

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:4927
ANSWERED ON:09.12.2010
PASSENGER FACILITIES
Mishra Shri Mahabal

Will the Minister of RAILWAYS be pleased to state:

- (a) the steps taken for augmenting necessary rail-specific information/facilities for passengers generally travelling single;
- (b) the steps taken for addressing concerns/needs of senior citizens, single women travelling alone and certain other category of passenger who depend upon their relatives/friends at boarding/de-boarding stations;
- (c) whether the Railways have assessed the most profitable passenger routes in the country; and
- (d) if so, the details thereof and the steps taken for enhancing the passenger amenities in the trains in such routes?

Answer

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

- (a): Augmentation of rail specific facilities for all types of passengers including those travelling single, is an ongoing activity and a continuous process.
- (b): The following steps have been taken in this regard:-
 - (i) Battery Operated Carts have been introduced at various stations, to assist Senior Citizens and Physically Handicapped persons.
 - (ii) Provision of Ramps and low height water booths.
 - (iii) The proposal for introduction of Modern Luggage Trolleys handled by uniformed attendants at important stations, to assist Senior Citizens and Women passengers in boarding and alighting comfortably from coaches along with their luggage has been announced in the Railway Budget 2010-11.
 - (iv) Moreover, in all trains having reserved accommodation, a combined quota of two lower berths per coach has been earmarked in Sleeper, Air-conditioned 3-tier (3AC) and Air-conditioned 2-tier (2AC) classes for Senior Citizens, Female passengers of 45 years of age and above and Pregnant women when travelling alone.
- (c) & (d): Route-wise profitability is not assessed. However, enhancement of passenger amenities on trains and at stations is a continuous process depending upon the volume of traffic handled.