

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:4124

ANSWERED ON:07.08.2014

AMENITIES FACILITIES IN TRAINS AND AT RAILWAY STATIONS

Mahto Dr. Banshilal;Patole Shri Nanabhau Falgunrao

Will the Minister of RAILWAYS be pleased to state:

- (a) the details of the charter of commitment of Railways to provide amenities and facilities to the passengers in running trains and at various railway stations;
- (b) whether it has come to the notice of the Railways that certain railway stations including Bhandara station in Central Zone and Bilaspur station and trains running in South East Zone lack amenities like availability of pure drinking water, sitting arrangement, clean toilets etc.;
- (c) if so, the details thereof and the remedial steps taken by the Railways in this regard;
- (d) whether the Railways have conducted any performance audit of the amenities and facilities being provided to the passengers in trains and at railway stations; and
- (e) if so, the details and outcome thereof and the action taken/being taken by the Railways on the basis of the findings of the audit report?

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. 4124 BY SHRI NANA PATOLE AND DR. BANSHILAL MAHATO TO BE ANSWERED IN LOK SABHA ON 07.08.2014 REGARDING AMENITIES/ FACILITIES IN TRAINS AND AT VARIOUS RAILWAY STATIONS

(a): The Citizen's Charter on Passenger Services of Indian Railways provides adequate passenger amenities in trains and at railway stations. These include lighting and fans, cushioned berths, toilets, reservation charts and destination boards on running trains and facilities like booking arrangements, waiting hall, benches, lighting, drinking water, urinals, etc. at Railway Stations.

(b) & (c): Yes, Madam. 125 stations on South East Central Railway have been identified for providing with higher quantum of certain Passenger Amenities in accordance with revised norms and re-categorisation of stations in 2013-14. Bhandara Road railway station has recently been upgraded from 'D' to 'A' category. Accordingly, action has been initiated for providing more seating arrangements, as per norms, at this station along with those at other stations by March, 2016, subject to inter-se priority and availability of funds. Essential Passenger Amenities like drinking water, seating arrangements, etc. at Bilaspur Railway Station are available, as per norms. All out efforts have been made to improve the standard of cleanliness at Railway Stations including toilets.

Trains running on Indian Railways including those running in South East Zone are properly maintained and thoroughly cleaned. References, wherever received, are acted upon appropriately and necessary corrective and preventive action taken.

(d) & (e): Amenities in coaches are inspected and deficiencies made good during scheduled/ unscheduled repairs in coaching depots and workshops. Inspection of amenities at stations are also carried out at various levels. Shortfall/deficiencies reported during such inspections are acted upon appropriately.