

**MINUTES OF THE MEETING OF 120TH ZRUCC MEETING HELD ON 12-07-2016
AT "RIVIERA", HOWRAH**

<u>RAILWAY OFFICERS present -</u>			<u>MEMBERS OF ZRUCC present -</u>	
<u>S N</u>	<u>NAME</u>	<u>Designation</u>	<u>S N</u>	<u>NAME</u>
1.	Shri A. K. Goel	GM & Chairman/ZRUCC	1.	Shri Goutam Gupta
2.	Shri Satish Kumar	AGM	2.	Shri Mahavir Prasad Sharma
3.	Shri U. K. Bal.	SDGM	3.	Shri V. K. Arora
4.	Shri L.P. Sinha	CSTE	4.	Shri Pundari Kaksha Kirtonia
5.	Shri A. K. Panda	COS	5.	Shri Sabuj Kumar Chaudhury
6.	Shri R. P. Vyas	PCE	6.	Shri Saktisekhar Das
7.	Shri Dipankar Lahiri	FA&CAO	7.	Shri Ravinder Singh
8.	Shri P K Sinha	CCM	8.	Shri Samir Kumar Ghosh
8.	Shri P. N. Ram	CAO(C)	9.	Shri Alak Kumar Guha Ray
9.	Shri Gautam Banerjee	CSO	10.	Shri Debi Prasad Mallik
10.	Shri N. K. Prasad.	CPO	11.	Shri Dilip Mitra
11.	Shri S. S. Gehlot,	COM	12.	Shri Swapan Pal
12.	Dr. P. Kuili,	CHD	13.	Shri Ajoy Majumdar
13.	Shri R. L. Gupta	CME	14.	Shri Mukesh Vyas
14.	Shri L. C. Sarser	CEE	15.	Shri Shiv Kumar Sarraf
15.	Shri V. K. Dhaka	IG cum CSC/RPF	16.	Shri Binod Kumar Aggarwal
16.	Shri S. K. Jha	CPDE	17.	Shri Sukumar Das
17.	Shri P. K. Sahu	CPTM	18.	Shri Anjan Mukherjee
18.	Shri Debasis Chanda	GGM/IRCTC	19.	Shri Pradip Ghosh
19.	Shri S. Sengupta	Secy. to GM	20.	Shri Hemanta Sharma
20.	Shri Vineet Gupta	DGM(G) & Secy./ZRUCC		
21.	Shri Ravi Mahapatra	CPRO		

At the outset, Shri Vineet Gupta, DGM(G) & Secretary/ZRUCC welcomed all the members and stated that this is the first meeting of the current tenure of ZRUCC.

Thereafter, GM/Eastern Railway & Chairman/ZRUCC welcomed all the members of ZRUCC and delivered a brief speech on the performance of Eastern Railway.

Subsequently, DGM/G requested all the ZRUCC members and the PHODs / HODs of Eastern Railway to introduce themselves. Thereafter, a Power Point presentation showing brief overview of Eastern Railway were made. The suggestions received from the distinguished members and the remarks offered by the concerned Departments were also shown and discussed with the concerned members present in the meeting.

DGM/G further requested all the members to offer their valuable suggestions during the meeting which are as follows:-

1.	Shri Mahavir Prasad Sharma, Member ZRUCC	
(i)	Regarding stoppage of trains at Kumardubi, he requested to review the issue once again and if feasible the same may be introduced.	COM
(ii)	Most of the time, the existing 2 toilets at Kumardubi are found under lock & key. As a result the passengers face difficulties. Hence, there should be provision for Sulabh Complex (Pay and Use Toilet) at Kumardubi station, which may kindly be looked into seriously.	CCM, PCE DRM/ASN
(iii)	He requested for enhancement of timing of reservation counter up to 6.00 P.M., on trial basis at least for 6 months and if it is found not feasible then the facility may be withdrawn.	CCM
(iv)	If HWH-NDLS Rajdhani express can stop at Dhanbad station then why not at Asansol?	COM

