

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:941
ANSWERED ON:08.02.2017
Passenger Amenities
Sonker Smt. Neelam

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the passenger amenities committee constituted with regard to providing amenities to passengers has submitted its report;
- (b) if so, the salient features of the said report;
- (c) whether any shortcomings with regard to enquiry through telephone number 139 and other passenger amenities have been pointed out in the said report;
- (d) if so, the details thereof; and
- (e) whether the Government has taken any corrective steps in this regard and if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a): The present passenger Amenities Committee (PAC) has been constituted w.e.f. 03.03.2016. They have submitted their first report in November, 2016.

(b) to (d): As per the report, Passenger Amenities Committee (PAC) has inspected 136 stations along with trains in 26 inspections during the period from March, 2016 to November, 2016. The committee has also conducted meetings with field officers to discuss the areas of concern with respect to passenger amenities and have given valuable suggestions like need to increase number of water taps at stations, improvement in level of cleanliness, more mobile charging points in coaches, need to remove encroachments, need to improve number of general coaches in trains, improvement of parking areas etc. for the convenience of the passengers. These inspections are very useful in improving the scale and quality of amenities at stations and inside the trains. No specific suggestion has been given by the committee regarding enquiry through telephone number 139.

(e): The suggestions are referred to concerned Zonal Railways for taking corrective action on urgent basis. The works on recommendations of Passenger Amenities Committee (PAC) are undertaken depending upon feasibility, need and inter-se priority subject to availability of funds.
