

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:4445  
ANSWERED ON:20.02.2014  
PASSENGER REVENUE TARGETS  
Ramasubbu Shri S.

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

- (a) whether it is a fact that the audit report has pointed out failure of Railways to meet passenger revenue targets, basic amenities, hygiene, cleanliness, etc.;
- (b) if so, the details thereof;
- (c) whether the Railways have taken any steps to improve its overall service to the passengers and revenue generation; and
- (d) if so, the details thereof and if not, the reasons therefor?

**Answer**

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

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF THE UNSTARRED QUESTION NO.4445 BY SHRI S.S. RAMASUBBU TO BE ANSWERED IN LOK SABHA ON 20.02.2014 REGARDING PASSENGER REVENUE TARGETS.

(a) Yes, Madam. While the Comptroller and Auditor General (C&AG) in Chapter I of its Report No. 12 of 2013 on 'Railway Finances' has pointed out the failure of Railways to meet passenger revenue target, Chapter 4 of C&AG's Report No. 11 of 2013 points out shortcomings in basic amenities, hygiene, cleanliness, etc.;

(b) Details are as follows:

(i) In Para 1.4.1.2 of C&AG's Report No. 12 of 2013, Audit have observed that passenger earnings fell short of budget estimates;

(ii) In Chapter 4 of C&AG's Report No. 11 of 2013, Audit have pointed out shortcomings in hygiene, cleanliness, provision of toilets and drinking water supply at stations etc.

(c) & (d) As per laid down procedure, Action Taken Notes on the observations/recommendations contained in C&AG's reports are submitted to Public Accounts Committee, duly vetted by Audit.

However, in order to realize the passenger revenue targets, a slew of measures such as implementation of Fuel Adjustment Component(FAC) in fare and freight, revision of fare of Kolkata Metro Railway, introduction of new/special/premium trains, augmentation of capacity of patronized trains have been taken.

Augmentation/improvement of passenger amenities including making good shortfall in amenities at stations is a continuous process. With a view to improve the standard of cleanliness, Railways have planned multi-pronged action by synergizing technology, education of users and provision of mechanized equipments. Contracts are awarded for rag picking, garbage disposal and mechanized cleaning to ensure proper cleanliness at stations. More and more toilets have been brought under the purview of 'pay & use' scheme. Regular inspections are conducted by various officials at railway stations to monitor cleanliness and also to identify weak areas and take remedial measures. Rules have also been framed under the Railways Act 1989 to penalize the persons affecting the cleanliness & hygiene at Railway premises.

Similarly, there is continuous endeavour to improve cleanliness and hygiene in coaches. For further improving upon the standard of cleanliness in coaches, schemes like Intensive Mechanized Cleaning in maintenance depots, On Board House-Keeping Services(OBHS) for cleaning of coaches on run and cleaning attention to trains during their stoppage at 'Clean Train Stations(CTS)' etc have been implemented. Besides, regular inspections are conducted at various levels to monitor cleanliness in the coaches.