

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 2282
TO BE ANSWERED ON 02.08.2023**

ADVISORY COMMITTEES

†2282. DR. DHAL SINGH BISEN:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether any committee is formed to give advice to the Railways and if so, the names of the said advisory committees and the level at which the said committees are formed;**
- (b) the concerned officer/authority who appoints the Members of these advisory committees under Nagpur Division of South East Central Railway along with the details of the committees formed including the composition thereof;**
- (c) whether any suggestions from the said committees have been received;**
- (d) if so, the details thereof;**
- (e) the dates on which the meetings of the said committees are held along with the details of the concerned officers/authority organizing the said meeting; and**
- (f) the details of the actions taken on the suggestions received?**

ANSWER

**MINISTER OF RAILWAYS, COMMUNICATIONS AND
ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI ASHWINI VAISHNAW)**

(a) to (f) A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (f) OF UNSTARRED QUESTION NO. 2282 BY DR. DHAL SINGH BISEN TO BE ANSWERED IN LOK SABHA ON 02.08.2023 REGARDING ADVISORY COMMITTEES

(a) With a view to securing better representation of railway users and affording more frequent opportunities for consultation between Railway Administrations and users on matters relating to the services provided by Railways and means of improving the efficiency of such services, the Railway Users' Consultative Committees are established at various levels indicated below: -

- i. Station Consultative Committees set up at Zonal/Divisional Headquarters and also at selected stations serving important Industrial and Commercial centers.**
- ii. Suburban Railway Users' Consultative Committee on each of the Central, Eastern, Southern, South Eastern and Western Railways.**
- iii. Divisional Railway Users' Consultative Committees (DRUCC) at the Divisional levels.**
- iv. Zonal Railway Users' Consultative Committee (ZRUCC) at the Headquarters of each zonal Railway,**
- v. Metro Railway Users' Consultative Committee (MRUCC) at Metro Railway, Kolkata;**
- vi. Konkan Railway Users' Consultative Committee (KRUCC) at the Headquarters of Konkan Railways; and**
- vii. National Railway Users' Consultative Council (NRUCC) at the Center.**

(b) The DRUCCs are constituted with the approval of General Manager of the Zonal Railway concerned, which in the case of Nagpur Division is South East Central Railway. Divisional Railway Manager of the Division concerned i.e. Nagpur Division of South East Central Railway

is the Chairman of this DRUCC. In addition, Station Consultative Committees have also been formed at 15 stations of Nagpur Division.

In the DRUCC, there is a provision to nominate representatives of local Chambers of Commerce, Trade Associations & Industries and Agricultural Associations, Registered Passengers Association, State Government Representatives, Member from the State Legislature, Consumer Protection Organization, Association of Persons with Disability, nominees of Union Minister & Hon'ble Members of Parliament and 'special interest' nominees. The Station Consultative Committees have the provision to nominate representatives of Chambers of Commerce, local Trade and Industry, registered Passengers' Associations, local educational institutions, local self-Government bodies and general public.

(c) to (f) The first and second meeting of DRUCC, Nagpur, South East Central Railway were held in online mode on 30th July 2022 and 21st March 2023 respectively. During the meetings, the branch officers of respective branches were present. The meetings were organized by Senior Divisional Commercial Manager, Nagpur under the chairmanship of Divisional Railway Manager, Nagpur. Several suggestions regarding extension of trains, provision of passenger amenities etc. were received during the meeting. Examining the suggestions received during such meetings and taking action as deemed fit is a continuous and ongoing exercise.
