

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 521
TO BE ANSWERED ON 02.12.2015**

**DETAILS OF 15-DAY DRIVE CONDUCTED BY RAILWAY
OFFICERS**

521. SHRI GODSE HEMANT TUKARAM:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether a 15-day drive was conducted during recent past by the Railway Officers to inspect stations and interact with passengers;**
- (b) if so, the details of grievances of sleeper class/general class passengers which have come to the notice of railways; and**
- (c) the action taken or proposed to be taken by the railways in this regard?**

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)**

(a): As a part of “Railyatri/Upbhokta Pakhwada” organized from 26/05/2015 to 09/06/2015, Railway officers had inspected stations and interacted with passengers all over Indian Railways.

(b) & (c): Inspection of various railway facilities at stations, trains etc and interaction with passengers travelling in different coaches, is a continuous process on Indian Railways.

Corrective action is taken on the short-fall/deficiencies and passenger grievances that come to notice/knowledge during such inspections and interactions, including this “Railyatri/Upbhokta Pakhwada”, depending upon their viability and availability of resources.
