

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:3060  
ANSWERED ON:12.08.2010  
PASSENGER FACILITIES AT RAILWAY STATIONS  
Reddy Shri Mekapati Rajamohan

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether it is a fact that railway platforms at major stations in the country are lacking basic facilities like proper signage, seating facilities & communications mechanism etc.;
- (b) if so, whether the Railways propose to conduct a survey in all the major Railway stations with a view to provide necessary facilities; and
- (c) if so, the details thereof?

**Answer**

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

(a): No, Madam.

(b) & (c): Survey/monitoring of provision and maintenance of amenities at major stations is a continuous process. Service Improvement Groups at various levels are formed to inspect amenities and take remedial measures for rectifying deficiencies/shortcomings in passenger amenities.