

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:720
ANSWERED ON:08.08.2013
BASIC AMENITIES AND FACILITIES
Singh Shri Bhupendra

Will the Minister of RAILWAYS be pleased to state:

- (a) the norms fixed for providing various passenger amenities at railway stations and trains;
- (b) the details of the system at present for monitoring passenger amenities at railway stations and in trains;
- (c) whether the Railways have received any complaints/requests regarding the provision of passenger amenities at railway stations and trains during the last three years including current year from Ratauna, Sagar, Makronia, Isuwara, Samreri, Jaruwakhera, Khurai and Mandi Bamora of Madhya Pradesh; and
- (d) if so, the details thereof along with the decision/steps taken by the Railways thereon?

Answer

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

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO.720 BY SHRI BHOOPENDRA SINGH TO BE ANSWERED IN LOK SABHA ON 08.08.2013 REGARDING BASIC AMENITIES AND FACILITIES.

(a): Stations on India Railways are classified into seven categories based on the earnings from passenger traffic. Passenger amenities at stations are provided in accordance with category of each station. The scale of amenities provided at each category of stations have been notified under Circular dated 11.09.2012 and is also placed on the Indian Railways' Website.

Passenger Amenities on coaches are being provided as per respective layout design. Scale of amenities are laid down as per different class of coach viz. AC-2 Tier, AC-3 Tier, Chair Car, Non Air conditioned sleeper, Second Class sitting etc.

(b): Monitoring of provision and maintenance of amenities at stations and trains is overseen by Officers at the Divisional Level and Zonal Level, who regularly inspect amenities and take remedial measures for rectifying deficiencies/shortcomings in passenger amenities. Passenger amenities on coaches are being monitored during scheduled maintenance in the pit lines and other major overhauling schedules of coaches. Besides surprise checks are also being carried out by officials at different levels at stations and coaches.

(c): Yes, Madam.

(d): Suggestions/complaints regarding opening of additional booking windows & enquiry counters at Mandibamora, provision of waiting room, platform shelter etc. at Makronia, provision of additional platform & shifting of goods shed from Saugor, provision of platform shelter, foot over bridge, etc. at Jeruwakhera, provision of coach indication board, book stall etc. at Khurai railway station have been received during the last three years and current year. Action has been taken for providing the facilities wherever found feasible. Essential Passenger Amenities are already provided at Saugor, Makronia, Isarwara, Sumreri, Jeruwakhera, Khurai and Mandibamora stations. Upgradation/augmentation of facilities is a continuous process. Rationa station is yet to be opened for passenger traffic.