

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:4166
ANSWERED ON:20.04.2015
FACILITIES FOR TRAIN PASSENGERS ANNOUNCED IN
Bhatt Smt.Ranjanben;Patil Shri A.T. (Nana)

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have made announcement relating to passenger security, food, complaints helpline numbers and mandatory identity cards for general train passengers in the Railway Budget for the year 2015-16 and if so, the details thereof along with new helpline numbers;
- (b) whether the Railways propose to issue identity cards for concessional tickets to the differently abled persons in the country and if so, the details thereof; and
- (c) if not, the reasons therefor?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA)

(a): Yes, Madam. In compliance of the pronouncements made in Rail Budget 2015-16 with regard to passenger security, food, complaints helpline numbers, following measures have been initiated –

(i) For strengthening of surveillance mechanism in trains, Close Circuit Television (CCTV) Cameras have been fitted on two SLRs on experimental basis to gain experience and feedback. For the year 2015-16, an enabling provision of CCTV cameras on 500 coaches has also been made.

(ii) All zonal railways have been advised to make 138 helpline number functional through Divisional Commercial Control as a public interface for queries/complaints related to medical emergency, cleanliness, food and catering, coach maintenance, linen etc. (except security), and this is being operated round the clock since 26th February, 2015.

(iii) A three digit Security Helpline number 182 has been made functional through Security Control Rooms of Railway Protection Force to provide round the clock security related assistance to passengers over Indian Railways.

(iv) Announcement for mandatory identity cards for general train passengers has not been made in the Budget Speech for 2015-16. However, the same is already in vogue for all reserved classes of all trains w.e.f. 15.02.2012.

(b): The scheme of concession based ticketing for the physically challenged persons using Photo Identity Card issued by the Railways has been implemented w.e.f. 29.01.2015 over Northern Railway on pilot basis. Further, instructions have been issued to all Zonal Railways for implementation of the scheme on all India basis. Under this scheme, a Photo Identity Card is issued by the Railways to the Physically Challenged Persons upon submission of relevant documents subject to verification of the authenticity of the documents. The validity of the card is five years from the date of issue or till the last date up to which the concession certificate is valid, whichever is earlier. The passenger has to carry the Photo Identity Card issued by the Railways in original during the journey and shall be required to produce the same for certification during on-board/off-board checking.

(c): Does not arise.