

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3672
ANSWERED ON:15.12.2014
COMMITTEE ON PASSENGERS SAFETY
Chinnaraj Shri Gopalakrishnan

Will the Minister of RAILWAYS be pleased to state:

- (a) the details of the Committee that take care of passenger needs and safety in the country;
- (b) whether it is a fact that there are no people representations in such Committee; and
- (c) if so, the reasons therefor?

Answer

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

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF UNSTARRED QUESTION NO. 3672 BY SHRI C. GOPALAKRISHNAN TO BE ANSWERED IN LOK SABHA ON 15.12.2014 REGARDING COMMITTEE ON PASSENGERS' SAFETY.

(a): With a view to securing better representation of railway users and for affording frequent opportunities for consultation between Railway Administrations and users for the purpose of improving the efficiency and quality of rail services, there is provision to constitute Railway Users' Consultative Committees at various levels as indicated below:-

- (i) A National Railway Users' Consultative Council (NRUCC) at the Ministry level;
- (ii) A Zonal Railway Users' Consultative Committee (ZRUCC) at the headquarters of each railway;
- (iii) Railway Users' Consultative Committees at the Divisional levels i.e. Divisional Railway Users' Consultative Committees (DRUCCs);
- (iv) Suburban Railway Users' Consultative Committees (SRUCCs) on Central, Western, Southern, Eastern and South Eastern Railways; and
- (v) Station Consultative Committees at selected important stations.

Besides, two Users' Consultative Committees are also constituted on the pattern of ZRUCC, which are as under:-

- i. Konkan Railway Users' Consultative Committee (KRUCC)
- ii. Metro Railway Users' Consultative Committee (MRUCC)

Further, with a view to check the passenger amenities at Stations/Trains, a committee i.e. Passenger Amenities Committee functions at national level under the aegis of Ministry of Railways. Another committee namely Passenger Services Committee also functions at national level to look into various aspects of catering/vending stalls etc, at Railway Stations.

(b): In these committees, representation is given to various interests viz. Chambers of Commerce, Trade Associations, Industrial and Agricultural Associations, Registered Passengers' Associations, State Government representatives, Members of Legislatures, Consumer Protection Organisations, Handicapped Associations, representatives of Members of Parliament/Union Ministers, etc. The suggestions relating to Time Table, improvement of passenger service/ facilities and on subjects of general public interest made during the meetings are examined and wherever feasible, necessary action is taken. Representatives of non-governmental organisations and eminent persons are given representation in both Passenger Amenity Committee and Passenger Services Committee.

(c): Does not arise.