

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:3396  
ANSWERED ON:10.12.2009  
PASSENGER AMENITIES  
Joshi Shri Mahesh;Singh Shri Ijyaraj

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

- (a) whether the Railways have taken any decision to privatise the basic amenities being provided to passengers in trains and stations;
- (b) if so, the details of those services likely to be assigned to private sector;
- (c) the extent to which the passengers are likely to be benefited as a result thereof;
- (d) the other steps taken/being taken by the Railways towards making itself a world class network; and
- (e) the facilities being provided for the convenience of pregnant women, senior citizens, disabled persons and their kins travelling by trains?

**Answer**

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

- (a) & (b): Large scale privatization of basic facilities/amenities provided in trains and at stations is not envisaged at present. However, there are certain activities which Railways are now getting done through private organizations, important among them are mechanized cleaning of trains at selected locations, On Board Housekeeping Services in identified trains, architectural improvements to stations/service buildings, maintenance and operation of pay & use toilets at stations, etc.
- (c) With framing out activities of provision of various facilities/amenities to professional organizations in the respective field, Railways hope to enhance the quality standards of these services. Such enhanced quality standards of services will be for the benefit of railway passengers.
- (d) In the context of passenger amenities, Indian Railways have taken various measures which include improved design of Rolling Stock, better passenger information system, development of world class Railway Stations etc.
- (e) For the welfare of senior citizens, disabled persons & their attendants, pregnant women and their kins traveling by trains, Railways have provided various facilities viz. earmarking of separate reservation quota, earmarking of separate reservation counters at major computerized Passenger Reservation System (PRS) centres, allotment of lower berth (subject to availability at the time of booking), allotment of lower berth falling vacant in train by on-board Ticket Checking staff on priority etc.