

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1817
ANSWERED ON:03.08.2000
PASSENGER AMENITIES AT RAILWAY STATIONS
JAIBHAN SINGH PAWAYA;SHEELA GAUTAM

Will the Minister of RAILWAYS be pleased to state:

- (a) the number of complaints received by the Government regarding declining standard of passenger amenities at railway stations and also in the trains during 1999-2000 and till date;
- (b) the steps taken by the Government to bring about improvement in passenger amenities at the Railway Stations and in trains;
- (c) whether the Government propose to provide more amenities in the trains; and
- (d) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI DIGVIJAY SINGH)

(a): The number of complaints received regarding passenger amenities at railway stations and in trains during April, 1999 to June, 2000 was on an average 12 per day.

(b) to (d): Provision and augmentation of facilities at stations and in trains is a continuous process.

Provision of additional amenities at stations is taken care of by way of including appropriate works in the annual works programme of the Railways. Adequate funds are being earmarked for this purpose. This year also an all time high allocation of Rs. 200 crore has been made for augmentation/provision of passenger amenities at railway stations. Moreover, 186 stations have been selected as model station for provision of upgraded passenger amenities at these stations.

For improvement of passenger amenities on coaches, various measures taken are as under:-

- i. Provision of improved PVC flooring and Stainless steel toilet inlays.
- ii. Fitment of modern UIC type vestibules.
- iii. Pest control in all coaches through specialised agencies.
- iv. Restoration of passenger amenity fittings during maintenance and monitoring of selected trains through "Zero Missing Fitting" drive.
- v. Renovation of rakes in between overhauls.
- vi. Refurbishing of coaches to renew interiors.
- vii. Mid-life rehabilitation of coaches of 12-15 years age group.
- viii. Provision of 110 Volts electrical fittings in place of conventional 24 Volts.
- ix. Provision of cushioned berths/seats in second sleeper and day coaches.
- x. Use of high pressure jet cleaning plants at maintenance depot and mobile jet cleaning plants at enroute stations.
- xi. Strengthening of facilities for watering at nominated stations.