2.	Shri Binod Kumar Agarwal, Member ZRUCC	
(i)	During Sravani Mela, despite massive passengers movement, adequate drinking water is not available at Rajmahal and Tinpahar Stations.	PCE
(ii)	The quality of foods served in trains like Shatabdi & Rajdhani Express is not up to the mark and is declining day by day.	CCM
3.	Sri Dilip Mitra, Member ZRUCC	
(i)	Quality of foods served in different trains are not up to the mark. This should be improved.	CCM
(ii)	The distance between Bidhannagar station to Netaji Subhas Airport Station is 9½ k.m. There is no Booking Counter in between these two stations. Therefore, one Ticket Counter is required to be opened at Baguihati.	CCM
4.	Shri Alak Kumar Guha Ray, Member ZRUCC	
(i)	The Parcel Booking centre at Burrabazar near M.G. Road and C.R. Avenue crossing which was functioning earlier should be re-opened, as the firms are now required to bring their consignments at Howrah station for booking which is increasing their cost.	CCM
(ii)	It is seen that only one contractor/agency is operating the parcel booking at Sealdah station for a long time. As a result, the system has become a monopoly type. This should be looked into.	CCM, SDGM
5.	Shri Debi Pasad Mallik, Member ZRUCC	
(i)	A 'Mahela Sahayata Kendra' should be introduced at Barddhaman station The existing help desk does not work due to improper infrastructure.	CSC
(ii)	The canteen which is closed since long should be reopened at BWN Station ?	CPO, CCM
(iii)	Concerned ZRUCC Members should be intimated in advance at the time of visit or any meeting by the higher officials to their respective area.	
6.	Shri Ajoy Majumdar, Member ZRUCC	
(i)	He highlighted on hawkers problem and simultaneously suggested to organize seminars on this issue.	CCM, CSC
7.	Shri V. K. Arora, Member ZRUCC	
(i)	He suggested for reviewing the policy for charging of penalty for overloading of wagons by the consumers who are sitting far away from the loading point. Whoever is loading the wagons should be held responsible at the loading point. The freight policy should be consumer-friendly.	COM
(ii)	He also indicated about pilferage of coal loaded rakes at various points in between Asansol and Barakar consequently heavy loss of revenue which should be looked into.	CSC, DRM/ASN
8.	Shri Anjan Mukherjee, Member ZRUCC	
(i)	Construction of goods shed at Barddhaman station nearby BWN-KWA BG Section.	PCE
(ii)	Construction of ROB at Kalna gate.	PCE
(iii)	The ladies toilets are not sufficient at BWN station.	PCE
(iv)	Adequate Lady RPF personnel should be deployed at BWN station for the security and safety of the lady commuters.	CSC
(v)	Canteen at BWN should be re-opened	CPO, CCM

9.	Shri Shiv Kumar Sarraf, Member ZRUCC	
(i)	He suggested that a Foot-over bridge with ramp facility is urgently required at Jasidih station keeping in mind the huge gathering of pilgrims on the eve of Shravani Mela.	PCE
(ii)	During the Shravani Mela as well as to visit Rikhia Ashrama a large number of pilgrims come at Jasidih station. Although, Jasidih is 'A' category station, necessary facilities such as AC waiting room, Escalator etc. are not available there, which should be provided.	CEE, DRM/ASN
(iii)	An enquiry booth is required at Dumka station.	CCM
(iv)	At JSME the space of platform towards Kalka end has become narrow whereas, at HWH end there is sufficient space. He suggested that the platform can be extended towards Howrah end to avoid any untoward incident.	PCE
(v)	12315 / 12316 Ananya Exp. runs only once in a week. He demanded that this train should run tri-weekly.	COM
(vi)	Additional ticket counters are very much required at Jasidih station during Shravani Mela.	CCM, DRM/ASN
(vii)	One NGO has offered to install drinking water machine at Madhupur and a letter in this regard has already been submitted to DRM/ASN. This should be expedited.	DRM/ASN

10.	Shri P. K. Kirtonia, Member ZRUCC	
(i)	Provision for issue of return tickets in non-suburban stations of Sealdah division which was available earlier has been withdrawn. This should be re-introduced.	CCM
(ii)	Train nos. Up- 53177, 13103, 63105, 63103, 53181 and Dn. – 53182, 53184, 63138, 53172 run through Ranaghat at night without proper RPF/GRP escorts. This should be looked into.	CSC, DRM/SDAH
(iii)	Audio visual systems in most of the stations of Sealdah division including Paglachandi has become inactive since last few months. This should be rectified.	CSTE, DRM/SDAH

11.	Shri Swapan Pal, Member ZRUCC	
(i)	Safety and Security of the passengers should be looked into. Since law & order is related to GRP organisation as such Railway Authorities should take up the matter with them to improve passenger security and sustain the fair image.	CSC
(ii)	Subways at Howrah railway station is in very filthy and unhygienic condition. This should be looked into.	CMD, DRM/HWH
(iii)	There was proposal for opening of a Central School at Bandel. Despite availability of sufficient land at Bandel, this issue is still pending since long. This should be expedited.	CPO
(iv)	The behaviour of the booking counter staff of Chinsurah towards public is not proper. This should be looked into.	CCM, DRM/HWH

12.	Dr. S. K. Chowdhury, Member ZRUCC	
(i)	He enquired about availability of bulk booking for students who visit for excursion and educational trip in AC Coaches.	CCM
(ii)	Toilets may be provided in long distance EMU trains like Sealdah – Krishnanagar, if feasible.	CME
(iii)	Separate webpage should be introduced for active participation of ZRUCC members who may upload their suggestions for improvement of railways.	DS/G

13.	Shri Ravinder Singh, Member ZRUCC	
(i)	He further highlighted the issue of contractor/agency who is operating solely at the parcel booking/Sealdah station for a long time.	CCM
(ii)	The punctuality of 13105/13106 SDAH-Balia Express should be maintained as it takes about 20 hrs. on most of the days. Journey time of the train should be reduced.	COM

GM and Chairman/ZRUCC thanked the members for their valuable suggestions.

The meeting ended with Vote of Thanks by AGM.

Sd/-
(Vineet Gupta)
Dy. General Manager (G)