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**STANDING COMMITTEE ON
RAILWAYS
(2012-13)
FIFTEENTH LOK SABHA**

**MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

**PASSENGER AMENITIES AND PASSENGER SAFETY
IN INDIAN RAILWAYS**

NINETEENTH REPORT



**LOK SABHA SECRETARIAT
NEW DELHI**

April, 2013/ Vaisakha, 1935 (Saka)

SCR NO.: 170

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Presented to Lok Sabha on 22.04.2013

Laid in Rajya Sabha on 22.04.2013



**LOK SABHA SECRETARIAT
NEW DELHI**

April, 2013/ Vaisakha, 1935 (Saka)

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COMPOSITION OF THE STANDING COMMITTEE ON RAILWAYS (2012-13)

Shri T. R. Baalu - Chairman

MEMBERS

LOK SABHA

2. Shri Partap Singh Bajwa
3. Dr. Ram Chandra Dome
4. Smt. Maneka Gandhi
5. Shri Pralhad Joshi
6. Shri Bhaskar Rao Patil Khatgonkar
7. Dr. Nirmal Khatri
8. Shri Surendra Singh Nagar
9. Shri Devender Nagpal
10. Shri Anand Prakash Paranjpe
11. Shri Rayapati Sambasiva Rao
12. Shri Rudra Madhab Ray
13. Shri Magunta Sreenivasulu Reddy
14. Smt. Satabdi Roy
15. Smt. Yashodhara Raje Scindia
16. Shri Ganesh Singh
17. Shri Lal Ji Tandon
18. Shri Ashok Tanwar
19. Shri Harsh Vardhan
20. Dr. Vivekanand
21. Smt. Dimple Yadav

RAJYA SABHA

22. Shri Husain Dalwai
23. Shri Prabhat Jha
24. Shri Om Prakash Mathur
25. Dr. Barun Mukherji
26. Shri K. Parasaran
27. Shri Ambeth Rajan
28. Shri Tarini Kanta Roy
29. Shri Bashistha Narain Singh
30. Shri Ishwar Singh
31. Shri Nandi Yellaiah

SECRETARIAT

1. Shri K. Vijayakrishnan - Joint Secretary
2. Shri Abhijit Kumar - Director
3. Shri Arun K. Kaushik - Additional Director
4. Ms. Banani Sarker Joshi - Senior Committee Assistant

INTRODUCTION

I, the Chairman of the Standing Committee on Railways (2012-13), having been authorised by the Committee to present the Report on their behalf, present this Ninteenth Report of the Standing Committee on Railways on 'Passenger Amenities and Passenger Safety in Indian Railways'.

2. The Committee took evidence of the representatives of the Ministry of Railways (Railway Board) on 07.10.2011, 19.10.2011 and 08.12.2011.

3. The Committee considered and adopted the Report at their sitting held on 05.04.2013. Minutes of the related sittings are given in appendix to the Report.

4. The Committee wish to express their thanks to the officers of the Ministry of Railways (Railway Board) for appearing before the Committee and furnishing the material and information which the Committee desired in connection with the examination of the 'Passenger Amenities and Passenger Safety in Indian Railways'. They would also like to place on record their deep sense of appreciation for the valuable assistance rendered to them by officials of Lok Sabha Secretariat attached to the Committee.

5. For facility of reference and convenience, the observations and recommendations of the Committee have been printed in bold letters in Part-II of the Report.

NEW DELHI;
17 April, 2013
27 Vaisakha, 1935 (Saka)

T.R. BAALU
Chairman,
Standing Committee on Railways

PART-I

INTRODUCTORY

Indian Railways is one of the largest railways systems of the world and functions as a vertically integrated organization providing passenger and freight services. It carries approximately 25 million passengers and hauls 2.5 million tones of freight over 64,410 route kilometers. The Railways are currently running 19,186 number of trains. Given the sheer volume of passenger traffic, it becomes imperative that the Indian Railways provide efficient passenger services.

Background

1.2 In 1952, the Railways, for the very first time issued a set of guidelines with regard to passenger amenities. Two broad categories were defined under passenger amenities, *viz.* 'basic amenities' and 'additional amenities'. Basic amenities were those which were necessarily required by passengers at any station, big or small, at the time of becoming operational and included:

- Booking arrangements
- Waiting hall/space
- Benches
- Arrangements for lighting
- Drinking water
- Platform
- Urinals and/or latrine
- Shady trees/platform shelters

1.3 Over and above these basic amenities, 'additional facilities' were provided at various stations as per requirements, which included:

- Platform shelters
- Raised platforms
- Piped water supply
- Refreshment rooms
- Vendor stalls

- FOB (Foot over bridge)
- Retiring rooms
- Seating arrangements
- Lighting, clocks
- Water coolers, fans
- Urinals, lavatories, bathrooms, etc.

1.4 In 1995, these guidelines were reviewed for the first time. Due to certain inherent deficiencies and lacunae, the guidelines were revised during 1999, 2003 and finally in 2007. In fact, it is mentioned by the Ministry that providing of passenger amenities is an ongoing process. Currently, facilities/amenities at stations have been broadly classified into 3 main categories, namely:

- (a) Minimum Essential Amenities
- (b) Recommended Amenities
- (c) Desirable Amenities

Classification of amenities provided at various category of stations

1.5 Passenger amenities provided at stations have been classified into the following three categories:

Minimum Essential Amenities:

1.6 When a station is constructed, certain minimum amenities should be provided at each category of station and are required to be provided at stations at all times. The details of the Minimum Essential Amenities to be provided at each category of stations are given in Annexure-I.

1.7 Amenities like booking facilities, platforms, shelters/shady trees, drinking water arrangements, waiting hall/shed, seating arrangements and time table display are required to be provided at all 'A-1' and 'A' to 'E' category and halts if train stops at night. High level platforms and FOB are provided at 'A-1', 'A' and 'C' category stations.

Recommended Amenities

1.8 After the Minimum Essential Amenities are provided at stations, further augmentation to be done based on the volume of passengers handled as per norms, is known as Recommended Amenities. Recommended amenities are the amenities which the Railways attempt to provide as per the laid down scale keeping in view the availability of funds and relative priority of works. The recommended amenities are based on the category of the stations and also the number of passengers dealt with at any time during peak hours, including the inward and outward passengers (excluding Mela Traffic). The Ministry further added that though these norms are recommendatory in nature, Railways are making efforts at providing these amenities. The list of Recommended Amenities to be provided at each category of stations has been given at Annexure-II.

Desirable Amenities:

1.9 These amenities are considered desirable to improve customer satisfaction and the interface process at stations. The quantum of desirable amenities provided would depend upon the category of station. These include items like catering and vending stalls, adequate parking and circulating area, train indication board, public address system, etc.

1.10 Further, it was stated that the provision for desirable amenities need not wait for complete provision of the recommended amenities and should be provided based on the need and relative importance of the stations. Details of desirable amenities identified for each category of stations are given at Annexure-III.

1.11 When asked about the criteria for providing these amenities, the Ministry have stated that while provision of Minimum Essential Amenities is ensured at all the stations all the time, the following considerations normally determine the scope and scale of the passenger amenities at the stations:

- (i) Class of station;

- (ii) Volume of passengers handled;
- (iii) Special characteristics of the station, such as, those having tourist/religious importance, and;
- (iv) Availability of funds.

On-Board Amenities

1.12 The on-board minimum facilities to be provided to passengers while on board a train includes amenities and fittings which would be maintained in proper condition so as to give comfortable service. These include:

- Lighting and fans
- Cushioned berths and seats
- Toilets (except where by design not provided)
- External fittings such as, reservation chart display plates, destination boards.

1.13 The guidelines also provide that all long distance trains will have conductors/coach attendants/Train Superintendents/TTEs to assist the passengers and for attending to their complaints and grievances.

1.14 When asked about the major challenges being faced with respect to providing minimum passenger amenities, the Ministry have replied that maintenance of amenities and prevention of slippages pose the greatest problem, owing primarily to the very high footfalls and high intensity usage of the amenities. The main measures being taken in this regard by the Ministry include frequent inspections and consequent remedial action to make good the deficiencies noticed during such inspection.

Categorization of Stations:

1.15 Indian Railways has more than 8000 stations which have been categorized under 7 categories based on annual earnings from passenger traffic of the stations.

Category	Criteria	No. of Stations
A1	Non-suburban stations with annual passenger earnings of Rs. 50 crore and above.	58
A	Non-suburban stations with annual passenger earnings between Rs. 6 crore and Rs.50 crore.	284
B	Non-suburban stations with an annual passenger earnings between Rs. 6 crore and 50 crore. Stations of tourist importance, or an important junction/ station, to be decided by GM.	237
C	All suburban stations.	429
D	Non-suburban stations with passenger earnings between Rs.50 lakh and Rs. 3 crore.	932
E	Non-suburban stations with earnings less than Rs. 50 lakh.	4274
F	Halts	2027
	TOTAL	8241

1.16 The current system of classification of stations is based on Annual Passenger Earnings and is reviewed after every five years. This system has been working satisfactorily. However, General Managers of Zonal Railways have been empowered to classify stations in a higher category (B category) based on tourist, historical, cultural and religious importance of the station with a view to providing better amenities. This delegation of power to General Managers has served the need for granting higher status, wherever required, to stations owing to their special character on account of tourism, culture and administrative importance.

1.17 Though providing of passenger amenities is an ongoing process, the Ministry, in reply to a query whether any key areas have been identified, replied that the main focus of the Indian Railways for provision of passenger amenities at various stations would include:

- Provision of platforms of adequate length

- Provision of drinking water facility
- Cover over platforms
- Toilets
- Seating arrangements in the waiting halls as well as at platforms
- Illumination and fans
- Information display regarding train time tables, fares, etc.
- Booking facility, etc.

Department-wise classification of Passenger Amenities provided by Railways

1.18 During the course of oral evidence, the Chairman, Railway Board, informed the Committee that passenger amenities are not provided by a single department but by multiple departments which have expertise in specific fields like Civil Engineering, Electrical Engineering, Telecom, Mechanical Engineering, etc. Given below are the department-wise amenities provided by the Indian Railways:

- (i) Amenities provided by the Civil Engineering Department:
 - Provision of platform/raising height of platform
 - Cover over platform
 - Drinking water facilities
 - Toilets
 - Waiting rooms
 - Foot over bridges and other Civil Engineering works
- (ii) The following amenities are provided by the Electrical Department:
 - Electric lights at stations platforms, station building areas and circulating area
 - Lifts and escalators
 - Fans
 - Water coolers, etc.
- (iii) The following amenities are provided by the Telecom Department:
 - Public address system
 - Digital electronic train arrival departure boards

- Train indicator boards
- (iv) The following amenities are provided by Commercial and IT Departments:
- Computerized Passenger Reservation System
 - Computerized Unreserved Ticketing System (UTS)
- (v) The following on-board amenities are provided by the Mechanical Department:
- Cushioned seats/berths and toilets and wash basins facilities in mainline coaches
 - Mirrors, snack tables, magazine bags, water bottle holders, coat hooks, small luggage racks, luggage securing arrangements, etc. in reserved coaches.
 - Curtains in aisles/windows and dustbins, etc. in AC coaches
 - Laptop and mobile charging sockets
 - Fans
 - Berth climbing ladders
 - Emergency alarm pull handles
 - Emergency lights
 - Berth indication lights
 - Berth reading lights

1.19 When asked the rationale for having multiple departments for providing amenities, the Ministry, in their reply, have stated that Indian Railways has several functional departments and each department has technical and professional expertise in its functional field. The overall decision making of Indian Railways is, therefore, an outcome of the inter-disciplinary synergy of the specialized departments. Passenger amenities are accordingly provided by the departments concerned in coordination with associate departments.

1.20 At the Zonal level, the General Manager controls the functioning of all the departments, viz., Traffic Commercial, Civil Engineering, Electrical, Telecommunication

Departments headed by Principal Heads of the Department (HOD) at the Zonal Level. They are assisted by functional HODs and Deputy HODs.

1.21 To a suggestion that a single nodal department for providing amenities would smoothen day-to-day functioning as well as avoid duplication, the Ministry have submitted that in view of the varied nature of amenities to be provided there is a need for specialized departments to handle the provision of specific works. These departments work under the overall administrative control of the General Managers at the Zonal level. At the Divisional level, the same administrative control is exercised by the Divisional Railway Managers who coordinate and guide the functioning of branches of various disciplines. To a query on whether there was any proposal to bring all the passenger amenities under a single nodal department, the Ministry replied in the negative.

MONITORING MECHANISM

1.22 With regard to the query on the system/periodicity of inspection to ensure that passenger amenities are provided on a continuous basis rather than as a one-time effort, the Ministry have submitted that the Indian Railways have a well-defined system of inspections for monitoring the availability and maintenance of passenger amenities. Passenger Amenities are intensively inspected at periodical intervals at various levels i.e., the station level, the Divisional and the Headquarters level. Station Masters hold daily inspections and weekly/biweekly meetings along with the supervisions of other departments to identify deficiencies in passenger amenities and to take remedial action. Officers belonging to each tier of the hierarchy inspect stations at prescribed intervals with a view to ensuring proper functioning of the stations, including the maintenance of passenger amenities. Apart from the above, Multi-disciplinary Service Improvement Groups (SIGs) have been constituted at the Zonal, Divisional and Station level for inspecting the stations jointly as per prescribed schedule. During inspections special attention is given to proper functioning of the amenities provided at the stations and remedial action is taken on the deficiencies noted during such inspections. In addition,

any further augmentation needed in the amenities is also recommended by these Groups.

