

The Chief Public Information Officer
Railway Board,
New Delhi,

19194
09/11/15
RTI CELL
48757
19/11

Sir,

SEEKING INFORMATION UNDER RTI ACT 2005

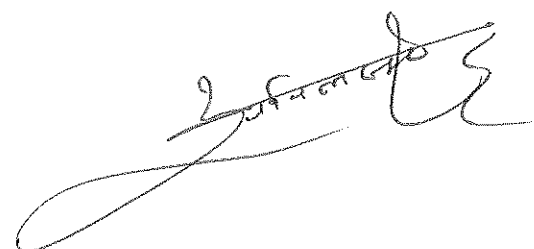
It is to inform that I had got my motor bike booked ,from Godhra Station to Moradabad.

When I sent my person to get it booked,the person concerned on duty was under the pressure of liqure,he tried his best not to book it ,giving so many lame excuses,when I did not agree to his silly logics,I requested him to book it from Godhra to Moradabad ,he asked me that as there is not direct route from Godhra to Moradabad ,he will not book the motor bike .Then I had to request him to book it through Pachim express ,from Godhra to Karnal,from where my relative will get it retired and again book it to Moradabad. Then he booked the vehicle (booking slip no.C070798) dt 10.07.2014 and asked us to pay the railway dues and 1200/- as the misc expenses to be paid to driver ,guard and portor etc. (without any receipt)as I had to move from Godhra immediately and he was creating hurdles one after another,there was no alternative ,but to accept his unlawful demand and my person paid the dues.

I continuously sent my relative to Karnal railway station ,but the bike never reached there.After many requests ,staff at Karnal Station searched the bike at Old Delhi station and managed the mobile no of Mr K.L.Meena (9717633053),parcel clerk.I contacted him and requested him to send the bike either to Karnal or to Moradabad,but he started shouting at me that he will not send the bike anywhere and if I had to take the delivery,I will have to come at Old Delhi Railway station ,with discharge challan from Karnal Station and pay the damerage charges otherwise he will send the bike ,back to Godhra .Then I lodged two complaints bearing sl no. W/SR/MDU/000038095/38427 DT 28.07.2014 dt ,BUT NO ACTION WAS TAKEN,THEN I FORCED O WRITE THE MATTER TO,RAILWAY MINISTER AND YOUR OFFICE TOO,BUT NOTHING HAPPENED.

It is matter of concern that then I had to write to PRIME MINISTER'S SECRETARIATE to intervne. Then the bike was sent to Panipat instead of Karnal ,even then I was not informed .Again I had to send my relative to Delhi and Karnal to know the where about then he was told that if you require the delivery you may go to Panipat .The staff at Panipat called him twice and booked the vehicle(booking slip no.6660205 dt 10.09.2014)asked to pay Rs800/- towards charges of driver etc(without any receipt) in addition to railway charges and finally bike was sent to Moradabad.

Sir,it is a matter of surprise that at the time of booking ID proofs were taken and other formalities were completed but despite our repeated requests ,our mobile phone no was not taken .When the staff was requested to note the cell no ,the staff outrightly refused to note that this is not the duty of railway staff to intimate the reach of the vehicle at station .It is the duty of the person concerned to take the delivery within some stipulated period otherwise Rs10/- per hour will have to be born as penalty .My relative wished to know then how we will get information about the reach of the vehicle,he said that it is your duty not the duty of railways.

DTC (G)


On 12.09.2014 when the undersigned visited the parcel office, Moradabad to know the where about of the vehicle, it was informed by Mr Shiv Kumar Sharma, parcel clerk that vehicle has already reached and if I require the delivery I will have to pay Rs250/- towards damerage charges etc for 25 hours at the rate of Rs10/-. when I asked them whether they have informed me about the reach of the vehicle, he refused that this is not his duty, it is the duty of the person concerned to know the reach of his vehicle and get it delivered within four hours of the reach. Finally I had to pay Rs250/- and got bike on 12.09.2014 after two months and two days.

Sir, I want to know, is it is your services and behaviour of your staff, that a customer is harassed and exploited every where, where our prime minister sir claims to be prompt and honest every where. hence

I would like to seek the following information under RTI act 2005

- 1-What is the stipulated period taken for sending a vehicle from Godhra to Karnal ?.
 2. When we requested to book it from Godhra to Moradabad, why it was not done, while Moradabad station had sent it directly from Moradabad to Godhra?
 3. If there is no provision for delivery at Karnal, then why it was booked for Karnal ?.
 4. When it was booked for Karnal, then why the bike was detained at old Delhi station for a month and more, without any information either to us or to Karnal railway station ?
 5. When complained, why the vehicle was sent to Panipat, instead of Karnal, even then we were not informed and we had to run here and there wasting our hard earned money ?.
 6. When at Moradabad railways station I was charged at the rate of Rs10/- per hour, then why railway did not pay at the same rate for which railway detained motor bike unauthorisedly?
 7. what action has been taken against the erring staff for these blunders?
- Hence I would like to request you to please give me specific reply to my above queries /-

Yours faithfully,

(Anil Kumar Suri)

Senior Manager

Allahabad bank,

Rampur

(Uttar Pradesh)

CC to Prime Minister Secretariat, New Delhi for stern action

Cc to Railway Minister, New Delhi

01.01.2015