

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

STARRED QUESTION NO:138

ANSWERED ON:22.03.2012

PASSENGER FACILITIES AMENITIES

Punia Shri P.L. ;Sampath Shri Anirudhan

Will the Minister of RAILWAYS be pleased to state:

- (a) the existing criteria for providing different passenger facilities/amenities at railway stations and trains;
- (b) the system in place to monitor the passenger facilities/ amenities such as drinking water, improving approach roads to stations and clean toilets at railway stations and trains;
- (c) the funds made available and utilised for the purpose during each of the last three years and the current year, zone-wise;
- (d) the number of complaints received by the Railways regarding deficiencies in the services at railway stations and trains during the last three years, zone-wise; and
- (e) the follow-up action taken by the Railways on such complaints, zone-wise?

Answer

MINISTER OF RAILWAYS (SHRI MUKUL ROY)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF STARRED QUESTION NO. 138 BY ADV. A. SAMPATH AND SHRI P. L. PUNIA TO BE ANSWERED IN LOK SABHA ON 22.03.2012 REGARDING PASSENGER FACILITIES/AMENITIES

(a): Railway stations have been classified into seven categories ('A-1' and 'A' to 'F') based on the earnings from passenger traffic. Facilities at stations are provided as per norms laid down for each category of station.

Facilities and amenities in passenger coaches are provided in accordance with laid down norms for different classes of coaches on Indian Railways. Broadly amenities are provided as per the following norms:

Cushioned seats/berths, fluorescent lights, fans, toilets and washbasins facilities etc. in all mainline coaches.

Looking mirrors, Snack tables, Magazine bags, water bottle holders, coat hooks, mobile/laptop charging sockets etc. in all reserved coaches.

Curtains for aisles/windows, berth reading lights and dustbins etc. in all AC coaches.

(b): Monitoring of provision and maintenance of amenities including drinking water and clean toilets at stations and trains and approach roads to stations is done by Additional General Managers (Zonal Level) and Additional Divisional Railway Managers (Divisional Level). Service Improvement Groups at various levels are formed to inspect amenities and take remedial measures for rectifying deficiencies/shortcomings in passenger amenities. Monitoring of passenger amenities on coaches are being done during scheduled maintenance. Besides, frequent checks are also being carried out by officials at different levels.

(c): The works relating to upgradation/modernization and improvement in the conditions of various passenger amenities provided at railways stations are carried out mainly under plan head 'Passenger Amenities'.

The details of the funds allocated and expenditure incurred under plan head 'Passenger Amenities' during the last three years and the current year zone-wise is given in Appendix – I.

(d): A large number of suggestions/complaints are received at various levels from the general public and people's representatives for provision of additional facilities at different stations and in trains. Details of complaints relating to poor maintenance of some of the passenger services/ facilities like non-availability of water, cleanliness at stations, maintenance/cleanliness of coaches, malfunctioning of electrical equipments, complaints relating to sleeper class and non-availability/poor quality of bed rolls during the last three years, Zone-wise are given in Appendix-II.

(e): The following remedial action is taken on the complaints received by the zonal railways.

- (i) Review of existing passenger amenities at stations is done annually over all Zonal Railways. Repairs to deficient amenity items are done wherever they are noticed during the inspections of Officers and Service Improvement Groups.
- (ii) Staff found negligent is counselled, warned and/or disciplinary action is taken.
- (iii) Regular drives are conducted to ensure cleanliness of stations and coaches.
- (iv) Although it is Railways' endeavour to accommodate as many suggestions as possible, the works are undertaken taking into consideration volume of traffic handled, relative importance of the station and availability of resources.
- (v) Zonal Railways have been instructed to take into account all such suggestions while formulating their Annual Works Programme.