1.23 When asked whether any time frame has been set for providing the minimum recommended and desirable amenities, the Ministry have submitted that no timeframe has been set for the same. However, Minimum Essential Amenities have been provided on all stations of the Indian Railways. It has further been elaborated by the Ministry that augmentation/enhancement of amenities at stations is a continuous process and passenger amenities are upgraded depending on demands and availability of funds.

CHAPTER - II

Funding of passenger amenities:

2.1 Allotment of funds for provision of various categories of amenities is made under the Plan Head 'Passenger Amenities'. There is no separate allocation for different categories within this Plan Head. The funds are allocated to various works sanctioned under this Plan Head based on the relative priority of the works and importance of stations.

2.2 Year-wise details regarding financial targets vis-à-vis achievements in respect of passenger amenities during the 11th Plan are given as under:

Year – 11th Plan	Original target	Revised target	Achievement (Rs. in crores)
2007-08	493	634	668
2008-09	852	731	828
2009-10	1102	923	906
2010-11	1302	998	911
2011-12	1100	763	829

2.3 The Ministry informed that besides the budgetary allotment, numerous passenger amenity works are being undertaken under plan heads like traffic facility, computerization, gauge conversion, doubling and rolling stock, etc.

Sanction of passenger amenity works:

2.4 The works costing over Rs. 2.5 crore needs approval of the Parliament and works costing between Rs. 2 crore and Rs. 2.5 crore are approved by the Railway Board. The powers of Genreal Managers have been enhanced from Rs.1 crore to Rs.2 crore and that of the Divisional Railway Managers from Rs. 30 lakh to Rs. 1 crore.

Revised norms for 'D' category stations:

2.5 For giving special emphasis to small town Railway Stations, the yardstick for 'D' category station has been reduced from a minimum of Rs. 1 crore per annum to Rs. 50 lakh per annum in 2007, enabling more stations to be included in 'D' category making them eligible for better passenger amenities. As a result, 406 stations were upgraded from 'E' category to 'D' category.

Adarsh Stations ¹:

2.6 The Adarsh station scheme was announced in the Railway Budget 2009-10. Under this scheme, 845 stations (including repetitions over previous years) have so far been selected for development as Adarsh Stations. Out of these, 441 stations have already been developed. Out of the remaining, 256 stations have been targeted for completion by March 2012 and the remaining 148 stations are planned for completion in the next financial year. 36 more stations have been identified for development under the Adarsh Station Scheme. The Ministry have enumerated the thrust areas for improvement of stations selected as Adarsh Station at Annexure-IV.

2.7 When asked about the criteria for selection of a particular station under the Adarsh Station Scheme, the Ministry informed that keeping in view the demands for upgradation, including those received from Hon'ble Members of Parliament, selection of railway stations as Adarsh Stations is done on the basis of an identified need for upgradation of amenities.

WORLD CLASS STATIONS

2.8 50 stations have been identified for development as world class stations in Public-Private-Partnership (PPP) mode by leveraging the real estate potential of land around and the air space above the stations without any cost to Railways. It is planned to provide state-of-the-art station building with good architecture and having segregation of arrival/departure of passengers, modern amenities like food plazas, currency exchange counter, tourist information booth, retail outlets, internet cafes, ATM

¹ Position upto 2011-12

facilities, hotels, car rentals, pre-paid taxi booths, wherever feasible and well illuminated circulating area.

2.9 The implementation of this scheme requires preparation of Master Plan and Feasibility Reports first. As the station development is envisaged in PPP mode, real estate development is also to be undertaken to finance the project. Master Plan and feasibility reports for development of New Delhi Station as world class station was prepared and submitted to various local authorities for approval. Master Plan has been approved by the authorities concerned with certain conditions which require re-working the concept plan because of which the bidding process for selection of concessionaire has not been concluded. Similarly, the approval of the concept plan for Mumbai CST station which is a world heritage building requires redefining the buffer zone identified by UNESCO. Railways have approached UNESCO for necessary approvals in this regard.

2.10 Since no station has so far been developed as a world class station, the Ministry was asked about the problems being faced in the implementation of this scheme. The Ministry in reply have stated that since this scheme seeks to develop stations by leveraging the real estate potential of land around and the air space above the stations, such development amidst the city has its over-sensitive issues of traffic congestion, additional traffic, change of land use and in-principle approval of local agencies, shifting of religious structures, etc. Further, it was added that local agencies, fearing that traffic generated by the associated commercial development required for financing the project would choke the already congested arterial roads leading to the stations, were generally not very supportive of this scheme. The issues of preserving heritage of the existing station building also have to be addressed in consultation with Heritage Conservation Societies at both the local and national levels.

2.11 About the timeframe decided for completion of this scheme, the Ministry informed that no timeframe for completion of work under this scheme has been fixed. Besides the status of development of New Delhi Railway Station and the Mumbai CST station (information of which has been provided above) appointment of architect and technical consultants has been undertaken for Ahmedabad, Anand Vihar, Bijwasan, Chandigarh, Chennai, Porbandar, Secunderabad, Sealdah and Surat. With respect to

the remaining stations the Ministry have informed that only preliminary studies have been undertaken.

2.12 When asked how the development of world class stations would benefit the travelling public, the Ministry have replied that world class stations have been envisioned as a Railway Station which will provide state-of-the-art facilities to the travelling public suitably adapted to the local conditions. The architecture of the station shall reflect the culture and character of the city where it is located and integrates development for a comfortable and efficient passenger experience, ease of movement, security and safety, and accessibility in a harmonious and environmentally sustainable way, bringing satisfaction and value to the passenger/user. Various superior amenities like grade separated entry and exit for passengers, wider foot-over-bridges, food plaza, internet café, currency exchange counters, budget/luxurious hotels (subject to market potential) are also envisaged as part of world class stations. All these amenities and facilities at the stations would make the experience of the passengers pleasant and comfortable.

2.13 The Committee were further informed that the approval of various statutory and local bodies were needed to be obtained before a station could be developed as a world class station. These are:

- (i) Town Planning Office
- (ii) Development Authority
- (iii) Municipal Authority
- (iv) Traffic & Transportation Planning Authority/Management Authority
- (v) Urban Arts Commission
- (vi) Archaeological Survey of India
- (vii) Heritage Committee
- (viii) Public Utility Departments, *viz.* Water Supply, Sanitation & Electricity Supply, Irrigation & Drainage
- (ix) Coastal Area Regulation
- (x) Fire Department
- (xi) Director General of Civil Aviation

MULTI-FUNCTIONAL COMPLEX

2.14 Indian Railways have taken up the development of Multi-Functional Complexes (MFCs) at stations as one of the initiatives towards augmenting passenger amenities. These MFCs would have facilities like shopping, food stalls and restaurants, book stalls, PCO/STD/ISD/Fax booths, medicine and variety stores, budget hotels, underground parking, etc.

2.15 When asked about the criteria for selection of stations for providing MFCs, the Committee have been informed that stations are selected on the basis of facilities available, facilities required as per projected volume of passenger traffic handled at stations and their commercial viability. The Committee were informed that in 2009-10, 67 stations were selected for providing MFCs, 93 stations in 2010-11 and 38 stations in 2011-12 (excluding 7 stations which were repeated over last year).

2.16 Out of the 65 stations selected in 2009-10, 24 MFCs are being developed by IRCON, 20 by RITES, 7 by RLDS, 3 MFCs by RVNL and 13 MFCs by Railways. The construction of 17 MFCs have been completed. Out of the 93 stations announced in Budget 2011-11, 84 stations have been assigned to RLDA and the remaining 9 stations to various Zonal Railways. During 2011-12, 38 stations were announced for providing MFCs, out of which 29 stations have been assigned to RLDA and the remaining 9 to various Zonal Railways. The total number of MFCs being developed by various agencies since 2009 is summarized in the table below:

Name of Agency	No. of MFCs being developed
Rail Land Development Authority (RLDA)	120
Various Zonal Railways	30
IRCON International Limited	24
RITES Limited	20
Rail Vikas Nigam Limited (RVNL)	02
TOTAL	196

2.17 Out of the identified 196 MFC's, 21 MFCs have been completed so far. The Railways submitted, however, that work on MFCs has been severely affected in view of the mandatory requirement of Cabinet approval for all proposals involving licencing and leasing of Government Land introduced since March, 2011. In fact, the Chairman, Railway Board, during evidence stated, "we have been stopped by the Government from giving any land on lease to anybody. So, all projects that the Railway had in mind have come to a grinding halt for the last six months." He further informed that they have sent a Cabinet note stating that whatever licensing of land or leasing of land is required for taking up core areas of Railway activities, such as catering as well as siding activities, laundries and such activities which affect the passengers should be freed from this ban."

2.18 To a query on the manner in which the Railways were likely to benefit from the development of MFCs, the Committee were informed that since Railways does not have adequate fund and manpower for developing the MFCs, it had been decided (barring some MFCs by Zonal Railways) to get the MFCs developed with Private Sector participation by evolving a financially viable business model through Railway PSUs and Rail Land Development Authority (RLDA). Under such a scheme, the Railways would be able to provide the much needed passenger amenities/facilities in a single complex within the station area which would enable the Railways to develop an additional sustainable revenue stream.

CHAPTER - III

Passenger Reservation System

3.1 Reservation of accommodation in Indian Railways is done through the Passenger Reservation System (PRS) and the Unreserved Ticketing System (UTS).

3.2 The PRS system provides reserved ticketing from any station to any station on Indian Railways and is a fully networked computerized system. The PRS was started as a pilot project in 1985 in New Delhi; currently, the PRS is available in 2800 PRS centers and approximately 8900 PRS-cum-UTS-counters. The Ministry have further stated that UTS is being provided at all stations except halt category station.

3.3 The Rail network is used by millions of people spread across the length and breadth of the country and as such, it is important that they have easy access to railway tickets. To this end, the Ministry have stated that they are taking several steps to proliferate the PRS and UTS centres. PRS and PRS-cum-UTS locations are being proliferated as per extant policy, the salient of which are enumerated as under:

1. At least one PRS in every district;
2. Important tourist or hill stations and pilgrimage centres;
3. Such Railway Stations, where there is no PRS within a vicinity of 50 Kms;
4. Thickly populated Metro cities;
5. PRS centres for armed forces (Ministry of Defence) at remote locations;
6. Provision of combined UTS-cum-PRS at those stations, where manual reservation quota is available and UTS has been introduced.

3.4 The Committee were further informed that apart from the above, PRS facilities are being sanctioned at locations recommended by Hon'ble MPs under the budget announcement of one PRS location as per the choice of each MP (station, non-railhead and post office)

3.5 While PRS tickets are available at reservation counters manned by Railway staff, these are also made available at non Rail head locations manned by Postal Staff, District Administration staff and Defence Staff. Besides this, e-tickets and i-tickets can be purchased by the user from his/her own place. Unreserved ticketing at Rail Head is

made through railway staff and through ATVMs and at non-Rail head locations through Jansadharan Ticket Booking Sewak System.

3.6 Moreover, the Railways have introduced Automatic Ticket Vending Machine (ATVMs) at Mumbai, Delhi, Chennai, Kolkata and Secunderabad and their adjoining areas. So far, 626 ATVMs have been commissioned while a further 682 are under procurement/installation.

Ticketing Staff and Training, etc.

3.7 Since the railway staff at ticket counters is the primary contact for a passenger availing of the services of the Railways, the Ministry was questioned about the training imparted to these frontline staff. The Committee were informed that all staff handling the counters for issue of tickets through UTS and PRS are imparted technical training. Professional training relating to commercial rules is also imparted to the staff at the time of induction. In addition, front line staff are also imparted customer care training to deal with passengers in a courteous manner. This training is conducted at Customer Care Institute, Kishanganj, Delhi besides the Zonal Training Centres.

3.8 Regarding the general working hours, the Committee have been informed that under PRS, the working hours of reservation counters at most stations are from 0800 hrs to 1400 hrs and from 1415 hrs to 2000 hrs. At some of the major stations the working hours are extended upto 2200 hrs at nominated counters and the duty roster of the staff deployed at these counters is adjusted accordingly. The Ministry have, however, informed that the internet based ticket booking facility of the Indian Railways is available round-the-clock except between 2330 hrs and 0030 hrs during which period the system is closed for maintenance.

3.9 In reply to the issue of improvement of the infrastructure of the PRS, the Ministry have stated that the capacity of the PRS servers have been upgraded to handle increased load. Moreover, additional reservation centres have been opened at Post Offices. At present, PRS counters are functional at 151 post offices across the country.

