

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:223  
ANSWERED ON:19.11.2009  
PASSENGER AMENITIES COMMITTEE  
Nahata Smt. P. Jaya Prada;Rao Shri Nama Nageswara

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

- (a) whether the Passenger Amenities Committee (PAC) has made any recommendations to the Railways regarding the improvement of services/amenities in the Railways;
- (b) if so, the details thereof;
- (c) the action taken by the Railways thereon;
- (d) whether a unified complaint registry for the Indian Railways is proposed to be constituted; and
- (e) if so, the time by which it is likely to become fully operational ?

**Answer**

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

- (a) & (b): The Passenger Amenities Committee has made certain suggestions/observations regarding improvement in enquiry services, train reservations including e-tickets, safety and security of passengers, provision of toilets in local and EMU trains, proper illumination at platforms, augmentation of EMU rakes, bringing out of on-board magazine, availability of potable water etc.
- (c): The suggestion of the Committee are being given due consideration and action is on hand as per feasibility and within available resources.
- (d) & (e): No such proposal is presently under consideration.