

18

**STANDING COMMITTEE
ON RAILWAYS
(2017-2018)
SIXTEENTH LOK SABHA**

**MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

TOURISM PROMOTION AND PILGRIMAGE CIRCUIT

EIGHTEENTH REPORT



**LOK SABHA SECRETARIAT
NEW DELHI**

December, 2017/Agrahayana, 1939 (Saka)

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(2017-2018)

(SIXTEENTH LOK SABHA)

MINISTRY OF RAILWAYS
(RAILWAY BOARD)

TOURISM PROMOTION AND PILGRIMAGE CIRCUIT

Presented to Lok Sabha on 4.1.2018

Laid in Rajya Sabha on 4.1.2018



LOK SABHA SECRETARIAT
NEW DELHI

December, 2017/Agrahayana, 1939 (Saka)

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COMPOSITION OF THE STANDING COMMITTEE ON
RAILWAYS (2015-2016)[@]

Shri Dinesh Trivedi – *Chairperson*

MEMBERS

Lok Sabha

2. Shri E. Ahamed
3. Shri Kunwar Pushpendra Singh Chandel
4. Shri Ram Tahal Choudhary
5. Shri Sanjay Dhotre
6. Shri Gaurav Gogoi
7. Vacant[†]
8. Shri Chandra Prakash Joshi
9. Shri Ramesh Kaushik
10. Shri Gajanan Chandrakant Kirtikar
11. Shri Balabhadra Majhi
12. Vacant[†]
13. Shri K.H. Muniyappa
14. Shri A.T. Nana Patil
15. Shri R. Radhakrishnan
16. Shri M. Raja Mohan Reddy
17. Shri Lakhanlal Sahu
18. Shri Ganesh Singh
19. Shri Uday Pratap Singh
20. Shri Narasimham Thota
21. Shri S.R. Vijayakumar

[@]Constituted *vide* Lok Sabha Bulletin Part II No. 2340 dated 31.08.2015.

[†]Shri Arjun Ram Meghwal and Shri Rajen Gohain ceased to be Member consequent upon their appointment as Minister in Government of India *w.e.f.* 05.07.2016.

Rajya Sabha

22. Shri A.K. Antony[#]
23. Shri Satish Chandra Misra^{*}
24. Shri Mukut Mithi
25. Shri Dilipbhai Pandya
26. Shri T. Rathinavel
27. Shri Bashistha Narain Singh
28. Shri Shwait Malik[§]
29. Shri Devender Goud T.
30. Shri Alok Tiwari
31. Shri Motilal Vora

[#]Shri A.K. Antony ceased to be Member *w.e.f.* 02.04.16 and renominated *w.e.f.* 20.05.16 *vide* LS Bulletin Part II No. 3581 dated 23.05.16.

[§]Shri Shwait Malik nominated *w.e.f.* 20.05.16 *vide* LS Bulletin Part II No. 3581 dated 23.05.16 in place of Smt. Bimla Kashyap Sood who ceased to be Member *w.e.f.* 02.04.2016 *vide* CB-I note dated 3.4.16.

^{*}Shri Satish Chandra Misra retired on 04.07.2016 *vide* RS Bulletin Part II No. 54902 dated 08.01.2016 and renominated *w.e.f.* 08.07.2016 *vide* RS Bulletin Part II No. 55596 dated 11.07.2016.

COMPOSITION OF THE STANDING COMMITTEE ON
RAILWAYS (2016-2017)[@]

Shri Sudip Bandyopadhyay – *Chairperson*

MEMBERS

Lok Sabha

2. Shri P.K. Kunhalikutty*
3. Shri Kunwar Pushpendra Singh Chandel
4. Shri Ram Tahal Choudhary
5. Shri Rajeev Shankarrao Satav[#]
6. Shri Sudheer Gupta
7. Shri Chandra Prakash Joshi
8. Shri Ramesh Kaushik
9. Shri Gajanan Chandrakant Kirtikar
10. Shri Balabhadra Majhi
11. Shri K.H. Muniyappa
12. Shri A.T. Nana Patil
13. Shri R. Radhakrishnan
14. Shri M. Raja Mohan Reddy
15. Shri Lakhanlal Sahu
16. Prof. (Dr.) Ram Shanker
17. Shri G.M. Siddeshwara
18. Shri Ganesh Singh
19. Shri Uday Pratap Singh
20. Shri Narasimham Thota
21. Shri S.R. Vijayakumar

[@]Constituted *w.e.f.* 01.09.2016 *vide* Lok Sabha Bulletin Part II No. 4105 dated 15.09.2016.

*Shri E. Ahmed passed away on 01.02.2017 (Ref.: Lok Sabha Sectt. Notification No. 24/4(1)/2017/T(B) dated 01.02.2017). Shri P.K. Kunhalikutty was nominated *w.e.f.* 19.07.2017 (Ref.: LS Bulletin Part II No. 5526 dated 19.07.2017)

[#]Shri Rajeev Shankarrao Satav was nominated in place of Shri Gaurav Gogoi *vide* LS Bulletin Part II No. 5163 dated 28.03.2017.

Rajya Sabha

22. Shri A.K. Antony
23. Shri Ranvijay Singh Judev
24. Shri Shwait Malik
25. Shri Satish Chandra Misra
26. Shri Mukut Mithi
27. Shri Garikapati Mohan Rao
28. Shri T. Rathinavel
29. Shri Bashistha Narain Singh
30. Shri Alok Tiwari
31. Shri Motilal Vora

COMPOSITION OF THE STANDING COMMITTEE ON
RAILWAYS (2017-2018)[@]

Shri Sudip Bandyopadhyay – *Chairperson*

MEMBERS

Lok Sabha

2. Shri Ram Tahal Choudhary
3. Shri Sudheer Gupta
4. Shri Chandra Prakash Joshi
5. Dr. Ramshankar Katheria
6. Shri Ramesh Chander Kaushik
7. Shri Ram Mohan Naidu Kinjarapu
8. Shri Gajanan Kirtikar
9. Shri P.K. Kunhalikutty
10. Shri Balabhadra Majhi
11. Shri K.H. Muniyappa
12. Shri A.T. Nana Patil
13. Sadhvi Savitri Bai Phule
14. Shri Viiaya Kumar S.R.
15. Shri R. Radhakrishnan
16. Shri Mekapati Rajamohan Reddy
17. Shri Lakhan Lal Sahu
18. Shri Rajeev Satav
19. Shri G.M. Siddeshwara
20. Shri Ganesh Singh
21. Shri Uday Pratap Singh

[@]Constituted w.e.f. 01.09.2016 vide Lok Sabha Bulletin Part II No. 5837 dated 26.09.2017.

Rajya Sabha

22. Shri A.K. Antony
23. Shri Shwait Malik
24. Shri Satish Chandra Misra
25. Shri Mukut Mithi
26. Shri Garikapati Mohan Rao
27. Shri T. Rathinavel
28. Shri Bashistha Narain Singh
29. Mahant Shambhuprasadji Tundiya
30. Shri Motilal Vora
31. Shri Darshan Singh Yadav

SECRETARIAT

1. Smt. Abha Singh Yaduvanshi — *Joint Secretary*
2. Shri Arun K. Kaushik — *Director*
3. Dr. Mohit Rajan — *Committee Officer*

INTRODUCTION

1, the Chairperson of the Standing Committee on Railways (2017-18), having been authorised by the Committee to present the Report on their behalf, present this Eighteenth Report of the Standing Committee on Railways on 'Tourism Promotion and Pilgrimage Circuit'.

2. The Committee took evidence of the representatives of the Ministry of Railways (Railway Board) on 16.11.2015 and 31.05.2016.

3. The Committee considered and adopted the Report at their sitting held on 21.12.2017. Minutes of the related sittings are given in the Appendix to the Report.

4. This Report is based on facts and figures submitted by the Ministry of Railways on the subject 'Tourism Promotion and Pilgrimage Circuit' and depositions made by the representatives of the Ministry of Railways before the Committee. The Committee wish to express their thanks to the officers of the Ministry of Railways (Railway Board) for appearing before the Committee and furnishing the information that the Committee desired in connection with the examination of the subject 'Tourism Promotion and Pilgrimage Circuit'. They would also like to place on record their appreciation for the assistance rendered to them by the officials of Lok Sabha Secretariat attached to the Committee.

5. For facility of reference and convenience, the observations and recommendations of the Committee have been printed in bold letters in Part-II of the Report.

NEW DELHI;
21 *December*, 2017
30 Agrahayana, 1939 (Saka)

SUDIP BANDYOPADHYAY,
Chairperson,
Standing Committee on Railways.

PART I

CHAPTER I

INTRODUCTORY

Tourism is one of the fastest growing service industry across the world today. Tourism in India is witnessing widespread growth due to the increasing inbound tourism of the burgeoning Indian middle-class, rising inflow of foreign tourists and the successful Government campaigns for 'Incredible India' across the world. As per Ministry of Tourism statistical data, the number of domestic tourist visits to the States/UTs was 1432 million in 2015 as compared to 1290 million in 2014 registering a growth of 11.6% and the number of Foreign Tourist Visits (FTVs) to the States/UTs was 23.33 million in 2015 as compared to 22.33 million in 2014. Tourism also continues to play an important role as a foreign exchange earner for the country. In 2014, Foreign Exchange Earnings (FEE) from tourism were US \$20.24 billion as compared to US\$ 18.45 billion in 2013, registering a growth of 9.7% while in 2015 it was US \$21.07 billion. The contribution of tourism to total Gross Domestic Product (GDP) has been between 6% to 7% since 2009 to 2015.

1.2 Undoubtedly, the tourism sector in India is one of the most emerging sectors and carries a high potential of growth. Indian Railways, therefore, with their wide reach and being economical transport provider across the country, need to give due attention to Tourism and Pilgrimage sector in India. The crucial role that Indian Railway can play in "Tourism Promotion and Pilgrimage Circuit" in India was one among the other reasons for the Committee for selecting this subject for examination.

1.3 The Ministry of Railways have informed that the Tourism and Catering Directorate is the nodal department under the Ministry that takes care of the tourism promotion activities directly. However, the tourism promotion activities of the Railways are limited to special tourist trains and tourism products which are presently carried out by Indian Railway Catering and Tourism Corporation (IRCTC) or respective State Tourism Corporation. IRCTC was incorporated in FY 2000-01. The core activities of the Company are Catering & Hospitality, Internet Ticketing, Travel & Tourism and Packaged Drinking Water (Rail Neer).

1.4 IRCTC, the tourism arm of Indian Railways, mostly through its tourism portal www.railtourismindia.com, provides one-stop solution to almost every passenger travel and tourism requirements—tourist trains/coaches, educational tours, rail/land based tour packages, charter trains/

coaches, hill charters, cab rental, LTC schemes, inbound/outbound packages, hotel bookings, train/air bookings, corporate travel services etc.

1.5 The Ministry in their written replies submitted to the Committee briefly summed up the objectives of the IRCTC as under:

- (a) To provide high quality catering services directly as well as through network of professionally competitive players in the field of food business and franchisees.
- (b) To be a significant player in the hospitality business.
- (c) To produce bulk food manufacturing facilities like food factories etc.
- (d) To provide high quality packaged drinking water (Rail Neer) to passengers in trains and at Railway Stations.
- (e) To promote and market packaged drinking water in competitive market outside Railway premises under a different brand name or otherwise.
- (f) To promote tourism across the country especially for all segments of Rail Passengers.**
- (g) Promote inbound travel mainly correlated to religious tourism thereby enhancing diplomatic initiatives through “people to people contact”.**
- (h) To provide single window solution to its customers including train travel, road travel, air travel, hospitality, hotel accommodation and catering etc.
- (i) To develop and operate “post arrival and pre-departures services” at Executive Lounges, Multi-functional complexes, budget hotels etc. through participation by professionals.
- (j) To maintain leading position in internet ticketing, e-commerce and technology for customers interface for railway passengers/customers.
- (k) To be a technology driven customer oriented company through constant innovation and human resource development.
- (l) To promote private sector participation and expertise to improve quality of products and services.
- (m) To imbibe strong customer friendly, professional and ethical work culture.
- (n) To adopt strong Corporate Governance practices and best and transparent industry practices.

- (o) To work towards creation of additional infrastructure on Railway or non-railway premises in their mandated line of business with a view to improve the Gross Block.