Mobile ticketing vans (under the "*Mushkil Asaan Scheme*") are functional at Howrah, New Delhi, Jaipur and Vapi. These vans sell reserved and unreserved tickets at various locations in the city. Passengers can also buy tickets through mobile phones by accessing the IRCTC website. The Ministry have also initiated the setting up of the PRS Disaster Recovery Centre at Secunderabad which is due to become functional in about three years.

3.10 Besides the PRS, the Ministry is also making efforts at improving the infrastructure provided to the ticketing staff. The staff are provided modern furniture suitable for computerized booking counters at both PRS and UTS locations. The Committee have also been informed that funds to the tune of Rs. 6 lakh per PRS and Rs. 7 lakh per UTS are sanctioned to provide requisite infrastructure for these locations.

CHAPTER - IV

CATERING IN STATIONS AND ON BOARD TRAINS

4.1 The Catering Policy 2010 has been introduced w.e.f. 21.07.2010 and has laid emphasis on ensuring quality of food served on Railways. The earlier policy of 2005 sought to treat catering as an independent profit centre, the 2010 policy seeks to acknowledge catering as a passenger service. The policy has sought to bring improvements in catering by shifting the task of monitoring quality of service from IRCTC to the Zonal Railways and attempts to leverage Zonal Railways' vast and elaborate all India network in order to effect a thorough supervision and control over catering activities.

4.2 When the Ministry was questioned on the major changes being effected by this policy, they informed that the main emphasis has been placed to ensure the availability of quality food for the not-so-affluent classes of passengers by providing Janta food and low cost regional cuisine (economy combo-meals) by means of Jan Ahaar outlets, Refreshment Rooms, stand alone outlets and vending stalls. Given the vast variety of cuisines and culinary preference all over the country, regional cuisine is being encouraged and the Zonal Railways have been given the authority to design the menu, recipes and fix the tariff of the a-la-carte items within their jurisdiction as per the local taste and purchasing power. The Committee were also informed that a list of 63 a-la-carte items with their respective prices prepared by a Committee of CCMs has been circulated to all Zonal Railways for its early introduction in their Zones.

4.3 As regards the mechanism of providing catering facilities at stations and in trains, the Committee have been informed that facilities are provided in the form of various catering units, viz. refreshment rooms/Jan Ahaar, Catering Stalls/trolleys, milk bottles, fruits and juice stalls, automatic vending machines (AVM), food plaza/food courts and fast food units at the Railway stations. On board trains, catering is provided through pantry cars/train side vending in Rajdhani/Shatabdi Express, Duronto Express and other Mail/Express trains.

4.4 As regards catering on board trains, the Ministry have informed that as per the new Catering Policy of 2010:

“The priority for allotment of pantry cars to trains are considered based on various factors such as priority of the trains, (First priority to Duronto and Rajdhani Express trains, Second priority to long distance premier, superfast trains, Third priority to Mail and Express trains with more than 24 hour journey time either way and Fourth priority to the remaining trains, preference to those trains where vestibules are provided), its commercial justification, availability of pantry cars and load limitations, etc.”

CHAPTER - V

PROVISION OF DRINKING WATER IN STATIONS AND ON BOARD TRAINS & CLEANLINESS

5.1 One of the key areas identified by Railways under passenger amenities is provision of drinking water facilities. Since water is a basic necessity, it is imperative that safe drinking water be made accessible to all rail passengers irrespective of the class of travel. The Railways have stated that drinking water has been made available at all railway stations and during summer season when there is water scarcity and existing sources are found to be inadequate to meet the water requirement at stations, water supply is made through water tankers. To ensure that the quality of water provided is up to the mark, the Ministry have installed a system of frequent checks by performing physical and chemical tests on the water at regular intervals.

5.2 Regarding the provision of drinking water in trains, it was stated that as part of the catering services on Railways, all the on board passengers of Rajdhani/Shatabdi and Duronto Express trains are provided one litre packaged drinking water on complimentary basis and another bottle of packaged drinking water is provided to on board passengers for journey beyond 20 hrs. In other Mail/Express trains, where pantry car services or train side vending services is available and also at enroute stations, Rail Neer packaged drinking water and other Bureau of Indian Standards (BIS) approved packaged drinking water bottles are made available on payment to passengers at the rate of Rs. 12 per bottle. Frequent and surprise checks are conducted at regular intervals to check the quality and availability of Rail Neer and other BIS approved packaged drinking water on trains and at Railway Stations.

WATERING OF COACHES

5.3 Railways provide elaborate arrangements for watering of coaches at standing stations as well as enroute. For each of the mail and express trains run by the Railways, there is a nominated station where water is to be provided enroute in addition

to terminals. Further, it was stated that in case of shortage of water at a particular station which has been nominated, watering is shifted to another station. Adequate halts are provided at these stations in a systematic manner to ensure availability of water in the toilets/wash basins of coaches throughout the journey.

CLEANLINESS IN TRAINS AND STATIONS

5.4 The Indian Railways covers over 8000 stations and more than 25 million passengers utilize the services of trains and stations. It is, therefore, imperative that high standards of cleanliness, hygiene and sanitation be maintained at all times. When asked about the main initiatives that the Railways was taking to ensure cleanliness, the Ministry informed that limited mechanized cleaning attention is provided to identified trains and mechanized cleaning at Railway Stations.

5.5 The Ministry have further elaborated on the limited mechanized cleaning process provided to identified trains during their scheduled stoppage at nominated enroute 'Clean Train Stations'. The broad details of the general arrangements made are as follows:

- (i) Pressurised water cleaning and disinfections of all coach toilets,
- (ii) Cleaning of washbasins, mirrors and shelves in toilet and doorway area,
- (iii) Floor drying and general wiping of all toilet fittings in coaches,
- (iv) Mopping/swabbing of aisle area with disinfecting agent inside coach,
- (v) Spraying of deodorant and anti-mosquito agent in the coaches,
- (vi) Wiping of platform side window glass of the AC coaches,
- (vii) Cleaning of door, vestibule area and footsteps and
- (viii) Disposal of collected waste from all the coaches and underneath the wash basins from AC coaches.

It was added that this mechanized cleaning is being resorted to only on those trains which pass through the nominated Clean Train Stations during the period from 600 hrs. to 2200 hrs.

5.6 Currently, 29 stations have been covered under the 'Clean Station Scheme' as the scheme requires a compulsory stoppage of minimum 15-20 minutes. The Ministry have added that, however, large numbers of trains passing through these stations are being covered for cleanliness.

5.7 The system of On Board House Keeping Services (OBHS) has been envisaged in all Rajdhani/Shatabdi/Duronto and important Mail/Express trains for frequent cleaning of coach toilets, doorways, aisles and passenger compartments during the run of the trains. So far the scheme is operational in 385 train pairs, out of the 596 identified train pairs. Cleanliness is checked at several levels, starting with the supervisors in-charge of stations to officers of different departments located at the station, division and headquarters.

5.8 When asked about the availability of separate apron areas for the cleaning of trains, the Ministry has replied that apron areas for cleaning of trains is not provided at all stations, since these are required at stations where turn around maintenance of trains is being done. Normally rakes are cleaned even if apron area is not provided at stations. Terminating and originating trains are being cleaned in the nominated coaching depot in the vicinity of the station.

5.9 Regarding the system of toilets and urinals at stations, the Ministry have informed that there are comprehensive instructions for provision of passenger amenities regarding toilets and urinals at stations. The details of norms for quantum of minimum essential amenities for toilets and urinals at various categories of stations are as under:

Category of stations	A-1	A	B	C	D	E	F
No. of urinals	12	10	6	4	4	1	-
No. of toilets	12	10	6	2	4	1	-

5.10 On the issue of 'pay and use' toilets at the stations, the Ministry have informed that they have been introduced with a view to improving the cleanliness standard of toilets at stations. At present, normal 'pay and use' toilets have been provided at more than 750 stations and Railways are gradually bringing more and more toilets in the purview of the 'pay and use' scheme. However, the Chairman, during the course of evidence, stated that the prevalence of 'pay and use' toilets in the small and medium stations is very limited. During evidence before the Committee, he opined that agencies which run sanitation services are reluctant to come to these stations. While acknowledging this problem, he informed that the Railways have devised a system where Station Masters at such stations are given a cash imprest of Rs. 20,000-25,000 for bigger stations and Rs. 2,500-5,000 for smaller stations for general cleanliness and maintenance of toilets. When asked about the system of monitoring, the Railways have informed that regular inspections are carried out to ensure proper cleanliness at toilets. Moreover, the Ministry also informed that they have instructions in place, for displaying signages for toilets and the rate lists prominently at noticeable locations/entry points and also displaying of signboards showing that urinals are free.

CHAPTER - VI

LINEN MANAGEMENT

6.1 Supply of linen forms an important amenity in air-conditioned coaches/trains, as well as long distance trains. When asked about the procedure with regard to procurement of linen, the Ministry have stated that the management of linen provided in a particular train is done by the primary (owning) depot of the respective train. The main items that are provided are bedsheets, pillow covers, blankets and face towels. The bedsheets, pillow covers and face towels are washed after every use and blankets are washed on a monthly basis..

6.2 With regard to washing of linen, it was informed that washing of linen is being done through outsourcing by Railways. The Committee pointed out that majority of the complaints by passengers involves unclean and unhygienic linen supplied on board trains. It was also pointed out that the rates for washing of linen had not been revised for a long time and the remuneration for the same was not adequate, adversely affecting the washing of linen. The Chairman, Railway Board, acknowledged that there was certainly a concern with linen management. He further elaborated that with the kind of service providers available, they were not being able to get a proper output from them. In light of these problems, Railways have taken the initiative of creating their own laundries and have set up a mechanized laundry in Mumbai. The Ministry have further elaborated that in order to improve the quality of washing of linen supplied to the passengers in AC coaches of trains, a state-of-the-art, fully mechanized departmental laundry was set up in Wadibunder Coaching Depot under the Central Railways as a pilot project. This initiative has led to a marked improvement in the standards of cleanliness/hygiene in the linen being supplied to passengers in trains and passenger complaints have reduced whenever linen washed in mechanized laundries is supplied in trains. With a view to proliferate this concept, the Chairman added that:

“...we have made a plan to start similar type of laundries all over the railway network because we have realised that we have problem with linen and it cannot be outsourced as the service providers do not have the equipment, machinery and the facility to do this kind of mass washing activity. In fact, many of our

officers visited hotels and hospitals where washing of linen is being done in bulk. They have done a complete study of how to take care of this problem. We have arrived at the conclusion that the only way to address this problem is to harness the latest technology for putting up mechanised laundries on our own. I would like to inform that one of our tenders in Mumbai is almost ready for a major mechanised laundry.”

6.3 Zonal Railways have identified 56 major coaching depot locations for setting up of such mechanized laundries. 20 of the identified laundries have already been commissioned; 8-10 more are expected to be commissioned during 2013-14.

CHAPTER – VII

PASSENGER SAFETY

Security System over Indian Railways

7.1 Presently, the security of Indian Railways is looked after by the Government Railway Police, District Police and Railway Protection Force.

7.2 In the beginning, the role and responsibility of RPF was confined to the security of railway property. By an amendment in the RPF Act in 2003, the role and responsibilities of RPF were extended to the security of passengers, passenger area and matters connected therewith. Presently, the role and responsibilities of the 3 agencies are as under:

- (i) District Police: Security of tracks and bridges and law and order problems beyond outer signals of railway stations.
- (ii) Government Railway Police (GRP): Prevention and detection of passenger related crime and maintenance of law and order in the station premises and in trains. 50% of the cost of Government Railway Police is borne by the Railways and the balance is paid by the State Government concerned.
- (iii) Railway Protection Force: Security of railway property, passengers, passenger area and matters connected therewith.

7.3 When asked about the rationale of having multiple agencies, the Ministry have submitted as under:

“The history of security system on Indian Railways dates back to the British period when the railway system was owned by private companies and concerned State Governments provided security to railways, for which private companies had to pay. These companies also employed staff for security duties. The security system of private companies later on became ‘Watch and Ward

Department'. Railways were nationalized after independence, but the legacy of payment for security to States continued.

Railways owned Watch and Ward system also underwent many changes and gained strength with the passage of time. It was reorganized as 'Railway Security Force' in the year 1954 and with the amendments in the RPF Act, it became an Armed Force of the Union in the year 1985. The Force was further assigned with the responsibility of protection and security of passenger area and passengers in addition to railway property in the year 2003 under the Railways Act and the RPF Act.

With a view to put in place a dedicated agency responsible for prevention and detection of crime in passenger area, proposal for amendment in the RPF Act has already been moved for approval of the Cabinet, with the concurrence of the Ministries of Home Affairs and the Law & Justice. It will enable the RPF to take over the duties and responsibilities of the GRP in the passenger area."

7.4 When questioned whether a single nodal agency would not be more effective in handling emergencies due to faster reaction and turnaround time, the Ministry have agreed and submitted as under:

"With a view to put in place a dedicated agency responsible for prevention and detection of crime in passenger area, proposal for amendment in the RPF Act has already been moved for approval of the Cabinet, with the concurrence of the Ministries of Home Affairs and the Law & Justice. It will enable the RPF to take over the duties and responsibilities of the GRP in the passenger area." As advised by the Cabinet Secretariat, comments of States have been solicited on the above proposal.

