

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:4598  
ANSWERED ON:06.08.2009  
FACILITIES AT RAILWAY STATIONS  
Bavalia Shri Kuvarjibhai Mohanbhai;Sharma Shri Madan Lal

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

- (a) the criteria laid down for providing different passenger facilities at railway stations and in trains;
- (b) the system of monitoring the passenger facilities/ amenities at railway stations/trains;
- (c) whether any complaints / requests have been received by the Railways for the provision of passenger facilities at various stations and in trains during the last one year;
- (d) if so, the details thereof, zone-wise; and
- (e) the action taken by the Government thereon?

**Answer**

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

(a): Railway stations have been classified into seven categories ('A-1' to 'F') based on the earnings from passenger traffic and 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.

(b): Monitoring of provision and maintenance of amenities at stations and trains 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. Moreover, review of existing passenger amenities at stations is done annually over all Zonal Railways.

(c) to (e): A large number of requests/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. Action is taken on such requests at various levels. Details of complaints relating to some of the passenger facilities like working of enquiry offices, non-availability of water, maintenance/cleanliness of coaches and mal-functioning of electrical equipments during 2008-09, Railway-wise are as under:

Railway	No. of Complaints	Railway	No. of Complaints
Central	595	Southern	311
Eastern	171	South Central	159
East Central	161	South Eastern	122
East Coast	362	Southeast Central	140
Northern	818	South Western	48
North Central	183	Western	554
North Eastern	119	West Central	117
Northeast Frontier	88	Total	4055

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. Zonal Railways have been instructed to take into account all such suggestions while formulating their Annual Works Programme.