1.6 IRCTC is a fully Government-owned Public Sector Enterprise under Ministry of Railways. IRCTC works as an extended arm of Indian Railways to upgrade, professionalize and manage the catering and hospitality services at stations, on trains and other locations and promotes domestic and international tourism through development of budget hotels, special tour packages, information & commercial publicity and global reservation systems.

1.7 IRCTC and Indian Railways are signing MoUs on yearly basis which defines the targets, work norms and sharing with Indian Railways, etc. For creation of IRCTC, Indian Railways has provided paid-up capital of Rs. 20 crores in 1999 which is utilised for the expansion and development of the organisation. IRCTC pays dividend to Indian Railways on the basis of profitability. IRCTC has been paying dividend to Indian Railways based on profitability since its inception. The Indian Railway Catering and Tourism Corporation (IRCTC) in association with or State Tourism Corporations concerned operates five luxury tourist trains namely Palace on Wheels, Royal Rajasthan on Wheels, Deccan Odyssey, Golden Chariot and Maharajas' Express.

CHAPTER II

FINANCIAL OVERVIEW

The information furnished by the Ministry relating to the Budget and expenditure of IRCTC, the tourism arm of Railways, in tourism promotion during the last 6 years has been as under:

(All values in Rs. Lakhs)

Financial Year	Budget earmarked	Budget utilized	Percentage Utilization
2011-12	350.77	249.13	71
2012-13	599.98	336.34	56.05
2013-14	600	328.99	54.8
2014-15	417.39	366.98	87.9
2015-16	400	361.92	90.48
2016-17	364	313.10	86.02

No separate budget was earmarked for promotion of pilgrim places.

2.2 It is evident that the Budget earmarked for Promotion of Tourism to IRCTC has been under-utilized for last five years and during 2013-14 only 54.8% of the budget was utilized. Moreover, Ministry has not assigned any fund for promotion of pilgrim places separately.

2.3 Regarding the Budget utilisation during deliberation, the representative of the Ministry of Railways submitted before the Committee as under:

“Certainly that is a point well taken..... As against Rs. 4 crore budget that was there for promotion of tourism which was given.... only Rs. 3.6 crore were spent. In fact they should have been demanding more budget and spending them promoting the tourism activities.”

2.4 On being asked about under-utilization of funds by IRCTC, the Ministry stated that the allocated budget is distributed to all the Zonal/ Regional offices. Some percentage of the budget is kept aside for meeting the exigencies such as promotion of any new Tourism product/

services at very short period such as familiarization (FAM) trips, international road shows etc. which sometimes remains unutilised. The budget allocated is always utilized as per requirements.

2.5 On the question of areas of shortfall during the year 2015-16 and the works proposed to be undertaken during the year 2016-17, the Ministry submitted the following reply:

“There are no areas of shortfall during the FY 2015-16 as the marketing budget was utilised at optimum level and, some portion of the budget is kept aside for meeting the exigencies. In FY 2016-17, marketing of various areas such as Corporate Travel Business, Outbound packages, special tourist trains, etc. need special efforts.”

2.6 The Ministry further furnished the details of revenue generation and profit earned by Tourism department of IRCTC during last five years are as under:

Financial years	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Total Income (Rs. in crore)	98.95	188.71	324.14	362.3	374.33	522.75*
Profit/Loss (Rs. in crore)	10.83	12.96	4.12	18.95	28.15	—
Profit/Loss in percentage of Revenue	10.9%	6.87%	1.27%	5.23%	7.52%	—

*tentative

2.7 When asked about the Revenue generated/total income from all the sectors relating to tourism and pilgrimage in the last five years, the Ministry submitted that the major role of the Railways in promoting tourism and pilgrimage is by providing rail connectivity to tourist/pilgrim destinations. There is no mechanism to separate the income generated from tourist/pilgrims and other passengers travel on various trains. However, the total provisional income generated by Railways through various tourist trains other than those operated through IRCTC are as under:-

Financial Years	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Total Income (Rs. in crore)	50.09	40.11	42.48	40.67	40.81	44.57	36.85

The income generated by IRCTC from tourism products during the period is as under:

(Rs. in crore)

Financial Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Total Income	67.04	98.95	188.71	324.14	362.3	374.33	522.2*

*Provisional

2.8 It is evident from above that the income generated by Railways other than IRCTC through various tourist trains has been almost stagnant since 2011-12 even it has decreased during 2016-17. Ministry in their written replies furnished the reason for such static earnings as under:—

“The railway share of revenue from Palace on Wheels has been around Rs. 20 crore for the past few years. In the case of other trains, Railways charge only the haulage charge, *i.e.* the cost of operation, from IRCTC/Tourism Corporations. The revenue earned from these trains by Indian Railways depends entirely on the number of trips/length of trips operated by these trains by the respective Tourism Corporations.”

2.9 The Committee asked the Ministry about the various steps taken/proposed to generate higher income through tourist trains, the Ministry in their written replies stated that although in the case of luxury tourist trains, promotion, marketing and sale of tickets is the responsibility of respective State Tourism Corporation/IRCTC, Ministry of Tourism has been requested to take necessary steps for promotion of such trains through their overseas offices, promotional campaigns, GSAs spread all over the globe, organisation of mini mart etc. Further, IRCTC has signed an MoU with Ministry of Tourism for branding/marketing of luxury tourist train - Maharajas' Express. Ministry of Railways makes available its rolling stock and facilities for organization of tourist train services as per requirement for other than the premier luxury trains as well.

2.10 The Committee was informed that during 2014-15, the total revenue earned by all five luxury trains *i.e.* Palace on Wheels, Royal Rajasthan on Wheels, Deccan Odyssey, Golden Chariot and Maharaja Express was Rs. 107.27 crore out of which Rs. 44.65 crore (41.62%) was earned by Maharaja Express alone. During the same year, Railways' share and haulage charges received by Railways remained Rs. 51.97 crore (48.45% of total Revenue). Total revenue earned and Railway's

share/haulage charges by all five various Luxury trains since 2010 are as under:

(Rs. in crore)

Financial Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Total Revenue	65.15	116.29	98.24	101.95	107.27	100.09	89.76*
Railways' Share/ Haulage Charges	50.09	55.53	50.64	48.76	51.97	56.90	51.25

*Provisional

Matter of Luxury Trains have been discussed in details in the subsequent chapter in the Report.

2.11 When enquired about the representation of Tourism promotion related department in the Railway Board, the Ministry of Railways, in their written replies, apprised the Committee that Tourism and Catering Directorate, the nodal department for promotion of tourism and IRCTC do not have any representative in the Board.

2.12 Further, while giving the reference of Budget Speech 2016 where Railway Minister announced the restructuring of Railway Board, Ministry of Railways was asked to put forth their opinion on creating one post of Member (Tourism) in the Railway Board in order to promote tourism. In response, the Ministry submitted in their written replies as under:—

“Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) is also an extended arm of the Indian Railways to promote tourism. Tourism and Catering Directorate is the nodal Directorate in the Railway Board handling IRCTC matters. Tourism is already being looked after by Member (Traffic) in Railway Board.”

CHAPTER III

TOURISM PROMOTION AND PILGRIMAGE CIRCUIT

The Ministry have submitted that Indian Railways promote tourism primarily by connecting various tourist places across the country by rail. Most of the tourist/pilgrim destinations are already connected by rail. Some recent additions are Srinagar, Katra, Khajuraho, Nahar Lagun (Arunachal Pradesh) and Shirdi etc. Popular hill stations like Shimla, Darjeeling, Ooty, Matheran etc. are also connected by rail. Other existing/emerging destinations will be connected by rail over a period of time depending on feasibility, resources and its sustainability. In addition to regular passenger trains across its network, Railways in association with the Indian Railway Catering and Tourism Corporation (IRCTC) and select State Tourism Development Corporation operate special tourist trains like Luxury tourist trains, Buddhist special trains, Bharat Darshan trains, Pilgrim special trains, State tirth trains etc. offering package tours. IRCTC, the tourism arm of Railways, by its own operates a number of specialized tourism products and has become a provider of one stop solution in the field of tourism for individuals, groups, corporate etc. While there is a need for augmentation in passenger carrying capacity by regular trains, there are enough tourist trains offering package tours across the country.

3.2 When asked about the possibilities to cover more tourist and pilgrimage destinations, in their written replies to the Committee, the Ministry furnished that connectivity to Kashmir Valley and tourist destinations in the NE region will give a great boost to the tourism in those areas. Further tourist destinations like Shirdi and Tirupati, which are already connected by rail, require more direct trains from different parts of the country. In general, rail connectivity to more tourists/pilgrim places and more trains to already connected/nearby stations of pilgrim/tourism importance will enhance the tourism/pilgrimage.

3.3 Further, the Ministry elaborated that presently nearby all major tourist and pilgrim destinations are accessible through rail network. Some hill stations and tourist stations lack rail connectivity due to geographical and topographical constraints. Due to higher construction and operational costs, connectivity to these destinations is not commercially viable. However, for rail connectivity to some popular hill stations, surveys and feasibility studies are under progress. Depending upon technical feasibility, operational & commercial justification and connectivity to these destinations will be considered.

3.4 Regarding the various tourist and pilgrimage special trains, the Ministry apprised the Committee that Bharat Darshan Train, Pilgrim special tourist train and Buddhist special train were introduced in the year 2004, 2014 and 2007 respectively.

Bharat Darshan Trains

3.5 A special train, enables common man to visit the places of Tourism/Religious/Historical importance in the country, at an affordable price. The packages include rail travel, meals, and sight-seeing at economical rates. The train operates throughout the year on different itineraries decided from time to time, as per demand. Railways charge IRCTC telescopic rate according to the capacity of the rake escalated by 20% rake and 50% pantry car charges. The passenger tariff is fixed at Rs. 800/- per person per day. IRCTC is free to operate this train on any circuit provided it is operationally feasible and there is market demand.

Pilgrim Special Trains

3.6 These trains are introduced recently on special Pilgrim Circuits like Devi circuit, Jyotirling circuit, Jain circuit, Christian circuit, Muslim/Sufi circuit, Sikh circuit, Buddhist circuit, Famous Temple circuit etc. on the pattern of Bharat Darshan trains with option for AC/Non-AC coaches. It operates on different circuits, decided from time to time as per demand, throughout the year offering all inclusive tour packages. Railways charge IRCTC point to point fare escalated by 11% according to the capacity of the rake and applicable pantry car charges. The passenger tariff is fixed at Rs. 2650/-, Rs. 1970/- and Rs. 910/- per person per day in 2nd AC, 3rd AC and non-AC Sleeper class respectively. IRCTC is free to operate this train on any religious circuit provided it is operationally feasible and there is market demand.

Buddhist Special Train

3.7 The Buddhist Circuit Special Train/Mahaparinirvan Express offers an all inclusive 7 nights/8 days package covering major destinations related to the life of Lord Buddha and also includes hotel stay and local sightseeing. The itinerary starts from and terminates at New Delhi and covers Bodhgaya, Rajgir, Nalanda, Varanasi, Sarnath, Kushinagar, Lumbini, Sravasti and Agra. The itinerary is flexible and can be modified on group bookings. It operates from Delhi during September to April next year, utilising a fully air conditioned train, as per demand. Railways charge IRCTC point to point Rajdhani fare with 15% mark up, at 60% occupancy or actual occupancy whichever is higher, and applicable charges for pantry car and power car. The passenger tariff is fixed by

IRCTC taking into consideration to overall cost of operation of the Buddhist train package. The current tariff is USD 165, USD 135 and USD 115 per person per night in 1st AC, 2nd AC and 3rd AC respectively. IRCTC is free to operate the train on any circuit of their choice provided it is operationally feasible and there is a market demand.

3.8 When enquired about the response Railways are getting by running these special trains, the Ministry submitted that Buddhist special train, though introduced in the year 2007, and appreciated by the travelers, is not yet getting enough patronage. It makes an average 10 number of trips in a year with an average occupancy of 30%. Bharat Darshan train on the other hand is highly popular and makes an average 70 trips in a year with an average occupancy of 90%. Pilgrim tourist train, introduced in August 2014, has already made 26 numbers of trips with an average occupancy of 72% indicating that it is also getting popular.