7.5 Regarding the mechanism of coordination between the three agencies, the Ministry have replied that:

“Regular coordination is maintained at Railway Board level, Zonal level, Divisional level and post level. DG/RPF holds frequent meetings with Directors General of Police of the State. High level coordination meetings are held by General Managers of Zonal Railways with the GRP Chiefs of the States concerned twice a year in general. Such meetings are also attended by the Principal Head of the Department/Head of the Department of Zonal Railways and officers from local police.

DRMs with Sr. DSCs/RPF hold quarterly meetings with Superintendents of Police of GRP, local police and civil administration to improve the security in the Division. Almost weekly meetings are held by Inspector/RPF with his counter parts in GRP and Civil police. RPF representatives are also part of Multi Agency Center/State Multi Agency Centre system for exchange of information with Central/State Intelligence Agencies.”

7.6 To the query on the sanctioned and actual strength of the RPF, the Ministry have replied that the sanctioned strength is 74,538 whereas the actual is 61,058.

7.7 Since such a large number of vacancies exist in such a critical area as security, the Ministry was asked about the steps being taken to fill up the vacancies; they have stated:

“Recruitment process in RPF has already been initiated. In this respect, nearly 27.07 lakh applications have been received for 11952 vacancies of Constables notified vide Employment Notice No.1/2011 dated 27.02.2011 and 2,27,207 applications have been received against 511 vacancies of Sub/Inspector notified vide Employment Notice No.2/2011 dated 13.04.2011. Further action is being taken to expedite the above process.”²

² At the time of factual verification, the Ministry has informed that for all 511 vacancies of Sub Inspector all recruitment formalities have been completed and preparation of final result is under process.

7.8 The key measures adopted by the Railways to ensure the safety and security of passengers are as under:

“Maintenance of law and order and prevention/detection of crime in Railways is the statutory responsibility of the State Government concerned, which they discharge through their GRP. However, RPF supplements the efforts of GRP by deploying their staff for escorting important trains and for access control duties at sensitive/important railway stations to prevent crimes in Railways.

1275 trains are escorted by the RPF personnel daily on an average besides escorting of 2200 trains by the GRP. The RPF train escort parties have also been directed to educate passengers to secure their luggage and not to accept eatables/drinks from unknown passengers. In addition, regular announcements are made at stations to educate passengers.

Railway Protection Force is also providing access control at important stations and enforcing provisions of the Railway Property (Unlawful Possession) Act and the Railways Act. Regular drives are being conducted against the criminals/receivers of stolen Railway property as well as anti-social elements from the Railway premises and in running trains.

TRAINING TO RPF

7.9 Regarding the training being imparted to the RPF, the Ministry have elaborated:

“Initial training:

- 1) Indoor: Law, crime on Railways, psychology, management and GK, working of Railways, general organization of RPF, disaster management, visits and report writing, use of technology and computer, revision and snap tests interaction and sensitization, RPF Mitra Yojna, ethics in policing and Rajbhasha and library.

- 2) Outdoor: Weapon training, field craft and tactics, physical training, U.A.C., Yoga, games/gym and learning of driving.

Apart from the above, the following training to RPF personnel in-service is also being imparted to the staff.

1. Identification of explosives substances, IEDs bomb detection and its counter measures is being imparted.
2. Drugging of passengers in Railways and different detective/preventive steps being taken in this regard by security personnel including 3D human portrait building photo identity kit and anthropology method.
3. Workshop on untoward incidents and disaster management.
4. On job training was imparted at VSG/SWR Bilaspur/SECR, BSB/DLW/NER, Maligaon/NFR & JHS/NCR as to RPF and Railway employees at these places.
5. In addition, training in fire fighting techniques to RPF personnel.
6. Pre-induction course for advanced bomb disposal module is being conducted for selected Force personnel who are then sent to NSG for further training.
7. Course on changing face of terrorism and naxalism and its impact on Indian Railways.
8. Commando courses."

7.10 In addition, the following measures are being taken for upgrading and improving training to RPF personnel:

"At present, there are 13 training centres available with RPF for imparting training to the RPF/RPSF staff. Rs. 11 crore have been allocated for improvement in infrastructure/training facilities of training centres of RPF at Chink Hill (Central), Kharagpur (South Eastern), Nasik Road (Central), Gorakhpur (North Eastern), Trichy (Southern), Mokama (East Central) and Bandikui (North Western Railway).

Training Centre of RPF is engaged in regular coordination and constant touch with other centralized training institutes, State Administrative Training Institutes and other Police training organizations for getting better inputs, latest methodology like Simulated RPF Environment, Integrated approach through module based inputs, case studies, role plays, simulated public order scenarios, field visits, lecture demonstration, use of audio visual aids, computers, etc. Uses of films, panel/group/open house discussions, lab work assignment, presentations, night exercises etc. are being utilized to improve the standard of training.

GRP is a wing of State Police in railway area and functions under the control of respective State Governments. State Governments are responsible for upgradation of their police training centres and training of GRP personnel."

7.11 It has been seen in recent times that Indian Railways has become a soft target of extremists and anti-national elements. Further, the Rail network is also a frequent and common target during bandhs, dharna, communal/regional/linguistic violence etc. When asked what steps were being taken in order to tackle this problem, the Ministry stated as under:

"Prevention and detection of crime and maintenance of Law & Order in station premises and trains is the responsibility of respective State Governments which they discharge through Government Railway Police. To supplement efforts of State Governments, various steps have been taken for beefing up of security at major railway stations which include escorting of trains, nomination of stations

for installation of Integrated Security System, procurement of modern security related equipment, creation of additional posts, establishment of new RPF battalions, setting up of commando training centers, networking of security control rooms and setting up of All India Security Helpline, etc.”

INTEGRATED SECURITY SYSTEM

7.12 An integrated security system is being implemented to strengthen surveillance mechanism over sensitive stations of the Indian Railways. The system consists of IP based CCTV surveillance system, access control, personal and baggage screening system and bomb detection and disposal system. The area to be covered under Integrated Security System is Entry/Exit points (i.e. point from where passengers enter/exit ticketing area), circulating area, concourse, all platforms, parcel area, PRS, yard pit shed, washing line and vehicle entry point. The system is being implemented at an approved cost of Rs. 353 crore over 202 sensitive stations of the country. Contract for nominated stations of Southern Railway, South Central Railway, Kolkata Metro, Delhi area stations of the Northern Railway, North Western Railway, North East Frontier Railway, South West Railway, Central Railway, East Coast Railway, South East Coast Railway, West Central Railway has already been awarded by respective zonal railways. Matter is under various stages of tendering process over other zonal railways.

7.13 When asked about the defining features of this scheme, the Ministry have replied as under:

“An integrated Security System has been approved to strengthen surveillance mechanism over sensitive and vulnerable stations of the Indian Railways. System has been conceptualized as comprising of following components which together provide multiple checking of passengers and its baggage from the point of entry in the station premises till boarding of train:

- i) Internet Protocol Based CCTV System

- ii) Access Control
- iii) Personal & Baggage Screening System
- iv) Bomb Detection and Disposal System

A total of 202 sensitive stations have been nominated for installation of this system at an approved budget of Rs. 353 crore.

Area to be covered under Integrated Security System shall be: Entry/Exit points circulating area (including parking area etc.), concourse, all platforms (including waiting room/cloak room), parcel area, PRS, FOB, Yard Pit Shed, Washing Line, Station Limit (Home Signal to Home Signal), vehicle entry point (to record vehicle number plate etc.) only. The concept is to have multiple checking system starting from entry to the station premises and continuing till the boarding of the train.

CCTV system shall be IP based with video analytics and 30 days' recording facility. Video analytics will have crowd management, left over baggage detection and intrusion detection features. Automatic vehicle scanner will be provided at entry gates from where vehicles enter into the station premises.

The scanner will be integrated into the Control Room meant for surveillance of CCTV system. For personal screening, hand held metal detectors, door frame metal detectors and frisking in suspected cases will be done. X-ray baggage scanner will be provided at every entry point. Number of entry points will be increased depending on volume of traffic and level of alert.

Explosive detection and disposal system has been bifurcated into two parts – Explosive detection and explosive disposal. For explosive detection, sniffer dogs and explosive vapour detectors will be used. Control room shall be a vital component of the Integrated Security System. Training will be an integral component of the project. Execution, specification and acceptance test of access

control, personal and baggage screening and bomb disposal and detection system shall be done by the Chief Security Commissioners/RPF of the zonal railways. Execution, certification and acceptance test of CCTV surveillance system shall be done by the Chief Signal and Telecom Engineer of the Zonal Railways.

- Eleven Zonal Railways- Southern Railway, South Central Railway, Northern Railway (Delhi Area Stations), Kolkata Metro, North Western Railway, Northeast Frontier Railway, South Western Railway, Central Railway (Mumbai Area Stations), East Coast Railway, Southeast Central Railway and West Central Railway, covering 82 railway stations, have awarded contract for execution of the work.
- Over the remaining stations of South Eastern Railway, North Central Railway, North Eastern Railway, Eastern Railway, East Central Railway, Western Railway, Central Railway (Outside Mumbai area stations), Northeast Frontier Railway(remaining 8 stations) and Northern Railway (Outside Delhi area stations) finalization of tender for awarding the contract for implementation of the system is being done.

7.14 Regarding the implementation of this scheme, the Ministry have informed that: "Execution of work for installation of Integrated Security System is under progress over Southern Railway, South Central Railway, Metro Railway and Northern Railway (Delhi area). North Western Railway, North East Frontier Railway, South Western Railway, Central Railway, East Coast Railway, South Central Railway, West Central Railway. Implementation of the scheme over other Zonal Railways is under tendering process." ?????

7.15 An All India Security Helpline has been proposed by the Railways. It envisages the provision of a unique all India helpline number to railway passengers for round the clock security assistance during their journey. It is being implemented at an approved cost of Rs. 5 crore under the works programme. Regarding the status of implementation of this initiative, the Ministry have replied:

“Northern Railway is the nodal agency for setting up of all India Security Helpline. Detailed estimates to the tune of Rs.4.70 Crore approved and conveyed to Northern Railway for further necessary action.”

ON-BOARD MEDICAL FACILITIES

7.16 A doctor with a paramedic staff has been provided in the Duronto trains, as a Pilot project. In addition to this, all passenger carrying trains are provided with First Aid Boxes and Augmented First Aid Boxes have been provided with the Train Superintendents of Rajdhani/Shatabdi Express trains and Guards of nominated trains. The front line staff viz., Train Superintendent, Train Conductors, Travelling Train Ticket Examiners, etc. are also trained in rendering First Aid. Trains can also make unscheduled halts, if necessary, at the stations, en-route, in emergencies. The Station Masters have details of doctors, clinics and hospitals, both Government and Private in the vicinity of the station, so that their services could also be availed, in emergencies.

7.17 Regarding Accident Relief Medical Equipment vans, the Ministry have provided the information with regard to the location at Annexure-V.

Part-II

RECOMMENDATIONS

- 1. The Committee note that separate guidelines to govern 'passenger amenities' were issued by the Railways for the first time in 1952, which defined amenities as 'basic amenities' and 'additional amenities'. These guidelines were revised for the first time in 1995, which sought to expand the scope of the amenities provided. Subsequently, when certain deficiencies were noticed, the guidelines were revised in 1999, 2003 and 2007. The Committee further note that on-board minimum facilities to be provided to passengers have also been notified by the Railways. The Committee are of the opinion that since passenger service is the direct interface of Indian Railways with the passengers, passenger amenities should be given a special focus by the Railways. The Committee are of the opinion that the aspirations of the travelling public have undergone a sea change since the first guidelines on passenger amenities were formulated in 1952, with greater expectations for better passenger services. The Committee, therefore, desire that the guidelines for providing passenger amenities should be updated and reviewed regularly so that amenities can be upgraded, commensurate with the development of latest technologies and innovations in hospitality so as to fulfill the increased aspirations of the travelling public.**
- 2. The Committee find that certain on-board minimum facilities to be provided to passengers have been stipulated by the Railways, which include internal fittings, such as lighting, fan, comfortable seats and toilets and external fittings like display board, reservation charts, etc. The Committee are of the view that amenities both at the station and on-board, are of paramount importance and that the Railways should take steps to upgrade and augment them regularly.**

- 3. The Committee understand that passenger amenities have been classified into three categories, viz. 'minimum essential amenities', 'recommended amenities' and 'desirable amenities'. Further, it is noted that whereas 'minimum essential amenities' are required to be provided at all stations at all times, recommended and 'desirable amenities' are based on the volume of passengers handled, funds available and relative priority of works. The Committee are of the opinion that since 'recommended' and 'desirable amenities' are considered suitable for improvement of customer satisfaction and the interface at stations, the Railways have to take steps to ensure that the 'recommended' and 'desirable amenities' are extended to a larger number of stations. The Committee further recommended that the Ministry should ensure through stringent and regular monitoring at all levels, that slippages in the amenities provided do not occur.**

- 4. The Committee find that under the extant guidelines, the Railways have categorized their entire 8241 stations into 7 categories (A1 and A to F) on the basis of passenger earnings, volume of passengers handled, relative importance of the station based on its geographical/tourist/historical value and the availability of funds. The yardstick for providing amenities is based on the classification of stations which is linked to the annual passenger earning. The Committee are of the view that financial earnings should not be the sole basis for classification of stations; other factors like historical and cultural importance, geographical location, etc. also need to be taken into account while deciding on the categorization of a station. Similarly, there also exist other categories like industrial hubs, ports, agricultural/horticultural production centres, educational/professional institutions in remote areas, etc., from where there may be a large travelling public. Such stations should also benefit from increased amenities since they are used by a very large number of passengers**

during peak hours or peak seasons. The Committee, therefore, recommend a revision of the existing categorization of stations so that it is not based solely on the annual passenger earnings. The relative importance of the station keeping in view of the aforementioned factors may also be duly considered while making such classification. The Committee would like to be kept apprised of the steps taken in this regard.

