

The scale of Rs. 7500-12000 stands allotted to the majority of Group 'B' Officers in the zonal Railways and other field offices. This grade has replaced the pre-revised grade of Rs. 2375-3750, which had been allotted to these officers in improvement of the earlier of Rs. 2000-3500, through an order of Central Administrative Tribunal on the ground that the same was inferior to the apex Group 'C' scale of Rs. 2375-3500 operated in the zonal Railways and other field offices.

However Group 'B' officers working in Railway Board's office, which is a Ministry, and those working in attached offices of the Ministry such as RDSO, have been allotted the revised scale Rs. 6500-10500, just as the Group 'B' officers in all other Ministries of the Government.

Since the Accounts Department in the Railways is patterned on the structure in other organised Audit and Accounts cadres, a segment of Group 'B' officers in the Accounts Department has been allotted the revised pay scale of Rs. 8000-13500, based on similar scale being in existence in other organised Audit and Accounts cadres.

(c) Yes, Sir.

(d) Orders have been issued to place 80% of Group 'B' officers in the Accounts Department in the revised scale of Rs. 8000-13500 in line with V Central Pay Commission's recommendations. The placement in this grade will be admissible on completion of three years service in the grade Rs. 7500-12000.

[English]

#### Customer Care/Service Institutes

5246. SHRI G. GANGA REDDY :  
SHRI MOHAN RAWALE :  
SHRI K.S.RAO :  
DR. SUGUNA KUMARI CHELLAMELLA :

Will the Minister of RAILWAYS be pleased to state;

(a) whether there is any proposal to set up 'Customer Care/Service Institutes' under the each Railway Zone to inculcate the motive of 'service with smile' attitude among the railway staff especially with public dealing duties;

(b) if so, whether the Railway authorities have sought the advice of various management institutes, public relation institutes and experts in this regard;

(c) if so, the details thereof; and

(d) the amount of expenditure likely to be incurred in setting up of these institutes?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS, MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS AND MINISTER OF STATE

IN THE MINISTRY OF PLANNING AND PROGRAMME IMPLEMENTATION (SHRI RAM NAIK) : (a) to (d) In order to bring out an attitudinal change in the behaviour of the frontline staff, it has been decided to set up a Customer Care Institute on Northern Railway with an approximate expenditure of Rs. 77 lacs. There is no proposal to set up more such institutes at present. The experts from Management Institutes and the Universities etc. are proposed to be associated with the finalisation of the curriculum of the institute. The action to set up the institute is underway.

#### Plot for CGHS Dispensary

5247. SHRI AMAR ROY PRADHAN : Will the Minister of URBAN AFFAIRS AND EMPLOYMENT be pleased to state:

(a) whether the plots earmarked for construction of CGHS Dispensary building in Delhi have not yet been handed over to Central Government Health Scheme by the Land & Developments Office;

(b) if so, the reasons therefor; and

(c) the time by which these plots are likely to be handed over?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN AFFAIRS AND EMPLOYMENT (SHRI BANDARU DATTATREYA) : (a) and (b) Yes, Sir. The possession of four plots has not been handed over/taken over for construction of CGHS Dispensaries in Delhi to the Central Govt. Health Scheme owing to the following reasons:-

(i) For want of removal of encroachment on the plot.

(ii) Non-payment of the balance amount of premium and the interest.

(iii) Due to the existence of a dustbin in a corner of a plot.

(iv) Due to lack of response from the allottee.

(c) The possession of the plots would be handed over after completion of necessary formalities.

#### Survey for Hospet-Seetimani Railway Line

5248. SHRI H.G.RAMULU : Will the Minister of RAILWAYS be pleased to state:

(a) whether preliminary survey has been taken up for laying new railway line between Hospet and Seetimani;

(b) if so, the estimated cost of the proposed project; and

(c) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS, MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS AND MINISTER OF STATE