

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

STARRED QUESTION NO:121  
ANSWERED ON:18.11.2010  
PASSENGER AMENITIES AT RAILWAY STATIONS  
Sudhakaran Shri K.

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

- (a) whether the Railways are satisfied with the level of passenger amenities at railway stations, especially in the small towns/cities, across the country;
- (b) if so, the details thereof;
- (c) whether the Railways have formulated any action plan to improve the passenger amenities at railway stations in the country;
- (d) if so, the key initiatives taken in this direction particularly in Kerala during the past three years and the current year; and
- (e) the mechanism in place to monitor and inspect provision and maintenance of amenities at different railway stations in the country?

**Answer**

MINISTER OF RAILWAYS(KUMARI MAMATA BANERJEE)

(a) to (e): A Statement is laid on the Table of the Sabha.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF STARRED QUESTION NO.121 BY SHRI K. SUDHAKARAN, MP TO BE ANSWERED IN LOK SABHA ON 18.11.2010 REGARDING PASSENGER AMENITIES AT RAILWAY STATIONS.

(a) & (b): There has been significant improvement in the level of passenger amenities provided at stations in recent years. The expenditure on passenger amenities has increased from Rs.222.70 crores in 2004-05 to Rs.906.37 crores in 2009-10 which is an increase of 307% in the last five years. For the current year, an enhanced Budget allocation of Rs.1302 crores has been made. Improvement in the level of passenger amenities is a continuous process.

(c): Comprehensive norms for provision of passenger amenities at various stations already exist. For provision of minimum essential amenities, stations are segregated into A-1, A, B, C, D, E and F categories based on annual passenger earnings. For giving special emphasis to small town Railway Stations, the yardstick for earnings from passenger traffic for "D" Category station has been reduced from a minimum of Rs.1 Crore per annum to Rs.50 Lakh per annum in 2007 enabling more stations to be included in "D" Category making them eligible for better passenger amenities. The list of Minimum Essential Amenities provided at all categories of stations is enclosed as Appendix.

Apart from the above, special schemes such as Model Station Scheme (from June, 1999 to November, 2008), Modern Station Scheme (from 2006 to 2008) and Adarsh Station Scheme (from 2009 onwards) were launched with special emphasis on improvement of passenger amenities and upgradation of stations.

(d): The following initiatives have been taken in the State of Kerala:

(i) Five "E" category stations got upgraded to "D" Category.

(ii) 32 stations were identified under Model/Modern/Adarsh Stations schemes.

Works at 25 Stations under all these schemes have been completed.

The amount spent on passenger amenities works on Southern Railway which includes the State of Kerala is Rs. 76.10 crores in 2007-08, Rs.90.82 crores in 2008-09 and Rs.80.73 crores in 2009-10. During the Current Year i.e. 2010-11, a Budget allocation of Rs.110.35 crores for passenger amenity works have been made for Southern Railway which includes the State of Kerala

(e): A well established mechanism to monitor the progress and upkeep of passenger amenities is in place. Periodical inspections by Service Improvement Groups are conducted by Station level/Divisional level and Headquarters level officials to identify short-falls. Deficiencies, if any, are rectified at the earliest to ensure the stipulated level of passenger amenities.