5. The Committee are constrained to note that a majority of stations of the Indian Railways, i.e., 6301 or 77 per cent of the 8241 stations fall in the 'E' and 'F' category of stations. This effectively means that they receive the least amount of passenger amenities even though they are used by a larger number of people. These stations are generally located in rural areas or in remote locations or are halt stations. The Committee are of the opinion that since there are fewer originating trains and since stoppages of trains are for very less duration, passenger earnings may not be very high at these stations. As a result, these stations are deprived of most of the benefits even though they are used by a very large number of passengers. Taking into account the social responsibility of the Railways, the Committee opine that reasonable amenities should be provided at all stations. Hence the Committee recommend that at least basic facilities like platform shelter, proper seating, toilets, lighting, fans, FOB, waiting hall, water coolers, public address system, etc. should be made available at 'E' and 'F' grade stations on a priority basis. They also feel that the Ministry should chalk out an action plan to improve/upgrade the amenities at these stations in a time bound manner so that maximum number of passengers can benefit from them.

6. The Committee note that besides having comprehensive guidelines defining the quantum of amenities to be provided at each category of

stations, the Railways have also identified key areas to concentrate their efforts at providing passenger amenities at various stations. The Committee are of the view that if these identified amenities, such as platforms of adequate length, drinking water, toilets, seating arrangements, lights, fans, information display and booking are provided at all stations, it would benefit a larger number of stations, irrespective of their categorization. Therefore, the Committee would like to emphasize that the Ministry should ensure that at least the key amenities that have been identified by the Railways should be provided to each and every station, in a phased manner.

7. The Committee further find that no timeframe has been set for providing amenities on various categories of stations. Though the augmentation/enhancement of amenities is a continuous process and is dependent on demand and availability of funds, yet there should be a timeframe for providing the 'minimum essential', 'recommended' and 'desirable amenities' at all stations. The Committee feel that chalking out a time frame in this regard would prevent slippages and ensure effective enhancement of the amenities provided, besides instilling a sense of urgency in those responsible for promoting and executing such works.
8. The Committee find that on occasions, certain amenities, whether at stations or in trains, are not functional or not provided at all, irrespective of the fact that it is a minimum essential amenity. At the same time, passengers are also not aware of the facilities/amenities that are actually sanctioned or available at a particular station. The Committee, therefore, desire that the category of station as well as the amenities that are sanctioned and available for that particular station should be prominently displayed at the station concerned. Further, contact number of the nodal appellate authority should be prominently

displayed in the station for redressal of the grievances of the passengers. The Committee are of the firm belief that such an action will bring public awareness and galvanize officials into proactively providing/maintaining the entitled amenities to the travelling public.

9. The Committee find that passenger amenities are not provided by a single department but rather by multiple departments of the Railways. The Committee are not fully convinced of the rationale proffered by the Railways that since each department has technical and professional expertise, it would be better equipped to provide a certain amenity. The Committee would like to stress that a single nodal department should be entrusted with the task of providing passenger amenities both at the stations and on-board to ensure a faster and more efficient delivery mechanism. Having a nodal department for passenger amenities would obviate the need for time consuming inter-department coordination and also avoid duplication. The Committee, therefore, recommend that the Ministry should explore avenues whereby a separate department may be created at both apex and zonal levels to cater specifically to passenger amenities. The Committee would like to be kept apprised of the action taken in this regard.

10. Further, the Committee find that funds are allocated under the plan head of 'passenger amenities' and no separate allocation is made for different categories of passenger amenities within this head. The Committee are of the opinion that if separate allocations are made for each of the categories, fund utilization would be more transparent and the progress of passenger amenities would be better monitored. They, therefore, recommend that the Ministry should set both physical and financial targets for each item of passenger amenities instead of having a common head.

- 11. The Committee have been informed that the Railways have formulated a well developed system of monitoring the availability and maintenance of passenger amenities. They have been apprised that amenities are periodically and intensively inspected at station, divisional and headquarter levels regularly. The Committee wish to emphasize that it is only through effective monitoring that authorities can detect deficiencies and slippages and take consequent remedial action in a far more efficient and expeditious manner. They are also of the opinion that there should be synergy between each tier of the hierarchy to ensure proper functioning at stations and maintenance of passenger amenities.**
- 12. The Committee further find that in addition to the above monitoring, the Ministry have also set up Multi-Disciplinary Services Improvement Groups (SIGs) at the zonal, divisional and station levels for inspecting the stations jointly as per prescribed schedule. The mandate of these groups is to give special attention to the proper functioning of the amenities provided and prompt remedial action taken in regard to the deficiencies noted. Any further augmentation needed in amenities is also recommended by these groups. The Committee appreciate this initiative by the Railways to strengthen the monitoring mechanism and urge them to increase the frequency of such inspections.**
- 13. The Committee, on their visit to the Allahabad Railway Station had found that despite the fact that it was such an important station that sees heavy footfalls, yet the condition of the waiting room and drinking water areas left much to be desired. The Committee strongly feel that without proper monitoring of the sanctioned amenities, slippages are bound to happen and passengers would have to put up with sub-standard amenities. The Committee feel that regular visits of**

senior officers shall keep the authorities at the stations alert to their duties and responsibilities.

14. The Committee note with concern that during 2009-10 and 2010-11, the funds allocated for passenger amenities have not been fully utilized by the Railways. Though the estimates were revised downwards from Rs. 1102 cr. to Rs. 923 cr. and from Rs.1302 cr. to Rs.998 cr. during 2009-10 and 2010-11, respectively, yet the actual achievement was far lower, at Rs. 906 and Rs. 911 crore, respectively. The Committee fail to appreciate the reasons for the same which have been stated by the Ministry, i.e, the slower pace of replacement/renovation works of passenger amenities by some Zonal Railways. The Committee desire that projects taken up for passenger amenities may be given priority and targets/projects identified should be completed within the stipulated time period.

15. The Committee note that the scheme of Adarsh Stations was started in 2009-10 to focus on the improvement of amenities at stations in areas such as ticketing, circulating area, signages, adequate lighting, etc. So far, 845 stations have been selected for development as Adarsh Stations. The Committee, however, find that in spite of considerable passage of time, only 441 stations, i.e. only around 50 percent of the stations have so far been developed as Adarsh Stations. The Committee are very unhappy with this tardy progress and emphasise that the very purpose of the scheme gets defeated if there are delays in its execution. The Committee, therefore, recommend that the remaining stations should be developed urgently to benefit the travelling public.

16. The Committee note that 50 stations have been identified to be developed as World Class Stations by resorting to the PPP mode. The

intention of this scheme is to harness the real estate potential of land around and the air space above the stations without any additional cost to the Railways. The plan envisages the provision of modern facilities at stations such as food plazas, currency exchange counter, ATM facilities, hotels, car rentals, etc. The Committee, to their utter dismay, find that not a single station has so far been developed as a World Class Station. The reasons forwarded by the Ministry that the implementation of this scheme requires preparation of Master Plan and Feasibility reports first, as well as approval of several local agencies is not acceptable as such aspects should have been factored into the scheme during the formulation stage itself. Extensive and effective consultations with all associated agencies at the time of drafting of the scheme would have eased the road blocks at the initial stages itself, paving the way for faster implementation. The Committee feel that delays in the implementation of the scheme negates the very objective and, therefore, urge the Ministry to take up the work in right earnest so that both the passengers and the Railways are benefited from this otherwise laudable initiative.

17. The Committee are constrained to note that out of the 196 Multi Functional Complexes (MFCs) taken up for development only 21 have been completed so far. The Committee are aware that the mandatory requirement of Cabinet approval for all long term leasing of government land introduced since March 2011 is a constraint, and urge the Ministry to apprise the Cabinet of this constraint and the adverse effects of such an action on providing enhanced passenger amenities. The Committee, at the same time, fail to appreciate the fact that a large number of agencies are involved in this scheme and wish to be apprised of the reasons for this multiplicity of agencies.

- 18. The Committee note that ticketing in the Indian Railways is done through the Passenger Reservation Ticketing System. The Committee appreciate the fact that given the wide reach of the Indian Railways, about 8900 PRS cum UTS-counters are currently in operation. The Committee, while commending the initiative of the Ministry to make PRS tickets available at non-rail head locations through postal staff, district administrative staff and defence staff, suggest that the Ministry can also explore making available non-conventional methods such as mobile ticketing vehicles etc. to remote/rural locations, etc. The Committee note that while ATVMs would ease the congestion at ticket counters, yet only 626 ATVM's have been commissioned so far and these are mostly located in metropolitan centres. The Committee desire that greater number of ATVM's be procured which should be placed at various locations frequented by passengers which would ease the rush of passengers at counters.**
- 19. The Committee would also like to stress that reservation of tickets on the internet through the IRCTC website is one of the most convenient modes of passenger reservation. However, it is found generally that the IRCTC website is very slow and considerable time is wasted/consumed in purchasing a ticket through it. While fully acknowledging the fact that the IRCTC website witnesses massive traffic which may be the reason for this, they would like to point out that internet ticketing is not only convenient for the passengers but also helps in decongesting railway counters and eliminates the menace of touts. Therefore, the Committee would like to impress upon the Ministry the necessity of upgrading the capacity of the IRCTC website/servers to enable it to handle greater traffic with a lesser turnaround time. The Committee would also like to be apprised of the steps taken in this direction.**

- 20. The Committee are glad to note that the Railways sanction a total of Rs.6 lakh for PRS and Rs.7 lakh for each UTS location to provide requisite infrastructure to them. The Committee wish to point out that the staff manning the Railway counters play a vital role in shaping the customer friendly image of the Railways. Hence, there is need for proper training and improving the working conditions to ensure that the staff manning these counters have updated information and are efficient and courteous in their approach while dealing with passengers.**
- 21. The Committee note that as per the New Catering Policy of the Indian Railways, emphasis has been laid on ensuring the quality of food served on Railways. The Committee have already presented the 15th Report on the 'New Catering Policy 2010 of the Indian Railways', where the subject has been discussed in detail. The Committee desire the Railways to give top priority to the catering facilities.**
- 22. The Committee observe that the many complaints regarding passenger amenities relate to the lack of safe drinking water at stations and on trains. Though the Railways have made certain arrangements, they are generally not felt to be adequate or well maintained. The Committee during their visit to Allahabad Station, had found the drinking water area to be very unhygienic. At the station, bottled water was available but priced very high which may be beyond the reach of the ordinary passengers. The Committee, therefore, recommend that the Ministry should lay special emphasis on making clean drinking water available to all category of passengers. The Committee also suggest that sources of water should be placed centrally on platforms and proper signages displayed. Moreover, in summer months, arrangements must be made to ensure that cold drinking water be made at all stations, irrespective of the category.**

The Committee also desire that the Ministry take special care to ensure that the water provided is free from disease causing bacteria, contaminants, etc. by way of regular quality checks and providing RO Plants, etc.

23. The Indian Railways cover more than 8000 stations and more than 1.4 lakh people avail of the services at stations and trains daily. Therefore, it is of vital importance that cleanliness, hygiene and sanitation be properly maintained at all times and strictly monitored at all levels. The Committee are of the view that cleanliness of stations and trains in Indian Railways is far from satisfactory and is a major area of concern. While recognizing the fact that the massive size of the Railway network makes it a Herculean task to physically check each and every station, the Committee are of the view that the Ministry can set up special inspection teams at all levels to carry out random/surprise checks at stations and suggest corrective measures wherever required. The Committee would also like to suggest that the Railways should also consider involving private agencies who have expertise in this field through the PPP initiative.

24. The Committee also note that the Railways, by way of new initiatives, have introduced limited mechanized cleaning at 'Clean Train Stations'. Though the initiative is certainly laudable, yet the Committee were distressed to find that only 29 stations have been identified as 'Clean Train Stations'. The Committee are of the opinion that this is an abysmally small number to cater to the large number of trains that are being operated on the Railway network. The Committee desire that more stations should be brought into the ambit of 'Clean Train Stations' so that trains passing through them can get the benefits obtained from mechanized cleaning.