3.9 The Committee further asked the Ministry regarding reviewing the performance of these trains in view of response, future plans to extend such services or introduce more such trains and efforts to popularise these trains. The Ministry, in their written replies, explained that after reviewing the performance of Buddhist special train, the number of trips of Buddhist Circuit Special Train has been reduced by 50% last year for optimum utilisation of rake. Further, Semi Luxury Trains *i.e.* Desert Circuit, Heritage Circuit and Tiger Express etc. have been introduced last year. A new circuit - “City of Lakes - Udaipur” covering Udaipur, Chittorgarh, Mount Abu and Ajmer has also been launched in FY 2016-17. It was also announced in the Budget to operate tourist trains on Aastha circuits.

3.10 The Committee asked the Ministry to provide the details of additional trains introduced by Railways in the last five years with respect to promotion of tourism and pilgrimage. In response, the Ministry in their written reply furnished the following details:—

“During the last 5 years, Railway has introduced around 600 trains covering various destinations across the country. Some of the important tourist/pilgrim destinations covered, other than major cities/State capitals, are Amritsar, Puri, Shirdi, Haridwar, Varanasi, Indore, Ajmer, Tirupati, Nanded, Mysore, Pandarpur, Thanjavur, Gaya, Silliguri, Hospet, Velankani, Vasco, Gandhidham, Jaisalmer, Ramnagar, Porbander, Pushkar, Gorakhpur, Somnath, Dwarka, Katra, Bhuj, Kamkhya, Jodhpur, Rameshwaram, Bikaner, Naharlagun etc. The tourist trains introduced by the Railways during the last 6 years for

promotion of tourism and pilgrimage are as under:

Year	Train
2011-12	Gyanodaya Express
2012-13	(i) State Tirath trains (ii) Sikh circuit special train
2013-14	Nil
2014-15	(i) Pilgrim tourist trains (ii) Vivekananda circuit tourist train
2015-16	(i) Gandhi circuit trains (ii) Kisan Yatra special train
2016-17	(i) Tiger Express (ii) Astha Circuit trains”

3.11 The Committee further enquired about the reason for introducing only 7 tourist trains dedicated for promotion of tourism and pilgrimage. In this regard, the Ministry submitted that in addition to these new trains, 5 Luxury Tourist trains, 1 Buddhist special train and Bharat Darshan trains with multiple rakes have been in operation. The capacity of Bharat Darshan trains has been augmented to 16 coaches which is providing additional capacity. State Tirath trains are also being operated with multiple rakes for the States of Chhattisgarh, Madhya Pradesh, Rajasthan, Uttar Pradesh and Punjab. In 2015-16, 185 such State tourist trains were run. Recently, 3 trains on Heritage, Desert and Tiger Circuits have also been introduced. Aastha circuit trains have been announced during the year. More trains can be introduced to cater to the initiatives of Tourism Corporations and overall viability.

3.12 The Committee asked the Ministry about the progress made by the Ministry towards connecting the two most important centres of religious and pilgrimage importance *i.e.* Tirupati and Shirdi. In their written replies, the Ministry stated as under:—

“At present, two pairs of Mail/Express train services are already available between Tirupati/Renigunta and Nagersol/Shirdi. In addition to that Train No. 17417/17418 Tirupati-Shirdi Sai Nagar Express (weekly) also provides direct connectivity between Tirupati and Shirdi.

Shirdi and Tirupati stations are already connected by Broad Gauge network. Presently a weekly special train is being run between Tirupati and Nagersol *via* Guntur as well. Special trains are being run between important stations during peak seasons, festivals, special events for clearance of extra rush of passenger traffic keeping in view the pattern of traffic, commercial justification, operational

feasibility and availability of resources. However, passengers of Shirdi desirous of travelling to Tirupati may also avail changeover at Hyderabad/Secunderabad and *vice versa*.

Introduction of new Mail/Express train between Tirupati and Shirdi is not feasible at present, due to operational and resource constraints including saturated coaching maintenance facilities at Tirupati.”

3.13 On being asked about exploiting the huge untapped potential in the field of ever increasing domestic tourism and constraints faced by Railways in this regard, the Ministry stated that the role of the Railways in exploiting the untapped potential in the field of domestic tourism will be in augmenting the passenger carrying capacity on regular trains as well as connecting more destinations by rail over a period of time depending on availability of compensated rail fare and all inclusive services like Bharat Darshan, Bharat Tirth, Pilgrim Special, Sikh Circuit special, Farmer Special (Kisan Yatra), Gandhi Circuit, and recently launched Semi- Luxury trains etc. IRCTC has also shifted the horizon from Rail based tourism services to Non- Rail based services as well to tap the market and come with the competitive skill like FIT and outbound packages, Corporate Travel Services, Online Air ticketing, Customised packages, Special tourist Trains, etc.

3.14 The general constraint of lack of capacity, especially at peak seasons, affects promotion of tourism in India. In the case of tourist trains, there is demand for operation of such trains on various circuits but it is difficult to recover operating cost in most of the cases.

3.15 On being asked whether the Ministry have conducted any study/survey to identify and address such capacity constraint, the Ministry replied that special trains are run and extra coaches are attached for clearance of extra passenger traffic including for tourism purpose during peak season, special events and festivals keeping in view the pattern of traffic, operational feasibility and availability of resources. This is an ongoing process on Indian Railways.

3.16 Further, the Committee solicited the Ministry for special measures being taken/proposed to be taken by them to make train journey, a preferred mode of travel for tourism in India. The Ministry in their written reply submitted as under:—

“Trains are already popular mode of transport for tourists as can be seen from the capacity constraints especially on peak seasons. In order to make train journey a more preferred mode of travel for tourism and more comfortable to all rail passengers, special measures

for improvement in punctuality, cleanliness, catering etc. are being taken. A number of tourist trains offering tour packages in different segments of tourists are introduced from time to time.”

3.17 Regarding the various factors taken into account in order to categorise a particular station as one of tourism or pilgrimage importance, the Ministry apprised the Committee that General Managers of the Zonal Railways have been authorised to upgrade stations as ‘B’ category station from lower category station for tourist importance, then the additional facilities/amenities are provided as per the norms of Minimum Essential Amenities of ‘B’ category station, viz., Public Address System/Computer Based Announcement, Signage, Foot Over Bridge, Water Cooler, Medium Level Platform etc.

3.18 Since, in their reply the Ministry have not defined/explained the factors which are taken into account in order to categorise a particular station as one of tourism or pilgrimage importance, the Committee asked the Ministry to elaborate the same. In response, the Ministry submitted as follow:–

“The Ministry has not issued any special guidelines for categorizing a particular station as of tourism or pilgrimage importance. The General Managers of Zonal Railways have been given full powers to categorise a station of tourist importance or an important junction station as ‘B’ category.”

3.19 Further, the Committee was apprised that train stoppages are decided based on demands raised by passengers and regular feedback is also collected from tourists. On being asked whether, the Ministry of Railways conduct any survey to know the demands of tourists for any particular station/place, they replied that all the tourist trains are operated in association with Indian Railway Catering and Tourism Corporation (IRCTC) or State Tourism Corporation concerned. The role of the Railways is limited to operation and maintenance of the train. The itinerary as well as stoppages is decided by IRCTC or the respective State Tourism Corporation subject to operational feasibility by the Railway. The data of tourist footfall in a particular State or at particular tourist place is available with the Ministry of Tourism and also in its year book. Popular circuits are selected and itineraries planned on trial basis initially. Based on the feedback/demand, IRCTC starts operation on regular basis.

3.20 The Ministry of Railways further informed that Ministry of Tourism is the custodian of this data. Ministry of Railways/IRCTC depend on Ministry of Tourism for procuring relevant inputs.

3.21 On being asked about the steps being taken by the Railways to encourage greater masses to use train services over low cost airlines for visiting places of tourists and pilgrimage interests, the Ministry in their written replies stated that most of the popular tourist/pilgrim destinations are already connected by rail. Other existing/emerging destinations will be connected by rail over a period of time depending on feasibility, resources and its sustainability. Special trains are operated during season where there is heavy demand. Augmentation of capacity, over a period time, will go a long way in encouraging more people to travel by rail. In addition to regular passenger trains across its network, Railways in association with the Indian Railway Catering and Tourism Corporation (IRCTC) and select State Tourism Development Corporation operate special tourist trains like Luxury tourist trains, Buddhist special trains, Bharat Darshan trains, Pilgrim special trains, State Tirth trains etc. offering package tours. IRCTC, the tourism arm of Railways, by its own operates a number of specialized tourism products and has become a provider of one stop solution in the field of tourism for individuals, groups, corporate etc.

3.22 Trains are already the preferred popular and cheaper mode of travel compared to other modes of transport. Train fares are already cross subsidised from the revenue earned from freight traffic and below cost. Rather than the competition from low cost airlines, the real challenge for the Railways is in meeting demand of more passenger trains as per demand by capacity augmentation, over a period of time. In order to ensure availability of seats, though at a premium, Tatkal and Premium Tatkal schemes, Flexifare system and Suvidha trains on variable fare structure have been introduced. Further, Alternative Train Accommodation scheme (VIKALP) has been introduced to provide confirmed accommodation to waitlisted passengers. Indian Railways (IR) has two distinct segments of travel- (i) the reserved segment which accounts for about 6% of the total passengers booked and contributes to about 60% of the passenger revenue and (ii) the unreserved segment which contributes to about 94% of the total passengers booked but accounts only for 40% of the passenger revenue. On Indian Railways, the demand pattern for reserved accommodation is not uniform throughout the year and it varies during the peak and lean seasons. The demand for travel surges especially during the peak season like summer holidays, festivals etc. During the period April-December, 2015 there has been an overall increase of 2.67% in the number of passengers travelling in reserved accommodation with an increase of 8.18% in passenger earnings over the corresponding period of last year.

3.23 The Committee asked about the efforts made by the Ministry of Railways to collaborate with Ministry of Tourism, State Governments and various State Tourism Development Corporations (STDCs) in order

to promote Tourism in the country. On the same, the Ministry submitted as under:—

‘The Ministry of Railways is in regular touch with the Union Ministry of Tourism on all the tourism issues concerned. Ministry of Railways and Ministry of Tourism is jointly improving the passenger amenities from the tourism point of view at mutually identified 26 railway stations of tourism importance by equally sharing the total expected expenditure of Rs. 260 crore. The Ministry of Tourism will also be funding the capital cost for a few specially designed coaches for hill sections like Aaraku Valley and Kashmir Valley. The Ministry of Railways is also operating Luxury Tourist Trains, Palace on Wheels, Royal Rajasthan on Wheels, Deccan Odyssey, and Golden Chariot in association with State Tourism Corporations of Rajasthan, Maharashtra and Karnataka. The Union Ministry of Tourism had made capital contributions in these luxury tourist trains. State Governments like Rajasthan, Uttar Pradesh, Madhya Pradesh and Chhattisgarh are operating special Tirth trains on different circuits in association with IRCTC and Railways.’

3.24 The Ministry also furnished the details of MOU/Agreements signed by IRCTC with 25 State agencies which are at **Annexure I**. In the same context, when enquired about the status of funds for remaining 6 stations for which the works have been finalised, the Ministry submitted that the issue regarding release of funds for other stations have been taken up with Ministry of Tourism. The release of funds was held up for some time as Ministry of Tourism required Utilisation Certificate for the funds already released for releasing funds to other stations. Ministry of Tourism is in the process of enabling them to release funds railway wise. Ministry of Tourism has also released part funds for Puri station where the work was completed by Railway using its own funds.

CHAPTER IV

LUXURY TOURIST TRAINS

The Ministry of Railways has informed that the Luxury tourist trains are introduced at the behest of Indian Railway Catering and Tourism Corporation (IRCTC) or one or more of the State Tourism Corporations. Indian Railways operate 5 luxury tourist trains in association with various State Tourism Corporations/Indian Railway Catering and Tourism Corporation. These trains, put together, on an average, operate on about 15 different itineraries covering a number of popular tourist destinations across the country. The current policy envisages bearing the entire capital cost on the rake of the train by IRCTC or State Tourism Corporation concerned. Railways will provide engine and other infrastructures for operating the train against payment of applicable haulage charge for operation of the train without any element of profit. The role of the Railways will be limited to operation and maintenance of the train leaving all other responsibilities, including profit/loss, to IRCTC or the State Tourism Corporation concerned.

