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All India Railwaymen's Federation

(Estd, 1924)

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Observance of Quality Public Service Action Day – 23 June, 2011

As per directives of the International Transport Workers' Federation, all the affiliates of AIRF organized seminars, workshops etc. in connection with observance of “**Quality Public Service Action Day**”, which have been largely attended by the rank and file of the unions.

Central and Divisional leaders of the affiliates have explained in detail the basic theme behind organizing these seminars/workshops as resolved by the ITF. It has been emphasized that to provide Quality Services to the customers world over, it is quite imperative that these services should be either under the respective governments or Public Sector Undertakings because the private owners of most of the services though exploit the customers as also the lower income group junk of the society remains deprive of availing the otherwise costly services offered by the private agencies. Due to mad rush of privatization/ outsourcing of public services, the users are not getting quality public service. It is a right of the public to get quality public services and therefore to fight against the privasation of public services has become an order of the day.

A well attended workshop was organized in T.N. Bajpai Memorial Hall, 12 Chelmsford Road, New Delhi by Northern Railwaymen's Union, wherein more than 200 office bearers and activists of the union took part. Divisional Secretary, Headquarters Division and Divisional Secretary, Accounts Division narrated the importance of the day and enlightened the participants of the state of the affairs.

Com. Shiva Gopal Mishra, General Secretary, All India Railwaymen's Federation and Northern Railwaymen's Union, despite his poor health was also present in the workshop, who while explaining the details of organizing the workshop delivered elaborative and quite informative speech on this occasion.

Speaking on this occasion, the General Secretary called upon the participants to be united to fight against the onslaught of privatization of different services of public utility, including the transport system as these are of immense importance for the users.

Com. Mishra also informed the audience about the basic reasons which warrant public utility service to be governed by the government departments or the Public Sector.

The workshop unanimously resolved that the public service, viz. water and electricity supply, health services, education and transport system should remain under the respective governments with a view to provide quality services to their users as also impressed upon the workers to extend customer-friendly services to the customers.