

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1250
ANSWERED ON:04.03.2010
PASSENGER AMENITIES IN RAILWAYS
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Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have formulated any comprehensive action plan to improve the passenger amenities in trains and Railway stations;
- (b) if so, the details thereof;
- (c) whether complaints have been received about poor condition of coaches in long distance trains including in Kerala bound trains; and
- (d) if so, the corrective measures taken in this regard?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI K.H. MUNIYAPPA)

(a) & (b): Indian Railways always endeavor to improve upon the amenities provided to passengers in trains and stations and this is a continuous process. Key initiatives in this direction are:

Cushioning of seats in unreserved coaches.

Provision of Snack Table, Bottle Holder, Magazine Bags and Mobile Chargers etc. in Sleeper Class coach

Provision of curtains in the aisles of AC-3 Tier coaches.

Introduction of On Board House Keeping Services (OBHS) in Trains.

Use of upgraded materials for coach furnishing with improved aesthetics and fire retardancy.

Development of stations under 'Adarsh' Stations scheme.

Taking up the Modernization of 811 stations.

(c) & (d) Regular maintenance and upkeep of all passenger coaches is carried out during laid down maintenance schedules in open line as well as periodical overhauls in the Railways Workshops. Special Drives are launched and surprise checks are conducted to monitor the passenger amenities in trains. The coaches are also given 'Mid-life' rehabilitation after 12-15 years of usage.