The details of the Luxury Tourist trains are as under:

Sl.No.	Train	Corporation/State
1.	Palace on Wheels (POW)	Rajasthan Tourism Development Corporation (RTDC)/Rajasthan
2.	Royal Rajasthan on Wheels (RROW)	Rajasthan Tourism Development Corporation (RTDC)/Rajasthan
3.	Deccan Odyssey (DO)	Maharashtra Tourism Development Corporation (MTDC)/Maharashtra
4.	Golden Chariot (GC)	Karnataka State Tourism Development Corporation (KSTDC)/Karnataka
5.	Maharajas' Express (ME)	Indian Railway Catering and Tourism Corporation (IRCTC)

4.2 All the trains offer all inclusive tour packages comprising transportation by train, accommodation in train, local transportation, guided visit to the tourist places including its entry fees, on-board and off-board catering of duration 3-7 days on different itineraries. The trains have an average capacity of 90 seats each. Palace on Wheels and

Golden Chariot offers a single class of travel while rest of the trains offer 2-4 different class of travel. The trains generally operate from September/October-March/April next year. The presently operated itineraries of various trains are given at **Annexure II**.

4.3 Regarding the role of Indian Railways and IRCTC in running these Luxury Trains, the Ministry in their written replies informed the Committee that the role of Indian Railways is limited to operation and maintenance of the train. In the case of Palace on Wheels, passenger tariff is jointly fixed by Railway and RTDC. All other responsibilities like on-board/off-board service, ticketing, marketing and publicity of all these trains are undertaken by IRCTC or the State Tourism Corporation concerned.

4.4 Further, when enquired about the Cost and benefit sharing formula among Indian Railways, State Tourism Corporations and IRCTC in running such train services, the Ministry apprised the Committee that Palace on Wheels is operated on revenue sharing model; 56:44 between Railways and RTDC. All other charge are operated on haulage charge model wherein Railways takes haulage charge, its cost of operation from the Tourism Corporations, leaving the actual profit/loss to the Tourism Corporations concerned. In the case of Deccan Odyssey, Golden Chariot and Royal Rajasthan on Wheels, the capital cost on bare shells and 50% cost of DG sets was borne by Railways while the rest by respective Tourism Corporations. In the case of Maharajas' Express, the entire capital cost was borne by IRCTC. Union Ministry of Tourism has also funded a part of the cost incurred by all Tourism Corporations.

4.5 The Committee asked the Ministry to furnish the details of revenue earned by each of the Luxury Trains and the share of Indian Railways along with the expenditure incurred on the same in last 5 years. In response, the Ministry in their written replies provided the following information:—

“The revenue earned by each of the Luxury tourist train in the last 5 years and the share of Indian Railways in each case are as under:

(Rs. in crore)

Train	Financial Year	2012-13	2013-14	2014-15	2015-16	2016-17	Total
1	2	3	4	5	6	7	8
Place on Wheels	Total Revenue	35.83	38.33	35.71	33.47	27.11	170.45
	Railways' Share	20.06	21.46	20.00	18.74	15.18	95.44 (55.99%)

1	2	3	4	5	6	7	8
Royal Rajasthan on Wheels	Total Revenue	17.77	14.07	16.19	10.56	5.96	64.55
	Total Haulage charge	9.60	9.65	9.82	10.22	3.18	42.47 (65.79%)
Deccan Odyssey	Total Revenue	12.95	7.71	5.25	5.26	9.51	40.68
	Total Haulage charge	7.00	4.26	7.71	10.52	13.15	42.64 (104.81%)
Golden Chariot	Total Revenue	6.54	7.10	5.47	5.01	5.80	29.92
	Total Haulage charge	5.82	5.30	3.28	5.09	5.34	24.83 (82.98%)
Maharajas' Express	Total Revenue	25.15	34.74	44.65	45.79	41.38*	191.71
	Total Haulage charge	8.16	8.09	11.16	12.33	14.40*	54.14 (28.24%)
Total (Revenue)		98.24	101.95	107.27	100.08	89.76	497.31
Total (Railway's share/ Haulage Charge)			50.64	48.76	51.97	56.9	51.25 259.52 (52.18%)

*tentative

From the above, it can be seen that though Indian Railways do not make any loss in the operation of Luxury tourist trains, it also does not earn anything worth mentioning.

4.6 The exact expenditure incurred by Indian Railways on luxury tourist trains is not maintained separately. However, Indian Railways collects haulage charges to cover its operation and maintenance expenditure in respect of 4 luxury tourist trains viz. Royal Rajasthan on Wheels, Deccan Odyssey, Golden Chariot and Maharajas' Express.

4.7 Expressing their surprise on the lower revenue earned by these luxury trains, the Committee further enquired whether the Ministry have fixed any year wise target of revenue and the possible reasons for consistently low revenue generation by these trains. The Ministry submitted their response in written replies that no target revenue for luxury tourist trains was being fixed by Indian Railways as these are being operated by the State Tourism Corporation/IRCTC and the revenues except in Palace on Wheels are to the Tourism Corporations. The revenue earned by Luxury tourist trains is negligible. The role of Indian Railways is limited to train operation and promotion and marketing is the responsibility of the respective Corporation. The role of Indian Railways

is limited to train operation. Respective Tourism Corporations has to take initiatives to market the train and improve the occupancy. Operation of limited number of trips/reduced composition of the train has been one reason for low revenue generation.

4.8 The Committee, during the deliberation sought to know the reasons for recently cancelled trip of Palace on Wheels due to lack of booking. However, the Committee could not get satisfactory reply from the Ministry in this regard. On being enquired about occupancy/vacancy/position, the Ministry furnished the details of occupancy and vacant seats of each luxury train in last five years as under:—

Train/Year		2012-13	2013-14	2014-15	2015-16	2016-17	Total
Palace on Wheels	Occupancy	2356	2145	2024	1739	1373	9637
	Vacant seats	1180	1391	1616	1901	2059	8147
Maharajas' Express	Occupancy	642	758	1229	1013	938	4580
	Vacant seats	1508	1594	1711	1423	1666	7902
Royal Rajasthan on Wheels	Occupancy	928	679	654	493	237	2991
	Vacant seats	958	1125	904	573	419	3979
Deccan Odyssey	Occupancy	1053	254	1581	1488	805	5181
	Vacant seats	1187	226	1459	992	521	4385
Golden Chariot	Occupancy	577	538	336	229	336	2016
	Vacant seats	935	686	456	419	632	3128

(Note - Vacant seats based on operated trips)

4.9 In order to make the situation of vacant seats more apparent, year wise table of vacant seats in percentage for each luxury trains has been prepared as under:—

Train	Year-wise Vacant Seats (in %)					Average % of vacant seats (2012-17)	Average % of Occopancy in 5 years (2012-17)
	2012-13	2013-14	2014-15	2015-16	2016-17		
Palace on Wheels	33.37	39.33	44.40	52.23	59.99	45.06	54.19
Maharajas' Express	70.14	67.77	58.2	58.42	63.98	63.7	36.69
Royal Rajasthan on Wheels	50.8	62.36	58	53.75	63.87	57.76	42.91
Deccan Odyssey	53	47	48	40	39.29	45.46	54.16
Golden Chariot	61.8	56	57.58	64.66	65.29	61.07	39.19

4.10 From the various MOU between the Ministry of Railways and other State Tourism Corporations with regard to running luxury trains provided by the Ministry, the Committee found that in Palace on Wheels and Royal Rajasthan there is a provision of complementary travel in which Indian Railways may nominate a maximum of two berths per trip of the train while in Maharaja Express, Indian Railways and IRCTC may nominate a maximum of two berths per trip each, respectively, and the unutilised quota, if any, may be carried forward during the trips in a particular season. The Committee asked the Ministry to provide the details of passengers who have travelled on these trains by virtue of complementary travel facility exercised by Railway Board since inception of these trains. In response, the Ministry submitted the following reply:

- (i) Details of passengers permitted complimentary travel by Railway Board on Palace on Wheels and Royal Rajasthan on Wheels during the last 5 years along with corresponding fare are at **Annexure III** respectively.
- (ii) Details of passengers availed complementary travel on Maharajas' Express through Railway Board and IRCTC for the last 4 years is at **Annexure IV**. The train has 4 different classes and Railway Board does not allocate any particular class while allotting complimentary travel.

After analysing the details provided by the Ministry following information in tabular form has been constructed:

Train	No. of Passengers availed Complimentary travel					
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Palace on Wheels	50	46	50	42	42	24
Maharajas' Express	-	30	97	53	71	46
Royal Rajasthan on Wheels	6	14	4	-	2	2

4.11 As these luxury tourist trains mainly cater to foreign tourists and elite class of passengers, the Committee asked about their plan to introduce similar tourist trains to cater to Indian middle class and other future plan with regard to luxury trains, the Ministry in their written replies submitted that Luxury tourist trains are introduced at the instance of IRCTC/State Tourism Corporations subject to their assessment of viability. Presently, there is no plan for more luxury tourist trains. However, the existing trains keep on modifying/introducing new itineraries subject to their assessment. Further, Tourist trains like

Buddhist special train, Bharat Darshan train and Astha Circuit train are already available for the economy travellers. Railways, in association with IRCTC, has introduced mid segment train on some popular tourist circuits like (i) Delhi-Katni-Jabalpur-Delhi, (ii) Delhi-Udaipur-Chittorgarh-Ajmer-Delhi, and (iii) Delhi-Udaipur-Sawai Madhopur-Delhi.

CHAPTER V

OTHER INITIATIVES

The Ministry of Railways has informed that in addition to regular passenger trains across its network, IRCTC, the tourism arm of Railways by its own operates a number of specialized tourism products and has become a provider of one stop solution in the field of tourism for individuals, groups, corporate etc. Indian Railways, in association with IRCTC, has introduced auxiliary services like Tourism Facilitation Counters/Travel Desk, Executive Lounges, Concierge Services etc. and they are under expansion mode. With a view to facilitate foreign tourists/NRIs, foreign tourist quota is extended to them wherein reservation can be made against FT quota 360 days in advance. As per the practice, normally the foreign tourist quota is allotted to the following type of persons. Foreigners holding tourist visa and NRIs whose stay in India is not more than six months. The persons who continuously stay outside India for more than six months, they are considered as NRIs. The persons holding diplomatic visa on the special request of the embassies. Nepalese and Bhutanese tourists are certified by respective embassy.

RETIRING ROOM FACILITY

5.2 The Ministry apprised the Committee that in order to take care of the transit accommodation requirements of rail passengers as well as tourists, AC/Non AC Room/Dormitories are being available at major railway stations at economical rates. Indian Railways has also made available online booking facility for the retiring rooms. On being asked about the details regarding the number of stations with retiring rooms, tariff, booking and services provided in such retiring rooms, the Ministry in their written replies submitted that there are 565 stations out of total 8495 stations that have been provided with retiring rooms so far. Category-wise details of number of stations with retiring rooms and total number of stations (category-wise) falling under various zonal railways are at **Annexure V & VI** respectively. After analysing the details, following table reveals the factual situation:—

Sl. No.	Station Category	Total No. of Stations	Stations with retiring room facility	Percentage
1	2	3	4	5
1.	A1	75	75	100
2.	A	332	252	75.9

1	2	3	4	5
3.	B	302	129	42.72
4.	C	483	5	1.04
5.	D	983	94	9.56
6.	E	4158	21	0.51
7.	F	2162	1	0.05
Total		8495	577	6.79

5.3 Tariff of Retiring Room is fixed by the division taking into account the local room tariffs in the nearby area and varies from station to station. Adequate resting and bathing arrangements to provide maximum comfort to passengers are available in Retiring Rooms. Further, Retiring Rooms are primarily meant for the use of bonafide rail passengers including tourists for short overnight stay and are allocated for upto 48 hours before commencement or conclusion of journey on 'first come first served' basis on payment of usual charges.

VALUE ADDED TOUR PACKAGES

5.4 It has been stated that a number of Value Added Tour Packages, on the lines of tourist trains, are also available for smaller groups of passengers by utilizing accommodation on regular trains. Indian Railway Catering and Tourism Corporation (IRCTC) plan an itinerary and request Railways to block certain berths in selected popular trains at additional 15% fare over normal ticket rail fare. Simultaneously, IRCTC select service provider for land arrangements or sometimes directly deals with the hotels and transporters. After confirmation of berth blocking from Railways, IRCTC launch the package on IRCTC's tourism portal, detailing per person price, inclusion & exclusions and other terms and conditions. Booking of passengers are done 72 hrs before the date of departure of the trip. In case, there is less booking then the specified berths, released to Railways for waitlist passengers.