25. The Committee further note that the Railways have envisaged On-Board House Keeping Services (OBHS) in all Rajdhani/Shatabdi/Duronto and important mail trains. They, however, find that out of the identified 596 identified pairs of trains, this scheme is operational in only 385 pairs of trains. The Committee desire that the Ministry bring more stations and trains under this scheme expeditiously.
26. The Committee observe that the response of 'pay and use' toilets in larger stations has been good. However, in small and medium stations, there have been limited response to them. The Committee would like to suggest to the Ministry to try and involve local agencies in running the 'pay and use' toilets which may lead to a better response. Further, the Committee desire that the Railways take up in right earnest the setting up of environmentally viable/green toilets at stations. They further suggest that toilets should be located at convenient locations at the platform with proper signages and are well lighted. Moreover, attendants should always be present in them to ensure that proper cleanliness is maintained. The Committee also desire that the Railways should attempt to educate the public about the importance of cleanliness and proper sanitation at stations and trains, either through publicity or by levying light fines, etc. which act as a deterrent to open defecation/urination in and around station premises.
27. The Committee laud the initiative of the Ministry in setting up of a mechanized laundry in Mumbai under the Central Railways. Passenger response to this initiative has also been found to be satisfactory. The Committee recommend that the Railways should set up more mechanized laundries in future to phase out the system of manual washing of linen. The Committee would like to be kept

apprised of the status regarding the establishment of the new proposed mechanized laundries.

28. The Committee note that currently the security of the Indian Railways is being handled by the Government Railway Police, District Police and the Railway Protection Force. Further, the Committee note that in order to consolidate more powers and responsibility with the RPF, the Ministry have moved a proposal for amendment in the RPF Act, which would enable the RPF to replace the GRP in the passenger area. The Committee feel that this is a positive step as security matters should be consolidated and handled by a single agency which would result in quicker reaction time in case of emergencies and also avoid inter-agency issues.
29. The Committee are, however, distressed to note that a large number of vacancies exist in the RPF. Though the process of recruitment of has already been initiated, the Committee feel that in the first place, such a large number of vacancies should not have been allowed to occur. The Committee desire that the recruitment process of security personnel be expedited, especially in light of the fact that they have to undergo extensive and intensive training before being made available to the Railways.
30. The Committee observe that the Railways are implementing an ambitious integrated security system to strengthen the surveillance mechanism over sensitive stations on Railway network. However, the Committee note with concern that it is still under tendering in most Zones. The Committee have repeatedly been emphasizing that delays nullify the usefulness of schemes/initiatives. The Committee take a strong view of the delays in the expeditious completion of schemes involving passenger safety and security and urge the Ministry to

complete the work related to the integrated security system on a top priority basis. The Committee may be apprised of the same.

- 31. The Committee note that the Indian Railways have proposed to develop an all-India security helpline for round the clock assistance to passengers during journeys. The Committee urge the Ministry to expedite this process and give wide publicity to increase awareness of this number so that the travelling public can use it to their advantage.**

**NEW DELHI
17 April, 2013
27 Vaisakha, 1935 (Saka)**

**T.R. BAALU
Chairman,
Standing Committee on Railways**

MINIMUM ESSENTIAL AMENITIES AT EACH CATEGORY OF STATION

S. No.	Amenities	STATION CATEGORY						
		A1	A	B	C	D	E	F
1.	Booking Facility	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2.	Drinking water Piped/Hand Pump	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Waiting hall	Yes	Yes	Yes	-	Yes	Yes	Yes
4.	Seating arrangement	Yes	Yes	Yes	Yes	Yes	Yes	-
5.	Platform shelter	Yes	Yes	Yes	Yes	Yes	-	-
	Shady trees	-	-	-	-	-	Yes	Yes
6.	Urinals	Yes	Yes	Yes	Yes	Yes	Yes	-
7.	Latrines	Yes	Yes	Yes	Yes	Yes	Yes	-
8.	Platforms-High Level -	Yes	Yes	-	Yes	-	-	-
	Medium Level -	-	-	Yes	-	Yes	-	-
	Rail Level-	-	-	-	-	-	Yes	Yes
9.	Lighting #	Yes	Yes	Yes	Yes	Yes	Yes	Yes@
10.	Fans	Yes	Yes	Yes	Yes	Yes	Yes	-
11.	Foot over bridge	Yes*	Yes*	Yes	Yes	-	-	-

12.	Time Table Display	Yes	Yes	Yes	Yes	Yes	Yes	Yes
13.	Clock	Yes	Yes	Yes	Yes	Yes	Yes	Yes
14.	Water cooler	Yes	Yes	Yes	-	-	-	-
15.	Public Address system/Computer based announcement	Yes	Yes	Yes	-	-	-	-
16.	Parking-cum-circulatory area, with lights	Yes	Yes	-	-	-	-	-
17.	Electronic Train indicator board	Yes**	Yes	-	-	-	-	-
18.	Public phone booth	Yes	Yes	-	-	-	-	-
19.	Signage (standardized)	Yes	-	-	-	-	-	-

* With cover.

** At station entrance/concourse, on Foot-over bridges (at landing locations) and on platforms located appropriately to guide passengers at every stage.

Stations are electrified as per guidelines issued by Railway Board.

@Where train stops at night.

NORMS FOR QUANTUM OF MINIMUM ESSENTIAL AMENITIES
AT VARIOUS CATEGORIES OF STATIONS

S. N.	Amenity	STATION CATEGORY						
		A1	A	B	C	D	E	F
1.	Booking Facility \$ (No. of counters)	15	10	6	4	4	2	1
2.	Drinking water* (No. of taps)	12 taps on each PF	12 taps on each PF	12 taps on each PF	6 taps on each PF	6 taps on each PF	1 tap/HP on each PF	1 HP at station
3.	Waiting hall @	150 sqm	100 sqm	50 sqm	0	30 sqm	15 sqm	10 sqm Booking office cum Wtg.hall
4.	Seating arrangement (No. of seats / PF)	125	100	75	10	50	10	-
5.	Platform shelter (on each PF)	500 sqm	400 sqm	200 sqm	200 sqm	50 sqm	- Shady trees	- Shady trees
6.	Urinals#	12	10	6	4	4	1	-
7.	Latrines#	12	10	6	2	4	1	-

8.	Platforms** *	As in Annexure B.						
9.	Lighting (Lux level)	50###	50###	30###	20	20	20	---
10.	Fans **	As given below						
11.	Foot over bridge	Minimum 1 FOB per station, as per Annexure B.						
12.	Time table Display	As per extant instructions.						
13.	Clock	To be decided by zonal railways.						
14.	Water cooler	1 on each PF	1 on each PF	1 on each PF	1 on main PF	-	-	-

SN.	Amenities	STATION CATEGORY					
		A1	A	B	C	D	E
15	Public Address system/Computer based announcement	As per extant instructions					
16	Parking-cum-circulatory area, with lights	As per extant instructions					
17	Electronic Train indicator board.	As per extant instructions					
18	Public phone booth	As per extant instructions					
19	Signage (standardised)	As per extant instructions					

* At stations falling in water scarcity zones or, where water source dries up in summer, drinking water facility should be ensured at every platform by means of syntax tanks/CANS/Matkas/Piaos etc. as decided by GM of the Railways. At less important stations, particularly those falling under category E & F, one water supply source at a location convenient to passengers may be provided. Drinking water facility would include all necessary units whether donated by private parties or provided by the Railways themselves.

@ If the variation is marginally on the lower side (upto -5 sqm), then it can be taken to be adequately provided.

1. Number of latrines/urinals includes provision in waiting room/halls. 1/3rd of the toilet may be reserved for ladies. In case of 2 toilets existing, one each should be earmarked for ladies & gents.

2. Number of latrines/urinals can be reduced in water scarcity areas by the Railway with the approval of GM.

3. Includes pay and use toilets in terms of Board's letter No. 05/TGIV/10/SAN/32/Pay & Use Policy Dt 7.6.06.

\$ At A1, A, B, C & D category of stations, the booking counters to operate round the clock except at stations where there is no night working.

Excluding outdoor car parking for which it will be 20 lux.

** For covered platforms having width of 6-9mts, one row of fans should be provided @one fan in the centre of supporting columns. For covered platforms with more than 9mts width, fans should be provided in 2 rows.

*** (a)On all New lines, Gauge Conversion & Doubling projects, minimum level of platforms shall be medium level(Bd's letter No. 2003/LMB/14/29 Dt 26.4.2005).
(b)Wherever platform height gets reduced on account of track works, the same should be restored (Bd's letter No. 2003/LMB/14/29 Dt 03.2.2005).(c) Platform should be high level, irrespective of category, wherever EMU trains are dealt with(Bd's letter No. 2006/LMB/2/121 Dt 11.8.2006).

NORMS FOR RECOMMENDED LEVEL OF AMENITIES
AT VARIOUS CATEGORIES OF STATIONS

Nmax = Average no. of passenger at any time during peak including the inward and outward passenger (excluding mela traffic)

Ndb = Design figure for number of passenger for 'A' & 'B' stations to be calculated as $Ndb = 0.3 (Nmax)$

Nds = Design figure for number of passenger for 'C', 'D' & 'E' stations to be calculated as $Nds = 0.45 (Nmax)$

S.No.	Amenities	Recommended scale for provision	
		Cat. A-1, A & B	Other stations
1.	Booking Facility (No. of counters)	1 window per 800 tickets per shift (shift with maximum number of tickets sold should be taken)	
2.	Drinking water (No. of taps)	No. of taps = $Nmax/25$. Taps should be distributed so that every alternate coach gets benefit of a tap	No. of taps = $Nmax/25$.
3.	Waiting hall	1.394 Ndb sqm	1.394 Nds sqm (Excluding C)
4.	Seating arrangement (No. of seats)	0.4 Ndb	0.4 Nds
5.	Platform shelter* (on each PF)	0.28 Nmax	0.28 Nmax
6.	Urinals#	Ndb/200	Nds/200
7.	Latrines#	Ndb/200	Nds/200
8.	Platform level	To be decided by the Zonal Railways	
9.	Lighting	Norms indicated in Note below.	
10.	Fans**	As given below.	
11.	Foot over bridge	To be decided by the Zonal Railways	
12.	Time Table Display	To be decided by the Zonal Railways	
13.	Clock	To be decided by the Zonal Railways	
14.	Water Coolers	To be decided by the Zonal Railways	
15.	Public Address System/Computer based announcement	To be decided by the Zonal Railways	
16.	Parking -cum- circulatory area with lights	To be decided by the Zonal Railways	
17.	Electronic Train indicator board	To be decided by the Zonal Railways	
18.	Public phone booth	To be decided by the Zonal Railways	
19.	Signage (standardised)	To be decided by the Zonal Railways	

* At imp. 'A1', 'A' category and suburban stations, efforts should be to cover the entire PF.

** For covered platforms having width of 6-9 mts, one row of fans should be provided @ one fan in the center of supporting columns. For covered platforms with more than 9 mts width, fans should be provided in 2 rows.

1/3rd of urinals/latrines be reserved for ladies.

Note: (a) Norms for recommended level of illumination at various categories of stations are as follows (Ref. Bd's Circular No.2005/Elec(G)/150/1 Dt. 28.2.06)

S. No.	Area	Proposed lux level for category I/II/III stations
1	Station circulating area	50/30/20
	Outdoor car parking	20/20/20
2.	Station concourse area	100/100/100
3.	Booking office, reservation office, enquiry office	200 (localized above counter) & 100 in remaining areas for category I, II, III stations.
4.	Parcel and luggage office counter	150/150/150 150/150/150
5.	Platform covered Open area	50/30/20
6.	Waiting halls/rooms	100/100/100
7.	Retiring rooms	100/100/100
8.	Restaurant and kitchen in general building area:	
	i) Restaurant area:	150/150/150
	ii) Kitchen:	100/100/100
	iii) Stores	100/100/100
9.	Foot over bridge	50/30/20
10.	Other service buildings inside Railway station area	200 for SM's office for category I, II, III stations.

Category (I) – Stations on Zonal Railway HQs/State capitals and all A1 & A category stations.

Category (II) – Stations on Rlys. Divisional Hqs/State Distt. HQs and all B category stations.

Category (III) – Stations in remaining Categories.

