

Anad, 12th September 2012

From

Dr. Prince P. R.
Ambuja Bhavan, Chandramangalam
Anad P. O., Nedumangad
Thiruvananthapuram- 695541

To

The Central Public Information Officer (CPIO),
Railway Board, Room No.5, RTI Cell, Rail Bhavan,
Rafi Marg, New Delhi -110 001

Sir,

Sub: Requesting Information under RTI act 2005

I request you please provide the following information as per RTI act 2005. The information sought are related to the Trivandrum division of Indian Railways.

I booked a parcel (used motor cycle) to be carried from Trivandrum Central to Alleppey (Alappuzha). I have remitted the necessary charges at the parcel office and for that they have issued the receipt too. In this context, I would like to get the information on the following.

1. Apart from the charges I paid at the parcel office, should I pay Packing charges? If so, are there any standard rates for packing and please provide me with the standard rates if it exists. Are packing done by railway employees or other private parties?
2. Apart from the charges I paid at the parcel office, should I pay the handling charges to the porters at the source station?
3. Should I pay the handling charges to the porters at the destination station to release my parcel?
4. While sending a parcel, can the sender pack the parcel (say, a two wheeler) by himself?
5. Are the people in charge of parcel offices at Trivandrum and Alleppey are regular railway employees? If not what category?
6. If there is no handling charge at stations, and if the person in charge of parcel offices insists that there are handling charges to be paid to the railway porters, what action will be initiated against such persons provided that there is sufficient proof?
7. Please provide the names and designations of the persons on duty at the parcel offices of Trivandrum Central at 2pm- 6pm on 08.03. 2012 and Alleppey at 10am to 4pm on 09.03.2012 and 26.05.2012.
8. Who in Trivandrum division is in charge of dealing with the complaints registered in the website of Indian railways? http://customercare.indianrailways.gov.in/criscm/common/complaint_registration.seam
9. Is there any maximum time for settlement of such complaints posted in the website? If so, what is that time limit? If the complaint is not settled within a reasonable time, what action will be initiated against the Officer responsible?
10. What are the decisions on complaints with reference numbers W/CC/CCC/000007993 dtd. 09.03.2012 and W/SR/TVC/000008619 dtd. 17.04.2012 registered by me on the above website- http://customercare.indianrailways.gov.in/criscm/common/complaint_registration.seam ?

The fee of Rs. 10/- is remitted as IPO No. 00F 973140 dtd. 13.09.12 and is attached

Thank you

JITC(a)

Yours faithfully



Dr. Prince P. R