5.5 In this context, the Committee asked about the number of passengers travelled on VAT packages during the last four years and projected targets for forthcoming years. The Ministry submitted that the number of passengers travelled on VAT packages during the last five years are as follow:–

Financial Years	2012-13	2013-14	2014-15	2015-16	2016-17
No of passengers	36,544	31,082	32,076	42,681	24,722

5.6 The maximum demand is from Indian Tourists. There is no projected target on the basis of number of passenger for VAT packages. The target is provided on the basis of either total turnover or launch of New Rail tour packages in FY 2016-17.

5.7 The Committee further asked about the revenue, expenditure and profit earned by setting these VAT packages for last five years. The Ministry furnished the following reply:—

“The details of revenue, expenditure and profit earned from VAT packages by IRCTC in last six years are as under:

(Rs. in lakhs)

Financial Years	VAT Packages		
	Total Revenue	Expenditure	Profit
2011-12	1036.6	962.5	74.1
2012-13	1288.9	1196.7	92.2
2013-14	1410.82	1309.9	100.9
2014-15	1876.79	1742.6	134.2
2015-16	1428.93	1326.8	102.2
2016-17	1025.44	933.14	92.3

5.8 Further, when enquired about the reason for decline in number of passengers who availed the VAT packages and steps taken by the Railways to check such decline, the Ministry in their written replies submitted that some of the reasons for decline in number of passengers of VAT packages such as:—

- (a) Low cost Air lines are offering very competitive low fare.
- (b) No concession to senior citizens.

IRCTC has taken the following steps to increase the utilisation of VAT packages:—

- (a) Packages operating with less than 50% utilisation will be removed
- (b) New packages will be launched
- (c) Launch of Gatiman type Land packages in conjunction with specific trains.

INDRAIL PASS

5.9 As informed regarding the Indrail Passes, in order to explore the splendor of multi-faceted India, Indrail Passes provide excellent value for money and enhance the charm of holidays for visitors from abroad. It offers the visitors the facility of unrestricted travel over the entire Indian Railway system within the period of validity of the pass. Indrail Pass (IRP) offers tourists unlimited travel on Indian Railways on a limited period of tourist's choice on the class of travel decided by them. Other than the IRP tariff, no other charges are levied from the tourists. IRP holders can make reservation on trains 365 days in advance. IRPs are available at major railway stations and also a few general sales agents outside the country.

5.10 The Committee asked the Ministry to provide the details of number of Indrail passes sold and revenue earned from them in last five years. In response, the Ministry in their written replies furnished the following details:—

Financial Year	No. of IRP sold	Revenue (in US \$)
2012-13	6040	474209
2013-14	4615	368331
2014-15	4771	344539
2015-16	3589	315424
2016-17	2469	207517

During the deliberation, the representative of the Ministry of Railways submitted before the Committee as under:—

“As regards Indrail Pass it was asked as to how many of them are being sold? The foreigners are coming and they are very keen to buy these Indrail Passes. There has been a general growth. We sold about 3,450 passes for about 9,200 foreign nationals who bought these passes for travelling by Indian Railways and we were paid around USD 2,68,000 in that.”

PART II

RECOMMENDATIONS/OBSERVATIONS

Introductory

The tourism sector in India is one of the most emerging sectors and have a high potential growth. It plays an important role as a foreign exchange earner for the country. The Committee note that the foreign exchange earnings from tourism were to the tune of US\$20.24 billion during 2014 which rose to US\$ 21.07 billion during 2015 and contributes about 6-7% of GDP. They, however, feel that there is a long way to go and much of the potential for tourism in India remains unexplored. The Committee are of the firm opinion that with their wide reach and being economic and ecofriendly mean of transport provider across the country, Railways can play a crucial role in promotion of tourism in the country. Further, India is a country of diverse religious faith and there are numerous centers of pilgrimage in almost all the parts of the country. There is enormous scope for the Railways to tap this huge potential. In view of this, the Committee decided to have an in-depth examination of the subject "Tourism Promotion and Pilgrimage Circuit". During the examination of the subject, the Committee have reached to certain conclusions which have been discussed in the succeeding paragraphs.

2. Indian Railway Catering and Tourism Corporation (IRCTC), a Government owned Public Sector Enterprise under Ministry of Railways, is an extended arm of the Indian Railways to promote tourism. IRCTC related matters are looked after by the Tourism and Catering Directorate which works under Member (Traffic) in Railway Board. The Committee feel that keeping in view the huge potential emerging out of tremendous annual growth in tourism sector of the country, the notion of Railway Board being the apex body of the Ministry of Railway in both administration and policy making seems incomplete in the absence of any representation from Tourism and Catering Directorate/IRCTC. The Committee, therefore, strongly recommend that there should be proper representation for tourism in the Railway Board so that it gives the desired acceleration to the promotion of tourism related policies of the Railway and also help the Ministry to become more sensitive towards the demands of passengers in general and tourists as well as pilgrims in particular.

Financial Overview

3. The Committee note that the budget earmarked by IRCTC for tourism promotion during the years 2013-14, 2014-15, 2015-16 and 2016-17 was to the tune of Rs. 6 crore, 4.17 crore, 4 crore and 3.65 crore respectively. The Committee feel that the budget allocation for such a major head is grossly inadequate and with declining trend. However, the Committee are perturbed to note that the IRCTC have not been able to fully utilize even these meager funds allocated for promotion of tourism. The actual utilization ranged from 54.8% to 90.48% of the allocated fund for which Ministry have not assigned any reason whatsoever. Further the Committee note that no funds for promotion of pilgrim places have been provided separately. The Committee recommend the Ministry to increase the budget allocation to IRCTC for promotion of tourism with immediate effect and to create a separate fund for the promotion of tourism and pilgrimage in India and ensure optimal utilisation of the same. The Committee understand that it is the most appropriate time for the Railways to grab the opportunity as the tourism industry in the country is growing with at an unprecedented rate. The Committee further desire the due attention, commitment and focused approach by the Ministry in promotion of tourism, under intimation to the Committee.

Tourism Promotion & Pilgrimage Circuit

4. Indian Railways promote tourism primarily by connecting various tourist places across the country. Many tourist/pilgrim destinations are already connected by rail. However, States having high potential for tourism like Jammu & Kashmir, Chhattisgarh, Jharkhand, Uttarakhand, northern part of Kerala and States of North East region witness minimal presence of Railways. The Ministry themselves have accepted that connecting Kashmir Valley and tourist destinations in North-East Region will give a great boost to the tourism in those areas. The Committee hold a similar view on expanding the rail network in the Kashmir Valley and North East Region and desire the Ministry to include parts of Central India like Chhattisgarh and Jharkhand, Kerala and Uttarakhand in their scheme of covering more touristic places. The Committee feel that if Railways have to increase their revenue, they will have to focus on those areas which possess touristic/historic/religious importance and are not connected by rail. The Committee feel that the primary role of Railways in promoting tourism is to provide rail connectivity to the touristic and pilgrimage places and strongly recommend the Ministry to put forth their true efforts in order to provide extensive rail connectivity to the Kashmir Valley, North East Region and Central India at the earliest.

5. The IRCTC runs various tourist and pilgrimage special trains like Bharat Darshan Train, Pilgrim special tourist train and Buddhist special train. Railways have introduced around 600 trains in last five years (2011-16) covering various destinations across the country. The Committee observe that out of 600, only 7 trains have been dedicated for promotion of tourism and pilgrimage. Only two more trains namely, Tiger Express and Astha Circuit trains have been introduced in 2016-17. However, the IRCTC has reduced the number of trips of Buddhist Circuit Trains by 50 per cent after reviewing their performance but have not increased the trips of Bharat Darshan Trains which are performing very well with 90 percent occupancy. The Committee feel that frequent changes in the train trips and introducing the various circuits without analysing the reasons for closing the previous ones only reveal the unpreparedness and unconsidered decision on the part of Railways and reflect a lack of perspective planning. The Committee recommend that the Ministry should prepare a comprehensive long term plan or road map for their future actions to evocatively cater the emerging needs of tourism sector in India and should move forward step by step through informed decisions rather than rushing into non-sustainable ventures. They should widely publicise the existence of such trains and the facilities provided therein. Further, extensive publicity about Pilgrimage sites like Mata Vaishno Devi Shrine, Golden Temple, Durgiana Temple (Amritsar), Kurukshetra, Haridwar, Mathura & Vrindavan, Ayodhya, Varanasi, Belur Math, Kalighat Temple (Kolkata), Gangasagar, Kamakhya Temple (Guwahati), Chitrakoot Dham (Uttar Pradesh), Mahakaleshwar Temple (Ujjain), Maihar (Madhya Pradesh), Ratanpur (Chhattisgarh), Deogarh, Jagannath Puri, Rameswaram and Kanyakumari etc. and locations with scenic beauty/observing important festivals like Onam Festival, Goa Carnival, Cherry Blossom Festival (Meghalaya), Rann of Kutch, Jaisalmer, Chenab Rail Bridge, Amarkantak, Puducherry, Allahabad, Araku Valley, Velankanni (Tamil Nadu) and Kerala etc. This would definitely spark the wanderlust and adventure instincts of the tourists and customers.

6. Tirupati and Shirdi are two of the most important and popular pilgrimage stations in the country and attract a large amount of people from around the country. The Committee note that Tirupati and Shirdi are only connected by two pair of mail/express train services and one weekly special train. Despite the resource and operational constraints, as specified by the Ministry, for lack of enough service on the route, the Committee think that it becomes imperative on the part of Railways to explore the other possibilities to run more number of trains or look into the alternative route connecting Tirupati

with Shirdi. Keeping in view the demand of passengers and volume of people travelling between these two stations. They strongly recommend the Ministry to promptly look at all the possibilities of running more trains between Tirupati and Shirdi and also widening the connectivity of these stations from other parts of the country. The Committee would also like to be apprised on the progress made in this regard from time to time.

7. The Committee note with disappointment that the Ministry do not have any specific guideline for categorizing a particular station as of touristic and pilgrimage place even though the concerned Managers of the Zonal Railways having been given full powers to do so. The Committee caution the Ministry not to take the tourism and pilgrimage sector too lightly as it may be proved a hidden treasure for Railways to increase revenue if explored judiciously. Further, the Committee recommend the Ministry to collaborate with Ministry of Tourism for sharing information/data and also to conduct their own survey. The Committee advise the Ministry to formulate a Committee at Zonal level to explore and identify the places of touristic and pilgrimage importance where Railways' contribution will be required. This Committee at Zonal level may include the Members of Parliament of the concerned zone/ representatives of local bodies/civil societies and officials of Railways, District Administration and Tourism Department also. Such inclusive approach would also bring harmony between the various sections of the society and government apart from opening up growth avenue for Railways.

Luxury Tourist Trains

8. Luxury Tourist Trains are premier luxury products/services being offered by Indian Railways/IRCTC in collaboration with State Tourism Development Corporations. The total revenue earned by all these five trains from 2012-13 to 2016-17 has been Rs. 497.31 crore with an average of Rs. 99.46 crore per year and Railway's share has been Rs. 259.52 crore *i.e.* 52.18% of the total revenue. The Committee are dismayed to note such a low revenue generation from these luxury trains and observe that revenue of Royal Rajasthan on Wheels, Deccan Odyssey and Golden Chariot have never crossed mark of Rs. 15 crore per year in last five years. Moreover, in case of Deccan Odyssey, total haulage charges for the years 2014-15, 2015-16 and 2016-17 have been Rs. 7.71 crore, Rs. 10.25 crore and Rs. 13.15 crore respectively which are higher than the total revenue earned by this trains *i.e.* Rs. 5.25 crore, Rs. 5.26 crore and Rs. 9.51 crore for the corresponding years. At a time when the tourism sector

in the country is growing significantly, the Committee are distressed to note such diminutive amount as revenue generation from these luxury tourist trains puts a question mark over the operation of such trains. The Committee understand that Railways are only concerned with the haulage charges and do not make any loss in the operation of Luxury tourist trains but fail to understand how Railways calculate their profit and loss incurred on running these luxury trains when Railways do not maintain the record of expenditure spent on them.

