

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:4071
ANSWERED ON:07.08.2014
PASSENGER FRIENDLY INITIATIVES
Antony Shri Anto ;Patil Shri Bheemrao Baswanthrao

Will the Minister of RAILWAYS be pleased to state:

- (a) the details of the passenger friendly initiatives of Railways at Stations and in Trains, zone-wise including South Central Zone;
- (b) whether Railways proposes to install escalators and lifts at 17 railway stations of the South Central Zone along with introduction of new scheme called 'Office on Wheels' for providing work facilities on trains in the country;
- (c) if so, the details thereof;
- (d) the funds allocated for the purpose; and
- (e) the timeframe for its implementation?

Answer

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

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 4071 BY SHRI ANTO ANTONY AND SHRI BHEEMRAO B. PATIL TO BE ANSWERED IN LOK SABHA ON 07.08.2014 REGARDING PASSENGER FRIENDLY INITIATIVES

(a): Indian Railways continuously strive to provide comfortable and affordable travel experience to its passengers on all Zonal Railways including South Central Railway. Initiatives which have already been taken include Proliferation of E-Ticketing, Ticketing through Mobile Phone, Ticketing through SMS, Tatkal Reservation Scheme, Proliferation through Tie-up with other institutions (Post Offices), Alternate Mode of Sales for Unreserved Tickets, Jansadharan Tickets Booking Sewaks (JTBS), Reduction in Advance Reservation Period, Mandatory condition for carrying proof of identity for all Reserved Classes to Prevent Misuse of Tickets, Facility of Modern Luggage Trolleys, Battery Operated Vehicles, Adarsh Stations, provision of lifts and escalators at important stations etc.

Passenger friendly initiatives taken in trains are as under:-

1. Provision of SLRD coaches with facilities for differently-abled persons in Mail/Express trains.
2. Introduction of high capacity Air Conditioned Double Decker trains.
3. Provision of Automatic fire and smoke detection system for passenger safety against fire.
4. Introduction of LHB (Linke Hoffmann Busch) design coach variants for Non Air Conditioned class travellers.

(b) & (c): 26 escalators at 8 stations and 32 lifts at 13 stations have been commissioned in South Central Railway (SCR). Further, 22 escalators at 13 stations and 28 lifts at 15 stations have also been planned for South Central Railway. "Office on Wheels" on experimental basis has been announced in Railway Budget 2014.

(d): Fund of Rs. 7.37 crore has been allocated during the current financial year in South Central Railway towards escalators and lifts.

(e): Escalators and lifts are being provided progressively subject to availability of funds.