

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1076

ANSWERED ON:29.11.2012

PASSENGER FACILITIES AND AMENITIES

Agarwal Shri Jai Prakash; Pandurang Shri Munde Gopinathrao; Sayeed Muhammed Hamdulla A. B. ; Thomas Shri P. T.; Yadav Shri Ranjan Prasad

Will the Minister of RAILWAYS be pleased to state:

- (a) the details of existing various passenger facilities/amenities being provided at railway stations and in trains alongwith the criteria for providing the same;
- (b) the system in place to monitor the quality of passenger facilities/amenities such as drinking water, improving approach roads to stations including Hazarat Nizamuddin Station and clean toilets etc. at railway stations and in 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 in running trains separately during the said period zone-wise; and
- (e) the follow up action taken by the Railways on such complaints, zone-wise?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO.1076 BY SHRI P.T. THOMAS, PROF. (DR.) RANJAN PRASAD YADAV, SHRI GOPINATH MUNDE, SHRI JAI PRAKASH AGARWAL & SHRI HAMDULLAH SAYEED TO BE ANSWERED IN LOK SABHA ON 29.11.2012 REGARDING PASSENGER FACILITIES AND AMENITIES.

(a): Railway stations have been classified into seven categories ('A-1' to 'F') based on the earnings from passenger traffic and facilities/amenities 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 the quality of passenger facilities/amenities including drinking water, improving approach roads to stations and clean toilets 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.

(c): Provision of passenger amenities at stations is a continuous process. The expenditure on such works is funded under Plan Head-'Passenger Amenities'. The details of allocation/expenditure under Plan Head-'Passenger Amenities' during the last three years and the current year is appended, as Appendix-I.

(d): 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 poor maintenance of some of the passenger services/facilities like non-availability of water, cleanliness at stations, maintenance/cleanliness of coaches, mal-functioning of electrical equipments, complaint relating to sleeper class and non-availability/poor quality of bed rolls during the last three years i.e. 2009-10, 2010-11 and 2011-12 and the current year i.e. 2012-13, Zone-wise is appended, as 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. Wherever deficiency in amenities are noticed during the inspections of Officers and Service Improvement Groups, corrective action is taken.

(ii) Staff found negligent are counselled, warned and/or disciplinary action is taken.

(iii) Regular drives are conducted to ensure cleanliness of stations and trains.

(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. Regarding complaint for cleanliness on trains, corrective action is taken by railways to prevent its recurrence.

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