The Committee understand that Railways cannot do away from their core responsibility by simply arguing that they do not incur any loss in running luxury trains with their only concern being the haulage charges. These trains carry the image of Railways all over the world and are considered as iconic products/services in the luxury segment of tourism in India. If these trains run into losses where total revenue has been lower than the haulage charges, it becomes imperative on the part of Railways to introspect the matter within themselves and mark/guide the path of augmentation for IRCTC and State Tourism Departments. The Committee desire that the Ministry of Railways should probe the possibility of proactive advertisement and publicity with respect to running of these luxury trains along with State Tourism Department and also add some more destinations/incentives to make them more remunerative. The Committee also recommend the Ministry to maintain the records of all the expenditure incurred on these luxury trains along with the revenue earned so that real picture could be clear in terms of profit and loss.

9. The matter of cancellation of one trip of Palace on Wheels came as a distressful revelation before the Committee and so they have further analysed the data being provided by the Ministry regarding the occupancy status on the luxury trains for last five years. The detailed analysis exposed a shocking picture before the Committee. The percentage of vacant seats during 2012 to 2017 has been 63.7, 61.07, 57.76, 45.46 and 45.81 for Maharaja Express, Golden Charriot, Royal Rajasthan on Wheels, Deccan Odyssey and Palace on Wheels respectively. What was even more disturbing that in Maharaja Express which is completely run by Indian Railways without State collaboration, during 2012-13, 2013-14, 2014-15, 2015-16 and 2016-17, the occupancy has been 29.86%, 32.22%, 41.8%, 41.58% and 36.03% respectively. Further, in the same train during 2013-14, 758 seats were occupied out of 1594 in which 97 seats had been occupied by complementary travellers.

The Committee have taken a very serious note of lack of seriousness on the part of Ministry towards low occupancy in luxury

trains and expect the Ministry to properly examine and spell out the reasons for running such trains with as low as 30% occupancy. The Committee feel that though the idea of compact tour package is a good idea, however, the period of 6 to 8 days is very long for many of the tourists, both domestic and foreigners, who would have preferred a smaller tour package along different stretches on the route of the train. The Committee recommend the Ministry to seriously look into the matter and take immediate steps to prevent the decreasing trend in occupancy of luxury trains and form a special panel/team which would look into the various reasons for such low occupancy and advise the Ministry a mechanism to attract more tourists towards these luxury trains. The Committee also suggest that the Ministry may also frame a policy of tariff/tour plan in such a way where tourist can avail the travel /facilities of these trains for amendable number of night/day not necessarily for whole journey of 6-8 days as buying whole package becomes expensive for most of the tourists. Two or three sub-plans of shorter duration within the given journey should be chalked out to offer more acceptability by potential customers.

10. Regarding the complementary travel, the Committee are dismayed to note that the provision of complementary travel is continuing in these luxury trains on the recommendation of either Railway Board or IRCTC or State Tourism Development Corporation. In the years 2012-13, 2013-14, 2014-15 and 2015-16, in total 30, 97, 53 and 71 passengers respectively availed the complimentary travel in Maharaja Express. The Committee fail to understand the need to provide complimentary travel when these luxury trains have hardly been generating the revenue to meet their own working expenses. As a public entity financed by the budget, the Railway, under any obligation, have no right to misuse the tax payers' money by providing advances to some people in the form of complimentary travel in these luxury trains. The Committee desire to know the reason behind providing the complimentary travel on luxury trains and strongly recommend the Ministry to discontinue the system of complimentary travel with immediate effect they would like to be apprised of the steps taken in this direction.

Retiring Room Facility

11. The Committee note the efforts made by the Railways in providing retiring room facility at all A1 category stations but make a note that only 559 stations out of the 8495 stations have the facility of retiring rooms. They understand that this facility is neither

required nor mandatory at all the stations, however, all the A category stations may be provided with retiring rooms as at present almost one fourth A category stations do not have retiring rooms. Further, the Committee feel that since retiring room is one of the essential amenity being provided at stations, the Railways should identify the stations where this facility can be extended in view of its utility and for the same, opinion of public representatives may also be considered. In this regard, the Committee recommend that all A category stations should be provided with retiring room facility at the earliest and for rest of the stations where this facility is not available, selective identification of stations should be executed in consultation with the concerned public representatives. The Committee be apprised of the progress in this regard.

Other Initiatives

12. The Committee note the initiation of the Ministry and successfully execution of the Value Added Tour Packages which have not only become a profit making avenue but also have huge demand from Indian tourists. The Committee observe that launching of new packages of Gatiman express and removing packages with less than 50% utilization clearly indicate the move towards professionalism which is gradually imbibing in the working of Railways. The Committee desire the Ministry to continue their initiatives like Value Added Tour Packages, introduction of more reasonably priced tourism packages and Indrail Passes with innovations and utility based optimization applying the performance oriented target based approach.

NEW DELHI;
21 December, 2017
30 Agrahayana, 1939 (Saka)

SUDIP BANDYOPADHYAY,
Chairperson,
Standing Committee on Railways.

DETAILS OF MoU/AGREEMENT SIGNED BY IRCTC WITH VARIOUS STATE AGENCIES

Date of signing	Expiry date	Purpose	Details of MoUs
1	2	3	4
01.06.2012	open-	To provide improved hospitality and tourism services to their customers by making joint use of their capabilities and facilities.	<ol style="list-style-type: none"> 1. Development of joint tourism products. 2. Marketing of other parties products/services to their own customers thus improving the range of services to their own customers. 3. Managing various catering and hospitality outlets, budget hotels etc. using their joint strength at Railway as well as non-Railway locations.
18.05.2012	open-	To provide improved hospitality and tourism services to their customers by making joint use of their capabilities and facilities.	<ol style="list-style-type: none"> 1. Development of joint tourism products. 2. Marketing of other parties products/services to their own customers (through both physical outlets and websites) thus improving the range of services to their own customers. 3. Operating and managing various Catering and Hospitality outlets, budget hotels etc. using their joint strength at Railway as well as non-Railway locations. 4. Imparting service training to IRCTC staff by HRD Division of ITDC. 5. Training Security staff for Tourists Trains. 6. Rendering IT solutions to ITDC. 7. Development of Lounges/meet and greet services for tourists. 8. Offering Event Management Services/Conference Management Services.

1	2	3	4
20.09.2011	19.09.2017	To tie up with OTDC for Value added package services providing complete package and booking facilities in Odisha.	<ol style="list-style-type: none"> 1. OTDC being a Government of Odisha undertaking shall provide all relevant assistance and co-operation to IRCTC to provide the tour package services in accordance with the terms of this agreement. 2. OTDC shall allow IRCTC to use its enterprise resources and local network for effective furtherance and smooth operation of the tour package services to be provided under the terms of this agreement. The resources should be fit to use and no further expenditure will be incurred by IRCTC. 3. OTDC shall allow IRCTC to use its sales outlets for selling the Rail Tour packages operated by IRCTC at TAC rate of 10%. The sale outlets should be fit, for use. 4. OTDC shall allow IRCTC to utilise its existing lodges/accommodation units in different parts of Orissa for the package tours in Orissa at 15% discount rate.
09.06.2011	open-	To tie up with RTDC for Value added package services providing complete package and booking facilities in Rajasthan.	<p>The lodge/accommodation unit should be fit for accommodation in all respect.</p> <ol style="list-style-type: none"> 5. OTDC shall provide its materials for publicity to IRCTC. 1. Value added tour package services providing complete package and booking facilities in Rajasthan. 2. The parties have agreed to carry out and provide such services strictly in accordance with the terms of this Agreement in consonance with the prevailing laws.

1	2	3	4
05.05.2011	open-	To work jointly for best utilisation of their strengths and resources for development of tourism in Puducherry both inward and outward including operation/booking/marketing of packages and properties, operation of Tourism Facilitation Centres etc.	<ol style="list-style-type: none"> 1. To work jointly for best utilisation of their strengths and resources for development of tourism in Puducherry both inward and outward including operation/booking/marketing of packages and properties, operation of Tourism Facilitation Centres etc. 2. Nominated officers of both the organisations will jointly identify specific opportunities and finalised procedures for individual products/services.
02.06.2011	open-	To provide improved hospitality and tourism services to their customers by making joint use of their capabilities and facilities. Tourism Facilitation Centres etc.	<ol style="list-style-type: none"> 1. Development of joint tourism products. ' 2. Marketing of other parties products/services to their own customers thus improving the range of services to their own customers. 3. Managing various catering and hospitality outlets, budget hotels etc. using their joint strength at Railway as well as non-Railway locations.
15.07.2010	open-	To provide improved hospitality and tourism services to their customers by making joint use of their capabilities and facilities.	<ol style="list-style-type: none"> 1. Creation and maintenance of a fresh tourism portal for a period of 5 years by IRCTC for DTTDC on the terms and conditions as settled between the two parties. 2. Development of joint tourism products. 3. Selling of other parties products/services to their own customers thus improving the range of services to their own customers. 4. Managing various outlets including places of tourist and recreational interest for catering and other activities as per mutually agreed terms and conditions, budget hotels etc. using their joint strength.

1	2	3	4
10.05.2010	open-	To provide improved hospitality and tourism services to their customers by making joint use of their capabilities and facilities.	<p>5. IRCTC & DTTDC will provide table space as per availability at each others locations for putting a computer terminals and manning it for making bookings.</p> <p>6. IRCTC & DTTDC will work together for development of Budget hotels, schools and educational tours in Delhi.</p> <p>7. IRCTC & DTTDC will work together for development of LTC tour packages and examine feasibility of integration of Hop ON and Hop OFF local site seeing bus tours of DTTDC with rail based Hop On and Hop Off tours on the ring railway.</p>
08.08.2012	07.08.2016	To provide all inclusive package service to elderly people (60 or above age) of MP State and cover the selected religious places of DRTE.	<ol style="list-style-type: none"> 1. Development of joint tourism products. 2. Marketing of other parties products/services to their own customers thus improving the range of services to their own customers. 3. Managing various catering and hospitality outlets, budget hotels etc. using their joint strength at Railway as well as non-Railway locations.
16.11.2012	15.11.2015 (request for extension under consideration)	To provide all inclusive package service to people (60 or above age) of Chhattisgarh State and cover the selected religious places of DSW.	<ol style="list-style-type: none"> 1. DRTE will provide the list of religious destinations to IRCTC. 2. DTRE shall be funding authority and will provide complete fund in advance for organising Religious tour packages. 3. DRTE will provide the complete tour list of the passengers atleast 4 days in advance as well as one official per trip from DRTE. <ol style="list-style-type: none"> 1. DSW will provide the list of religious destinations to IRCTC. 2. DSW shall be funding authority and will provide complete fund in advance for organising Religious tour packages. 3. DSW will provide the complete tour list of the passengers atleast 4 days in advance as well as one official per trip from DSW.

1	2	3	4
22.09.2011	open-	Work together in areas of Corporate Social Responsibility (CSR) and sustainable tourism by making joint use of their capabilities and facilities.	<ol style="list-style-type: none"> 1. Work together towards the CSR on the terms and conditions agreed between the two parties. 2. Provide support to Eco-tourism programs organised by TERI like Mukteswar, Uttarakhand etc. 3. Work towards improving the Socio-economic condition of the communities in Uttarakhand etc. by incorporating socially beneficial aspects of Energy, Environment and sustainable development. 4. TERI will provide their venue for Eco-tourism programs, and also provide facilities and services like rooms, meals, conference hall and other services. 5. IRCTC will promote the Eco-tourism program of TERI and make tour packages for Corporate, NGO's, Funding agencies, Schools etc. as well as handle travel requirement for various programs organised by TERI.
17.12.2013	till 16.12.2014, request for extension already sent		<ol style="list-style-type: none"> 1. IRCTC will provide to MOT 15 persons on Maharajas' Express and 15 persons in Buddhist Train in AC 1st during the period of MoU. 2. Complimentary space to IRCTC in the India Pavilion set up by MOT at major International fairs. 3. display of IRCTC logo/products in at India Tourism offices. 4. link of IRCTC website on www.incredibleindia.org and other promotional websites.
17.11.2014	16.11.2015 (request for extension under consideration)	Joint promotion of Tourism products of both PSUs.	<ol style="list-style-type: none"> 1. Development of joint tourism products. 2. Marketing of other parties products/services to their own customers thus improving the range of services to their own customers. 3. Managing various catering and hospitality outlets, budget hotels etc. using their joint strength at Railway as well as non-Railway locations.