(b) Emergency lighting to be provided as per Board's letter No. 2004/Elect.-I/109/1 Pt. Dated 20.2.2006

DESIRABLE AMENITIES

S.No.	Amenities	STATION CATEGORY						
		A-1	A	B	C	D	E	F
1.	Retiring room	Yes ¹	Yes	Yes	-	Yes	-	-
2.	<u>Waiting room with bathing facilities</u>							
	Upper Class	Yes ¹	Yes	-	-	-	-	-
	2 nd class	Yes ¹	Yes	Yes	-	Yes	-	-
	Separate for ladies (combined upper and 2 nd Class)	Yes ¹	Yes	-	-	-	-	-
3.	Cloak room	Yes	Yes	Yes	-	-	-	-
4.	Enquiry Counter	Yes	Yes	Yes	-	-	-	-
5.	NTES	Yes	Yes	-	-	-	-	-
6.	IVRS	Yes	Yes	Yes	-	-	-	-
7.	Public Address System/Computer based announcement	Yes	Yes	Yes	Yes	Yes	-	-
8.	Book stalls/other - stalls of essential goods	Yes ²	Yes	Yes	Yes	Yes	-	-
9.	Refreshment room	Yes	Yes	Yes	-	-	-	-
10.	Parking/circulatory area with lights***	Yes	Yes	Yes	Yes	Yes	-	-
11.	Washable apron with jet cleaning#	Yes	Yes	Yes	-	-	-	-
12.	Electronic Train Indicator Board	Yes	Yes	Yes	Yes	-	-	-
13.	Public Phone Booth	Yes	Yes	Yes	Yes	Yes	Yes	-
14.	Touch Screen Enquiry System	Yes	Yes**	-	-	-	-	-
15.	Watering vending machines	Yes	Yes**	Yes**	-	-	-	-
16.	Water Coolers	Yes	Yes	Yes	Yes	Yes	-	-
17.	Signage (Standardised)	Yes	Yes	Yes	Yes	Yes	-	-
18.	Modular Catering Stalls*	Yes	Yes	Yes	Yes	Yes	-	-
19.	Automatic Vending Machines	Yes	Yes**	Yes**	Yes**	-	-	-
20.	Pay & Use Toilets on platforms and circulating areas	Yes	Yes	Yes	Yes	Yes	Yes	-
21.	UTS	Yes	Yes	Yes	Yes	Yes	Yes	-
22.	Computerisation of Complaints	Yes	Yes**	-	-	-	-	-
23.	Provision of cyber cafes	Yes ³	-	-	-	-	-	-

24.	Provision of ATMs (preferably with ticketing facility)	Yes	Yes	Yes	Yes	Yes**	Yes**	-
25.	Provision of at least one AC VIP Lounge	Yes	-	-	-	-	-	-
26.	Food Plaza	Yes	-	-	-	-	-	-
27.	Train Coach Indication System	Yes	-	-	-	-	-	-
28.	CCTV for announcement and security purpose	Yes	-	-	-	-	-	-
29.	Coin operated Ticket Vending Machines	Yes	-	-	-	-	-	-
30.	Pre-paid Taxi service	Yes ⁴	-	-	-	-	-	-
31.	Static mobile charging facility	Yes	-	-	-	-	-	-
32.	Facelift of station building including façade	Yes ⁵						

Yes (in italics): Also prescribed as Minimum Essential Amenities under Annex. I

Washable aprons should be provided in a planned manner to cover stations/platforms from where trains terminate/originate or stop for longer duration in the morning hours. However, at A1 category stations, these shall be provided on all platforms.

* In end platforms, all stalls should be embedded in walls.

** Optional items.

*** Should include high mast lighting wherever feasible.

Numbered subscripts for A-1 category:

1. Upgradation to be taken up preferably under public-private partnership schemes,
2. Should provide for Minimum Essential Medicines.
3. Subject to availability of space.
4. Subject to availability/clearance from local authorities.
5. Facelift including improvement of façade of station building, wherever required, duly incorporating local and architectural features, alongwith ornamental lighting in historical/heritage structures suitably.

(i) Stations falling under 'A-1', 'A' & 'B' category would be provided facilities as under:

- (a) Improvement in the façade of the station building,
- (b) Improvement in the circulating area so as to ensure proper entry and exit of vehicles etc.
- (c) A lighting tower at an appropriate place to be installed for proper illumination,
- (d) Improved modern, cost effective lighting arrangements at the platforms, concourse etc.
- (e) Renovated water booths,
- (f) Renovated, modern, Pay & Use toilets,
- (g) Good Waiting and Retiring Rooms with modern furniture,
- (h) Good passenger guidance system including signages and coach indication boards,
- (i) Improvement to the platform surface,
- (j) Improvement of booking and enquiry offices to give them a facelift,
- (k) Lighting of booking office, queuing area in front of booking windows,
- (l) Engagement of reputed architects/consultants for beautification.

(ii) 'C' category stations which is the majority category selected as Adarsh station, area of the focus would be as under:

- Ethnic-ethos - local art/architecture to be reflected in a distinctive and colourful manner.
- Focus on quick entry and exit for passengers (minimum two entry and two exit points).
- Railway road i.e. access from civil road to station premises to be smooth with no unauthorized fetters on this road.
- Provision of signage i.e. location of ladies/handicapped coach.
- Toilets - Provision of green toilets in local trains depending upon usage would be supplemented by - minimum 4 urinals of which 2 should be toilets at the platform. These will be renovated / made by Railways but operated on 'Pay and Use' basis. The location would preferably be the home platform/concourse on either side of the station only for ease of drainage and sanitation.
- Provision of full shelters on the platforms for better protection from elements.
- Provision of Booking Office on both sides, as required.
- Provision of wide FOBs, as required.
- Improving the stairs quality.
- Provision of adequate drinking water arrangements at suitable points ensuring no hindrance to free flow of passengers.
- Provision of adequate lighting.
- Focus on maintenance of assets.
- Conservancy contracts for cleaning

- (iii) Stations falling under 'D', 'E' & 'F' category would be provided with 'Desirable Amenities', details of which are as under:

S.No.	Amenities	STATION CATEGORY		
		D	E	F
1.	Retiring Room	Yes	-	-
2.	2nd class waiting room (with bathing facilities)	Yes	-	-
3.	Public Address System/Computer based announcement	Yes	-	-
4.	Book stalls/other stalls of essential goods	Yes	-	-
5.	Parking/circulatory area with lights***	Yes	-	-
6.	Public Phone booth	Yes	Yes	-
7.	Water coolers	Yes	-	-
8.	Signage (Standardised)	Yes	-	-
9.	Modular Catering Stalls*	Yes	-	-
10.	Pay & Use Toilets on platforms & circulating area	Yes	Yes	-
11.	UTS	Yes	Yes	-
12.	Provision of ATMs (preferably with ticketing facility)	Yes**	Yes**	-

* In end platforms, all stalls should be embedded in walls.

** Optional items.

*** Should include high mast lighting wherever feasible.

Note: Ethnic-ethos - local art/architecture to be reflected in a distinctive and colourful manner and providing an enhanced level of passenger amenities would be common to all.

LIST of ART, SPART, ARMV/ARME & SPARMV OVER INDIAN RAILWAYS

RAILWAYS	ART (Accident Relief Train)		SPART (Self Propelled Accident Relief Train)	ARMV (Accident Relief Medical Van)	SPARMV (Self Propelled Accident Relief Medical Van)	TOTAL
	BG	MG				
CENTRAL	20	0	0	9	2	31
EASTERN	11	1	2	8	0	22
NORTHERN	12	2	1	14	1	30
NORTH EASTERN	5	5	1	11	1	23
NORTHEAST FRONTIER	7	3	0	10	1	21
SOUTHERN	12	3	2	11	0	28
SOUTH CENTRAL	14	1	2	11	1	29
SOUTH EASTERN	9	0	0	8	1	18
WESTERN	12	5	1	16	1	35
EAST CENTRAL	12	4	0	11	1	28
EAST COAST	10	0	3	4	0	17
NORTH CENTRAL	5	2	1	6	1	15
NORTH WESTERN	5	4	2	11	0	22
SOUTHEAST CENTRAL	7	3	0	5	0	15
SOUTH WESTERN	8	0	1	9	0	18
WEST CENTRAL	8	0	1	9	0	18
TOTAL	157	33	17	153	10	370

List of ARTs/SPARTs, ARMVs and SPARMVs with their division-wise locations over all Indian Railways

Railway	Division	LOCATIONS					TOTAL
		ART		SPART	ARMV	SPARMV	
		B.G.	MG & N.G.				
CENTRAL	Mumbai	Kalyan, Igatpuri, Lonawala, Trombey, Jasai, Wadi Bunder, Kalamboli Goods, Kalyan, Kurla			Igatpuri, Bhusawal, Amla, Wardha, Miraj, Pune, Daund, Sholapur, Wadi	Kalyan, Nagpur	20
	Pune	Miraj, Pune					2
	Sholapur	Daund, Wadi, Sholapur					3
	Bhusawal	Bhusawal, Manmad					2
	Nagpur	Ajni, Amla, Wardha, Balharshah					4
Total		20	0		9	2	31
EASTERN	Howrah	Howrah Loco, Bandel, Rampurhat,	Katwa	Burdwan	Howrah Loco, Rampurhat		7
	Asansol	Asansol Jn., Andal			Asansol		3
	Malda Town	Sahibganj, Malda Town, Jamalpur			Sahibgan, Malda Town, Jamalpur		6
	Sealdah	Beliaghata, Ranaghat Jn., Sitarampur		Beliaghata	Beliaghata, Ranaghat		6
Total		11	1	2	8	0	22
NORTHERN	Delhi	Delhi			Delhi		2
	Ambala	Ambala, Saharanpur, Bhatinda,	Kalka		Ambala, Bhatinda	Saharanpur	7
	Ferozepur	Ludhiana, Ferozepur, Amritsar, Pathankot	Pathankot	Budgam	Ferozepur, Amritsar, Ludhiana, Pathankot		10
	Moradabad	Moradabad, Roza			Moradabad, Roza		4
	Lucknow	Lucknow, Lucknow			Lucknow, Faizabad		4
Total		12	2	1	11	1	27
NORTH EASTERN	Lucknow	Gorakhpur, Gonda	Gonda, Mailani, Aishbagh		Gonda, Mailani, Aishbagh, Gonda		9
	Varanasi	Mau, Chhapra Kachery	Chhapra Kachery	Manduadih (Varanasi)	Manduadih, Chhapra Kachery, Mau, Chhapra Kachery	Manduadih (Varanasi)	10
	Izzatnagar	Kasganj	Bareilly City		Kasganj, Pilibhit		4
Total		5	5	1	11	1	23
NORTHEAST FRONTIER	Katihar	New Jalpaiguri, Katihar			New Jalpaiguri, Katihar		4
	Rangia	New Bongaigoan	Rangapara North		New Bongaigoan, Rangia Jn., Rangapara North		5
	Lumding	New Guwahati, Lumding	Lumding, Badarpur		Lumding, Badarpur	Guwahati	7
	Tinsukia	Tinsukia			Mailani, Tinsukia		3
	Allpurduwar	New Alipurduwar			New Alipurduwar		2
Total		7	3	0	10	1	21

List of ARTs/SPARTs, ARMVs and SPARMVs with their division-wise locations over all Indian Railways

Railway	Division	LOCATIONS					
		ART		SPART	ARMV	SPARMV	TOTAL
		B.G.	MG & N.G.				
SOUTHERN	Chennai	Tondiarpet, Basin Bridge, Jolarpettai		Chennai Central	Jolarpettai, Chennai Central		6
	Madurai	Madurai, Tirunelveli			Madurai, Sengottai, Madurai		5
	Salem	Erode			Erode		2
	Tiruchirappalli		Thiruvavur, Madurai, Sengottai		Tiruchirappalli, Thiruvavur, Villupuram		6
	Palghat	Shoranur, Mangalore		Shoranur	Mangalore		6
	Thiruvananthapuram	Thiruvananthapuram, Ernakulam			Thiruvananthapuram, Ernakulam		4
Total		12	3	2	12	0	29
SOUTH CENTRAL	Secunderabad	Secunderabad, Kazipet, Bellampally, Secunderabad		Secunderabad	Secunderabad, Kazipet	Secunderabad	8
	Guntakal	Gooty, Guntakal, Renigunta, Dharamavaram			Guntakal, Renigunta, Dharamavaram		7
	Nanded	Purna	Akola		Purna, Akola		4
	Vijyawada	Vijyawada, Rajamundry, Bitturagunta		Vijyawada	Vijyawada, Rajamundry, Bitturagunta		7
	Hyderabad	Nizamabad			Nizamabad		2
	Guntur	Guntur					1
Total		14	1	2	11	1	29
SOUTH EASTERN	Adra	Adra, Bokaro			Adra, Bokaro		4
	Chakradharpur	Chakradharpur, Tata Nagar, Dongapushi, Bondamunda			Chakradharpur, Tata Nagar, Dongapushi, Bondamunda		6
	Kharagpur	Kharagpur, Santragachi			Santragachi	Kharagpur	4
	Ranchi	Hatia			Hatia		2
Total		9	0	0	8	1	18
WESTERN	Mumbai	Udhna, Bandra, Valsad	Billimora	Bandra	Mumbai Central, Udhna, Valsad		9
	Ratlam	Ratlam, Ujjain, Chittorgarh, Dahod	Mhow		Ratlam, Ujjain, Chittorgarh, Mhow		8
	Rajkot	Rajkot			Rajkot, Hapa		3
	Ahmedabad	Kankaria, Gandhidham	Sabarmati		Ahmedabad, Gandhidham, Palanpur, Sabarmati		7
	Vadodara	Vadodara	Dabhoi			Vadodara	3
	Bhavnagar	Bhavnagar	Jetalsar		Porbander, Bhavnagar, Jetalsar		5
Total		12	5	1	16	1	35
EAST CENTRAL	Dhanbad	Dhanbad, Patherdih, Barkakana, Chopan, Gomo, Barwedih			Dhanbad, Barwedih, Chopan		9
	Danapur	Danapur, Jhajha			Danapur, Jhajha		4
	Mughalsarai	Mughalsarai, Gaya			Gaya	Mughalsarai	4
	Samastipur		Jhanjharpur, Sahrasa, Narkatiaganj, Banmankhi		Samastipur Jn. Darbhanga Jn.		6
	Sonepur	Sonepur, Garhara			Sonepur, Barauni		4
Total		12	4	0	10	1	27

