in decreasing trend of complaints from passengers.