1	2	3	4
18.12.2012	open-	Joint promotion of Tourism products of both PSUs	cross promotion of TTDC and IRCTC Tourism products, using each other's website for promotion
04.10.2012	open-	Joint promotion of Tourism products of both PSUs	cross promotion of KTDC and IRCTC Tourism products, using each other's website for promotion
25.06.2013	open-	Joint promotion of Tourism products of both PSUs	IRCTC shall develop itineraries for the students tours conterminous with the syllabus and undertake such itineraries
14.02.2013	open-	Joint promotion of Tourism products of both PSUs	IRCTC will promote the eco tourism program of KFDC and make tour packages for corporate, NGOs etc.
21.10.2014	20.10.2016	Joint promotion of Tourism products of both PSUs	1. Development of joint tourism products. 2. Marketing of other parties products/services to their own customers thus improving the range of services to their own customers.
23.04.2014	22.04.2016	Joint promotion of Tourism products of both PSUs	1. Development of joint tourism products. 2. Marketing of other parties products/services to their own customers thus improving the range of services to their own customers.
08.12.2014	07.12.2015	cross promotion of Maharajas' and Golden Chariot	1. Development of joint tourism products. 2. Marketing of other parties products/services to their own customers thus improving the range of services to their own customers.
22.12.2014	open-	Joint promotion of Tourism products of both PSUs	1. Development of joint tourism products. 2. Marketing of other parties products/services to their own customers thus improving the range of services to their own customers.

1	2	3	4
24.12.2014	23.12.2016	Joint promotion of Tourism products of both PSUs	<ol style="list-style-type: none"> 1. Development of joint tourism products. 2. Marketing of other parties products/services to their own customers thus improving the range of services to their own customers.
12.02.2015	11.02.2017	Joint promotion of Tourism products of both PSUs	<ol style="list-style-type: none"> 1. Development of joint tourism products. 2. Marketing of other parties products/services to their own customers thus improving the range of services to their own customers.
19.02.2015	open	Joint promotion of Tourism products of both PSUs	<ol style="list-style-type: none"> 1. Development of joint tourism products. 2. Marketing of other parties products/services to their own customers thus improving the range of services to their own customers.
17.05.2015	open	Joint promotion of Tourism products of both PSUs	<ol style="list-style-type: none"> 1. Development of joint tourism products. 2. Marketing of other parties products/services to their own customers thus improving the range of services to their own customers.

ANNEXURE II

ITINERARIES OF VARIOUS LUXURY TRAINS

Palace on Wheels:

Itinerary: New Delhi-Jaipur-Sawai Madhopur-Chittaurgarh-Udaipur-Jaisalmer-Jodhpur-Bharatpur-Agra-New Delhi.

Royal Rajasthan on Wheels:

Itinerary: New Delhi-Jodhpur-Udaipur-Chittorgarh-Sawai Madhopur-Jaipur-Khajuraho-Varanasi-Agra-New Delhi.

Deccan Odyssey:

Itinerary 1: Mumbai-Nasik-Aurangabad-Jalgaon-Kolhapur-Madgaon-Ratnagiri-Mumbai.

Itinerary 2: Mumbai-Vadodara-Palitana-Veraval-Virangam-Patan-Nasik-Mumbai.

Itinerary 3: Mumbai-Vadodara-Udaipur-Jodhpur-Agra-Sawai Madhopur-Jaipur-Delhi.

Itinerary 4: Delhi-Sawai Madhopur-Agra-Jaipur-Udaipur-Vadodara-Aurangabad-Mumbai

Itinerary 5: Mumbai-Bijapur-Badami-Hospet-Hyderabad-Jalgaon-Mumbai.

Itinerary 6: Mumbai-Aurangabad-Ramtek-Chandrapur-Jalgaon-Nasik-Mumbai.

Itinerary 7: Mumbai-Shirdi-Nasik-Mumbai.

Golden Chariot:

Itinerary 1: Bangalore-Mysore-Hassan-Hospet-Badami-Goa-Bangalore

Itinerary 2: Bangalore-Chennai-Pondicherry-Thanjavur-Madurai-Trivandrum-Alleppey-Ernakulam-Bangalore

Maharajas' Express

Itinerary 1: New Delhi-Agra-Sawai Madhopur-Jaipur Bikaner-Jodhpur-Udaipur-Mumbai

Itinerary 2: Mumbai-Bhusawal-Udaipur-Jodhpur-Bikaner-Jaipur-Sawai Madhopur-Fatehpur Sikri-Agra-New Delhi

Itinerary 3: New Delhi-Jaipur-Sawai Madhopur-Fatehpur Sikri-Agra-Gwalior-Khajuraho-Varanasi-Lucknow-New Delhi

Itinerary 4: New Delhi-Agra-Sawai Madhopur-Jaipur-New Delhi

ANNEXURE III

DETAILS OF COMPLIMENTARY TRAVEL ON PALACE ON WHEELS AND
ROYAL RAJASTHAN ON WHEELS

**List of officers availed the complimentary travel on
Palace on Wheels**

Sl.No.	Name of Officer	Travel Date	Seat Alloted
1	2	3	4
2011-12 (Tariff-US\$ 500 Per Person per Night)			
1.	Shri R.N. Lal, AM/Electrical/RB	07.09.2011	2
2.	Shri B.P. Gupta, AGM/NR	14.09.2011	2
3.	Shri Amar Nath, GM/CLW	21.09.2011	2
4.	Shri S.K. Budhalakoti, GM/NR	05.10.2011	2
5.	Shri J.S.Bindra, Dir/safety/RB	28.09.2011	2
6.	Shri Chandra Prakash, Adv(Project)/RB	12.10.2011	2
7.	Shri Mohd. Jamshed, SDGM/NR	19.10.2011	2
8.	Shri Z.A. Siddiqui, CCM/CR	16.11.2011	2
9.	Shri H.C. Joshi, GM/NCR	30.11.2011	2
10.	Shri Alok Johri, CAO/RCF/RBL	07.12.2011	2
11.	Shri Sanjiv Handa, MM/RB	14.12.2011	2
12.	Shri S.K. Sharma, AM(PU)/RB	04.01.2012	2
13.	Shri Pradeep Bhatnagar, AM(T)/RB	25.01.2012	2
14.	Shri R.P. Misra, CME/IROAF	18.01.2012	2
15.	Smt. Suhas Kumar, Adv/FM/RB	01.02.2012	2
16.	Shri WK Pradhan, Adv.ME(P)/RB	08.02.2012	2
17.	Shri Dharm Singh, CAO/Const./NR	15.02.2012	2
18.	Shri Pramod Kumar, AGM/SER	22.02.2012	2
19.	Shri M.S. Sharma, CME/NWR	29.02.2012	2
20.	Shri P.K. Mehta, DG/RPF	07.03.2012	2

1	2	3	4
21.	Shri Deepak Krishan, GM/SR	28.03.2012	2
22.	Smt. Rashmi Kapoor, FA&CAO/NR	11.04.2012	2
23.	Shri Brahm Prakash, Medical Director/NR	18.04.2012	2
24.	Shri O.P. Kala, COM/NER	25.04.2012	2
25.	Shri A.K. Singh, AM(RS)/RB	25.04.2012	2
2012-13 (Tariff- US\$ 575 Per Person per Night)			
1.	Shri Madan Mohan Rao, CCM/Systems/SCR	05.09.2012	2
2.	Shri Niraj Kumar, DG/RSC	19.9.2012	2
3.	Shri Jagmohan Gupta, EDFB	26.9.2012	2
4.	Shri A.K. Patnaik, AM/C	3.10.2012	2
5.	Shri D.K. Saraf, AM/Planning	10.10.2012	2
6.	Shri Jagdev Kalia, GM/CORE	17.10.2012	2
7.	Shri Shiv Kumar Chowdhri, COM/NR	24.10.2012	2
8.	Shri M. Sundar Ram, CCM/SCR	28.11.2012	2
9.	Shri S.V. Ingale, CCM/CR	02.12.2012	2
10.	Shri Abhay K. Khanna, GM/ICF	05.12.2012	2
11.	Shri Aditya P. Mishra, ME	02.01.2013	2
12.	Shri A.K. Verma, GM/SER	16.01.2013	2
13.	Shri Keshav Chandra, MM	23.01.2013	2
14.	Shri Ravinder Goyal, CPTM/WR	13.02.2013	2
15.	Shri A.K. Gupta, AM/(Works)	06.03.2013	2
16.	Smt. Archana Srivastava, ED/PIg/LRDSS	20.02.2013	2
17.	Shri M.S. Chalia, CCM/Ctg/NR	27.02.2013	2
18.	Shri Vitul Kumar, OSD/MR	13.03.2013	2
19.	Shri Rahul Bhandari, PS/MR	20.03.2013	2
20.	Shri Ranjanesh Sahai, EDCC	17.04.2013	2
21.	Shri V.K. Srivastava, Dir/T&C/RB	27.03.2013	2
22.	Shri Vijay Sehgal, DRM/Agra	24.04.2013	2
23.	Dr. S.K. Sabharwal, EDH(G)	24.04.2013	2

1	2	3	4
2013-14 (Tariff-US\$ 575 Per Person per Night)			
1.	Shri Ajit Singh, OSD to ME	11.09.2013	2
2.	Dr. J.P. Jain, ACHD/WR	25.09.2013	2
3.	Shri S.V. Arya, GM/WCR	02.10.2013	2
4.	Shri G.C. Agarwal, GM/ER	16.10.2013	2
5.	Shri Arjun Rakshit, AM/F	30.10.2013	2
6.	Shri Arvind Khare, AM/PU	06.11.2013	2
7.	Shri Rakesh Misra, GM/SR	20.11.2013	2
8.	Shri V. Ramachandran, DG/RDSO	27.11.2013	2
9.	Shri K.K. Atal, GM/NER	11.12.2013	2
10.	Shri J.N. Jha, CCM/SER	04.12.2013	2
11.	Shri Tarun Jain, Dy.GM(G)/NWR	08.01.2014	2
12.	Shri B.P. Khare, GM/DLW, Varanasi	05.02.2014	2
13.	Dr. G. Narayanan, AM(CE)	12.02.2014	2
14.	Shri B.K. Sinha, Adv(RS)	19.02.2014	2
15.	Shri Sudhir Mittal, Adv./Works	26.02.2014	2
16.	Shri G.D. Brahma, COM/ECOR	12.03.2014	2
17.	Shri V. Srihari, PCE/SCR	12.03.2014	2
18.	Shri Madhuresh Kumar, GM/ECR	26.03.2014	2
19.	Shri Laxmi Narayana, CTE/SCR	19.03.2014	2
20.	Shri Mahesh Chandra, COS/SCR	09.04.2014	2
21.	Shri K.L. Pandey, AM(T&C)	09.04.2014	2
22.	Shri Kul Bhusan, ML	23.04.2014	2
23.	Shri Ranjan Tewari, FA&CAO/SER	16.04.2014	2
24.	Dr. P.S. Prasad, DG(RHS)	30.04.2014	2
25.	Shri Mehtab Singh, CEE/NR	23.04.2014	2
2014-15 (Tariff-US\$ 575 Per Person per Night)			
1.	Shri Anup Sahu, AGM/NR	03.09.2014	2
2.	Shri S.P. Sahu, CSO/SCR	03.09.2014	2

1	2	3	4
3.	Shri A.K. Rawal, AM(Plg.)	10.09.2014	2
4.	Shri Usha A. Kumar, FA&CAO/SCR	17.09.2014	2
5.	Shri M. Suresh, AM(Signal)	24.09.2014	2
6.	Shri Parmod Kumar, ADG/RDSO	17.09.2014	2
7.	Shri Rakesh Vatash, AM(ME)	01.10.2014	2
8.	Dr. Sudhir K. Sharma, ACMD/H&FW and JFSC/NR	08.10.2014	2
9.	Shri Sushil Kumar, COS/NR	08.10.2014	2
10.	Shri G.K. Mohanty, COM/SER	15.10.2014	2
11.	Shri V.K. Jain, AM/Works	29.10.2014	2
12.	Shri R.K. Bhatnagar, Adv/E(G)	29.10.2014	2
13.	Shri S.C. Jethi, CCM/WCR	12.11.2014	2
14.	Shri Prabhat Sahai, AGM/SER	23.11.2014	2
15.	Shri Rakesh Kumar Tandon, AM(C&IS)	31.01.2014	2
16.	Shri Bibek Debroy, Chairman, High Level Railway Restructuring Committee	18.02.2015	2
17.	Shri Virender Kumar, DRM/JP/NWR	14.01.2015	2
18.	Shri J.S. Gupta, PCE/ECOR	21.01.2015	2
19.	Shri Ashok K. Aggarwal, GM/ICF	11.03.2015	2
20.	Shri P.C. Gajbhiye, Secretary, RB	15.04.2015	2
21.	Shri Rajiv Misra, GM/NER	01.04.2015	2
2015-16 (Tariff-US\$ 600 Per Person per Night)			
1.	Shri S.P. Piplani, AM/RS	02.09.2015	2
2.	Shri S.K. Sharma, CVO/T/NR	09.09.2015	2
3.	Shri S. Vijayaraghavan, AM/F	30.09.2015	2
4.	Shri S.K. Agarwal, AGM/NR	07.10.2015	2
5.	Shri Laj Kumar, AM/W	14.10.2015	2
6.	Shri Mahesh Mangal, GM/CORE	21.10.2015	2
7.	Shri Pankaj Jain, GM/RWF	28.10.2015	2