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ARTs/SPARTs, ARMVs and SPARMVs with their division-wise locations over all Indian Railways

Railway	Division	LOCATIONS					
		ART		SPART	ARMV	SPARMV	TOTAL
		B.G.	MG & N.G.				
EAST COAST	Khurda Road	Khurda Road, Palasa, Bhadrak Talcher		Khurda Road	Khurda Road, Palasa, Bhadrak		8
	Sambalpur	Sambalpur Kantabahnji		Sambalpur	Sambalpur Kantabahnji		5
	Waltair	Waltair, Koraput Rayagada Kirandul		Waltair	Koraput, Vishakapatnam		7
	Total	10	0	3	7	0	20
NORTH CENTRAL	Allahabad	Kanpur, Allahabad, Tundla			Kanpur, Tundla	Allahabad	6
	Jhansi	Jhansi	Gwalior, Dholpur	Banda	Jhansi, Banda		6
	Agra	Agra Cantl.			Agra Cantl.		2
	Total	5	2	1	5	1	14
NORTH WESTERN	Jaipur	Jaipur		Jaipur	Rewari, Jaipur, Sikar		5
	Ajmer	Abu Road, Ajmer	Udaipur, Ajmer	Udaipur	Ajmer, Ranapratam Nagar, Udaipur, Mawali		9
	Jodhpur	Jodhpur			Jodhpur, Merta Road		3
	Bikaner	Lalgarh	Churu, Sriganganagar		Bikaner, Lalgarh, Suratgarh, Hanumangarh		7
	Total	5	4	2	13	0	24
SOUTHEAST CENTRAL	Bilaspur	Bilaspur, Sahdol, Korba, Brijrajnagr			Bilaspur, Raigarh, Shahdol		7
	Raipur	Bhilai	Raipur		Bhilai		3
	Nagpur	Gondia, Itwari,	Chhindwara, Nainpur		Gondia, Itwari		6
	Total	7	3	0	6	0	16
SOUTH WESTERN	Hubli	Hubli, Castle Rock, Hosepet, Bijapur, Vasco-da-gama			Hubli, Castle Rock, Bijapur,		8
	Bangalore	Bangalore			Bangalore		2
	Mysore	Arsikere, Sakleshpur		Mysore	Mysore, Arsikere, Harihar, Sakleshpur		7
	Total	8	0	1	8	0	17
WEST CENTRAL	Jabalpur	New Katni Jn, Jabalpur, Satna			New Katni Jn, Jabalpur,		5
	Bhopal	Itarsi, Bina, Bhopal		Guna	Itarsi, Bina, Bhopal, Guna		8
	Kota	Kota, Gangapur City			Kota, Gangapur City		4
	Total	8	0	1	8	0	17
G. TOTAL		157	33	17	153	10	370

**MINUTES OF THE SECOND SITTING OF THE STANDING COMMITTEE
ON RAILWAYS (2011-12)**

The Committee sat on Friday, the 7th October, 2011, from 1100 hrs. to 1245 Hrs. in Committee Room 'B', Parliament House Annexe, New Delhi.

PRESENT

SHRI T.R. BAALU - CHAIRMAN

MEMBERS

LOK SABHA

2. Shri Khiladi Lal Bairwa
3. Dr. (Smt.) Botcha Jhansi Lakshmi
4. Shri Anand Prakash Paranjpe
5. Shri Somabhai G. Koli Patel
6. Smt. Satabdi Roy
7. Smt. Yashodhara Raje Scindia
8. Shri Sharief-ud-din 'Shariq'
9. Chaudhary Lal Singh
10. Dr. Girija Vyas

RAJYA SABHA

11. Shri K.E. Ismail
12. Smt. Kusum Rai
13. Shri Ambeth Rajan
14. Shri Ishwar Singh

SECRETARIAT

- | | | | |
|----|-----------------------|---|---------------------|
| 1. | Shri K. Vijaykrishnan | - | Joint Secretary |
| 2. | Shri Arun K. Kaushik | - | Additional Director |

REPRESENTATIVES OF THE MINISTRY OF RAILWAYS (RAILWAY BOARD)

- | | | |
|----|-------------------|--|
| 1. | Shri Vinay Mittal | Chairman, Railway Board & Ex-officio
Principal Secretary to the Govt. of India. |
| 2. | Smt. Pompa Babbar | Financial Commissioner, Railways &
Ex-officio Secretary to the Govt. of India. |
| 3. | Shri A.P. Mishra | Member Engineering, Railway Board, &
Ex-officio Secretary to the Govt. of India |
| 4. | Shri Sanjiv Handa | Member Mechanical, Railway Board, &
Ex-officio Secretary to the Govt. of India |
| 5. | Shri Kul Bhushan | Member Electrical, Railway Board, &
Ex-officio Secretary to the Govt. of India |
| 6. | Shri A.K. Vohra | Member Staff, Railway Board, &
Ex-officio Secretary to the Govt. of India |

2. At the outset, the Chairman welcomed the representatives of the Ministry of Railways (Railway Board) to the sitting of the Committee. Thereafter, the representatives of the Ministry briefed the Committee on the subject 'Passenger Amenities and Passenger Safety in Indian Railways' which has been taken up by the Committee for examination. After the briefing, Members raised certain points for clarification to which the representatives of the Ministry replied.

4. A verbatim record of the proceedings has been kept.

The Committee then adjourned.

**MINUTES OF THE THIRD SITTING OF THE STANDING COMMITTEE ON
RAILWAYS (2011-12)**

The Committee sat on Wednesday, the 19th October, 2011 from 1100 hrs. to 1240 Hrs. in Committee Room 'D', Parliament House Annexe, New Delhi.

PRESENT

SHRI T.R. BAALU - CHAIRMAN

MEMBERS

LOK SABHA

2. Shri Khiladi Lal Bairwa
3. Shri K. Bapiraju
4. Dr. Nirmal Khatri
5. Shri Anand Prakash Paranjpe
6. Shri Somabhai G. Koli Patel
7. Dr. Padmsinha Bajirao Patil
8. Smt. Satabdi Roy
9. Smt. Yashodhara Raje Scindia
10. Shri Gopal Singh Shekhawat
11. Shri Ganesh Singh
12. Kunwar Rewati Raman Singh
13. Shri Lalji Tandon
14. Dr. Girija Vyas

RAJYA SABHA

15. Shri K.E. Ismail
16. Shri Om Prakash Mathur
17. Shri Ambeth Rajan
18. Shri Tarini Kanta Roy
19. Shri T.M. Selvaganapathi
20. Shri Ishwar Singh
21. Shri Ramchandra Prasad Singh
22. Ms. Sushila Tiriya
23. Shri Nandi Yellaiah

SECRETARIAT

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|----|-----------------------|---|---------------------|
| 1. | Shri K. Vijaykrishnan | - | Joint Secretary |
| 2. | Shri Abhijit Kumar | - | Director |
| 3. | Shri Arun K. Kaushik | - | Additional Director |

REPRESENTATIVES OF NORTHERN RAILWAY

1. Shri S.K.Budhalakoti General Manager, Northern Railway
2. Shri Ashwani Lohani Divisional Railway Manager, Delhi

2. At the outset, the Chairman welcomed the representatives of Northern Railway to the sitting of the Committee. Thereafter, the representatives of the Northern Railway made a power-point presentation before the Committee on 'Passenger amenities being provided at various Railway Stations in Delhi'. After the presentation, Members raised certain points for clarification to which the representatives of Northern Railway replied.

3. The Committee, then decided to undertake a study tour in second week of November, 2011 to Thiruvananthapuram, Mumbai, Jodhpur and Jaipur in connection with the examination of the subject selected by the Committee, viz. 'Passenger Amenities and Passenger Safety in Indian Railways.

4. A verbatim record of the proceedings has been kept.

The Committee then adjourned.

**MINUTES OF THE FOURTH SITTING OF THE STANDING COMMITTEE ON
RAILWAYS (2011-12)**

The Committee sat on Thursday, the 8th December, 2011 from 1600 hrs. to 1740 Hrs. in Committee Room 'D', Parliament House Annexe, New Delhi.

PRESENT

SHRI T.R. BAALU - CHAIRMAN

MEMBERS

LOK SABHA

2. Shri Khiladi Lal Bairwa
3. Shri Ram Sunder Das
4. Shri Pralhad Joshi
5. Dr. Nirmal Khatri
6. Dr. (Smt.) Botcha Jhansi Lakshmi
7. Shri Somabhai G. Koli Patel
8. Shri Sharief-ud-din 'Shariq'
9. Shri Gopal Singh Shekhawat
10. Shri Ganesh Singh
11. Kunwar Rewati Raman Singh
12. Dr. Girija Vyas
13. Shri Nama Nageswara Rao

RAJYA SABHA

14. Shri Ambeth Rajan
15. Shri Tarini Kanta Roy
16. Shri T.M. Selvaganapathi
17. Shri Ishwar Singh
18. Shri Ramchandra Prasad Singh
19. Ms. Sushila Tiriya

SECRETARIAT

- | | | | |
|----|----------------------|---|---------------------|
| 1. | Shri Abhijit Kumar | - | Director |
| 2. | Shri Arun K. Kaushik | - | Additional Director |

REPRESENTATIVES OF THE MINISTRY OF RAILWAYS (RAILWAY BOARD)

- | | | |
|----|-----------------------|--|
| 1. | Shri Sanjiv Handa | Member Mechanical, Railway Board, &
Ex-officio Secretary to the Govt. of India |
| 2. | Smt. Dipali Khanna | Financial Commissioner, Railways &
Ex-officio Secretary to the Govt. of India. |
| 3. | Shri A.P. Mishra | Member Engineering, Railway Board, &
Ex-officio Secretary to the Govt. of India |
| 4. | Shri Kul Bhushan | Member Electrical, Railway Board, &
Ex-officio Secretary to the Govt. of India |
| 5. | Shri A.K. Vohra | Member Staff, Railway Board, &
Ex-officio Secretary to the Govt. of India |
| 6. | Shri K. K. Srivastava | Member Traffic, Railway Board, &
Ex-officio Secretary to the Govt. of India |

2. At the outset, the Chairman apprised the members about the absence of the Chairman, Railway Board, from the sitting of the Committee due to some exigencies in Railways. The Chairman then welcomed the representatives of the Ministry of Railways (Railway Board) to the sitting of the Committee.

3. The Committee took oral evidence of the representatives of the Ministry of Railways on the subject 'Passenger Amenities and Passenger Safety in Indian Railways' and other matters relating thereto.

4. During the evidence, the members raised certain points for clarification relating to the subject. The representatives of the Ministry replied to the same.

5. Evidence of the Ministry then concluded.

6. A verbatim record of the proceedings has been kept.

7. The witnesses, then, withdrew.

The Committee, then, adjourned.

**MINUTES OF THE EIGHTH SITTING OF THE STANDING COMMITTEE
ON RAILWAYS (2012-13)**

The Committee sat on Friday, the 5th April, 2013, at 1100 hrs. in Committee Room No. G-074, Parliament Library Building, New Delhi.

PRESENT

SHRI T.R. BAALU - CHAIRMAN

MEMBERS

LOK SABHA

2. Dr. Ram Chandra Dome
3. Shri Pralhad Joshi
4. Dr. Nirmal Khatri
5. Shri Surendra Singh Nagar
6. Shri Anand Prakash Paranjpe
7. Shri Rayapati Sambasiiva Rao
8. Shri Rudra Madhab Ray
9. Smt. Satabdi Roy
10. Shri Ganesh Singh
11. Shri Lalji Tandon
12. Shri Harsh Vardhan

RAJYA SABHA

13. Shri Husain Dalwai
14. Shri Prabhat Jha
15. Dr. Barun Mukherji
16. Shri Ambeth Rajan
17. Shri Tarini Kanta Roy
18. Shri Bashistha Narain Singh
19. Shri Ishwar Singh
20. Shri Nandi Yellaiah

SECRETARIAT

- | | | | |
|----|-----------------------|---|---------------------|
| 1. | Shri K. Vijaykrishnan | - | Joint Secretary |
| 2. | Shri Abhijit Kumar | - | Director |
| 2. | Shri Arun K. Kaushik | - | Additional Director |

REPRESENTATIVES OF THE MINISTRY OF RAILWAYS (RAILWAY BOARD)

XXX XXX XXX XXX

2. At the outset, the Chairman welcomed the Members to the sitting of the Committee. Thereafter, the Committee took up for consideration the following draft Reports and adopted the same without any modifications:

(i) **XXX XXX XXX XXX ;**

(ii) **XXX XXX XXX XXX ;** and

(iii) Passenger Amenities and Passenger Safety in Indian Railways.

3. The Committee also authorized the Chairman to finalise the Reports and present the same to Parliament.

4. **XXX XXX XXX XXX**

The Committee then adjourned.