1	2	3	4
8.	Shri Manohar, AM/Signal	04.11.2015	2
9.	Shri R.S. Kochak, AM/PU	25.11.2015	2
10.	Shri K.S. Krishnakumar, AM/Tele	02.12.2015	2
11.	Shri P.K. Agrawal, AM/ME	27.01.2016	2
12.	Shri Hemant Kumar, MM	03.02.2016	2
13.	Shri A.K Harit, GM/DLW	10.02.2016	2
14.	Shri Anil Sharma, CME/NE	10.02.2016	2
15.	Shri A.K. Mittal, GM/ECR	16.03.2016	2
16.	Shri Ramesh Chandra, GM/WCR	16.03.2016	2
17.	Shri Pradeep Kumar, MS	23.03.2016	2
18.	Shri Vashishta Johri, GM/SR	06.04.2016	2
19.	Shri C.P. Tayal, GM/CLW	06.04.2016	2
20.	Shri Alok Dave, GM, Modern Coach Factory, Rae Bareli	13.04.2016	2
21.	Shri B.D. Garg, CAO/C/NR	20.04.2016	2

**LIST OF OFFICERS AVAILED THE COMPLIMENTARY TRAVEL ON ROYAL
RAJASTHAN ON WHEELS**

2011-12 (Tariff: US\$ 650 Per Person per Night)

1.	Shri K.K. Saxena, GM/DLW, Varanasi	02.10.2011	2
2.	Smt. Saroj Rajware, Adv. (Finance)/RB	06.11.2011	2
3.	Shri Satya Prakash, AM/T&C	9-11.3.2012	2

2012-13 (Tariff: US\$ 590 Per Person per Night)

1.	Shri Ashok K. Agarwal, CME/ECOR	25.11.2012	2
2.	Shri R. Ramanathan, AM/CE	02.12.2012	2
3.	Smt. Vijaya Kanth, FC/RB	23.12.2012	2
4.	Shri Nar Singh Dev, OSD/MR	06.01.2013	2
5.	Dr. V.K. Ramteke, DG/RHS/RB	13.01.2013	2
6.	Shri S.K. Kulshrestha, CAO/Const./NFR	10.02.2013	2
7.	Shri J.C. Parihar, OSD-Engg/WR	10.02.2013	2

1	2	3	4
2013-14 (Tariff: US\$ 590 Per Person per Night)			
1	Shri A.K. Puthia, Adv.ME(P)	13.10.2013	2
2	Smt. Mani Anand, ED/T&C	16.03.2014	2
2014-15 (Tariff: US\$ 625 Per Person per Night)			
NIL			
2015-16 (Tariff: US\$ 625 Per Person per Night)			
1.	Shri R.K. Gupta, GM/ER	22.11.2015	2

ANNEXURE IV

DETAILS OF COMPLIMENTARY TRAVEL ON MAHARAJA EXPRESS

List of officers availed the complimentary travel on Maharajas' Express (Permitted by Railway Board)

Sl.No.	Name of Officer	Travel Date	Seat Alloted
1	2	3	4
2012-13			
1.	Smt. Saroj Rajware, Adv/Finance	26-28.11.2012	2
2.	Shri A.K. Manocha, COM/G/NR	06.12.2012	2
3.	Shri Amitabha, CRSE (Chg.)/NR	09.04.2013	2
2013-14			
1.	Shri R.C. Agrawal, GM/NWR	19.10.2013	2
2.	Shri Sanjay Upreti, EDF (C)/RB	04.01.2014	2
3.	Shri Manu Goel, ED/Heritage	01.03.2014	2
2014-15			
1.	Smt. Rashmi Kapoor, FC	01.10.2014	2
2.	Shri K.L. Pandey, AM/T&C	11.10.2014	2
3.	Shri Alok Johri, MM	01.11.2014	2
4.	Smt. Aashima Singh, Dir/IRITM	10.01.2015	2
5.	Shri P.V. Vaidialingam, Adv/Fin	18.01.2015	2
6.	Shri A.K. Rawal, AM/Planning	31.01.2015	2
7.	Smt. Rajlakshmi Ravikumar, Financial Commissioner	28.03.2015	2
2015-16			
1.	Shri Deepak Nath, COM/ECR	17.10.2015	2
2.	Shri Naveen Tandon, ML	07.11.2015	2
3.	Shri Pradeep Kumar, MS	09.1.2016	2
4.	Shri Sanjay Mishra, CTPM/NR	24.1.2016	2

1	2	3	4
5.	Shri S. Subramhayan, AM/B	6.2.2016	2
6.	Shri P.V Vaidialingam, Adv/F	12.3.2016	2
7.	Shri Gyan Prakash, CCM/NR	12.03.2016	2
8.	Shri Ghanshyam Singh, CEE	26.03.2016	2

List of persons availed the complimentary travel on Maharajas' Express (Permitted by IRCTC)

2012-2013

Sl.No.	Name	Departure Date	No. of guest
1.	Mrs. Erika Helene Blanc Bodmer	11.11.2012	2
2.	Mr. Gread Jean Jacques Blanc		
3.	Mr. Parvez Dewan	12.01.2013	2
4.	Mr. Prasun Dewan		
5.	Mr. Rajen Habib Khwaja	19.01.2013	2
6.	Mrs. Naazneen Khwaja		
7.	Mr. Benedict Edmund Cadbury		
8.	Mrs. Katharine Margaret Cadbury		
9.	Mr. Bhuwan Chendra Tiwari	03.02.2013	1
10.	Mr. Lal Singh Bora		
11.	Mr. Kotaro Kogi		
12.	Ms. Maxine Albert	16.02.2013	2
13.	Ms. Laurie Susan Werner		
14.	Mr. Deepak Samuel	23.03.2013	3
15.	Mr. Alexander Campas		
16.	Ms. Maria Puma		
17.	Mr. Matthew Foy	06.04.2013	2
18.	Mr. Dominic James Theodoulou		
19.	Ms. Misha Engineer		

1	2	3	4
20.	Mr. Sameer Taslaq	} 06.04.2013	2
21.	Mr. Inder Sharma		
22.	Ms. Aruna Sharma		
23.	Mr. Steven Kaplan		
24.	Ms. Melissa Vanik		
2013-14			
1.	Mr. Gary Frankin Mr. Oliver Armitstead Mr. Tim Littler Mr. Ripan Dhawan	10/2/2013	4
2.	Farookh Engineer, Tina Hoshang Vajifdar	10.02.2013	2
3.	Gopal Iyer, Rajeev Verma	10.02.2013	2
4.	Mr.& Mrs. Gidar	10.12.2013	2
5.	Rajan Nair, Aman Khanna	10.12.2013	2
6.	Zuhaib Ahmed	10.12.2013	1
7.	Mr. & Mrs. Tulloch, Mr. Roger Norum & Ms. Stroucham Martins, Mr. Roger Toll, Ms. Ela Aythan, Mr. Gareth Jones.	19.10.2013	7
8.	Dashmeet Singh, Chisneet singh	19.10.2013	2
9.	Kapil Khanna, Pooja	19.10.2013	2
10.	Daljeet Kaur, Kulpreet Kaur	19.10.2013	2
11.	Rohit Sharma, Rahul Babbar	19.10.2013	2
12.	Qamar Zafeer, Amit Agarwal	27.10.2013	2
13.	Abhishek Makhija, Md. Khursheed, Nishant Attri, Amir Khan, Deepak Verma, Smriti Singh, Krishna Lohani, Nicholas G. Bachmann, Peter Robin Balle, Julie David, Severinka K I Thomas Beach Alter, Carol Evans	11.09.2013	11 2
14.	Mr. Stuart McGurk	16.11.2013	1

1	2	3	4
15.	Mr. Frederic & Mrs. Annick Dounes	16.11.2013	2
16.	Mr. Stewart Petersen	16.11.2013	2
17.	Neha Gupta, Anika Pilnei, Ian George Sciacaluga, Christopher Mark Pickhaver, Holly Marie Morris, Nigel James Kinnings	24.11.2013	6
18.	Mr. Shirish Kr. Amin, Mrs. Nina Amin	30.11.2013	2
19.	Ms. Gemma Townsend	30.11.2013	1
20.	Shiho Kudo	12.7.2013	1
21.	Mr. Vincent Moens	28.12.2013	1
22.	Ms. Meenakshi Bhujwala	28.12.2013	1
23.	Sanjay Goel	28.12.2013	2
24.	R.N. Kalita	1.11.2014	3
25.	Guy Victor	22.1.2014	1
26.	N.P. Singh	25.1.2014	2
27.	Mr. Stuart Lee, Ms. Helen Elizabeth Adamson	2.1.2014	2
28.	Mr. Arjun Sharma	2.1.2014	1
29.	Mr.Baris Kilinc, Mr. SerdarSonmez	2.8.2014	2
30.	Ms. Alexia Williams	19.2.2014	1
31.	Mrs. Manju Pandey+3	19.2.2014	4
32.	Mr. Anthony Lambert	22.2.2014	1
33.	Ms. Takai Yuki	22.2.2014	1
34.	Ms. Desiree Sadek, Mr. Guillaume de Laubier	16.3.2014	2
35.	Ms. Christa Arnet and Mr. Rene Arnet	16.3.2014	2
36.	Mr. Ajay Kr. Gupta + 2	16.3.2014	3
37.	Mr. Parvez Dewan	22.3.2014	3
38.	Ms. Annika Bergson	22.3.2014	1
2014-2015			
1.	Ms. Paulina Giovagnoli	04.10.2014	1
2.	Ms. Nina rose Maoz	11.10.2014	1

1	2	3	4
3.	Mr. Uzi Varon	11.10.2014	1
4.	Mr. Joan Marie Uhler	} 29.10.2014	2
5.	Mr. David F. Ball		
6.	Ms. Kalpana Sheetan Amin	} 01.11.2014	2
7.	Ms. Rashmi Patel		
8.	Mr. Nilesh Shaw	} 08.11.2014	2
9.	Mr. Peter Richard Liney		
10.	Mr. Ravi Kumar Mahrotra	} 08.11.2014	2
11.	Mrs. Manju Mahrotra		
12.	Mr. Yvo Ferdinand Van Regteren Altena	} 23.11.2014	2
13.	Mr. Reinhart Albert Meursinge Reynders		
14.	Mr. Sanjay Chitkaria	06.12.2014	1
15.	Mrs. Susanne Sen	} 21.12.2014	2
16.	Mr. Kaushik Sen		
17.	Mr. Sanjay Jha	} 24.01.2015	4
18.	Mr. Seth Doane		
19.	Mr. Randy Schmidt		
20.	Ms. Chloe Arsenberg		
21.	Mr. Nicholas Ramsis Louis Boulos	} 07.02.2015	2
22.	Ms. Gillian Mary Boulos		
23.	Mr. Gopal Prajapati	15.02.2015	1
24.	Ms. Veena Mani	15.02.2015	1
25.	Ms. Yoko Mutaguchi	18.02.2015	1
26.	Mr. Darshan Chawla	15.03.2015	1
27.	Mr. Daisuke Kobayashi	} 15.03.2015	2
28.	Mr. Kuzuo Sameshima		
29.	Mr. Richard David Ruskin	} 18.03.2015	2
30.	Mrs. Susan Ann Ruskin		
31.	Mr. M.P. Mall	28.03.2015	4

1	2	3	4
32.	Mr. Ram Prasad		
33.	Mr. Rajendra Kondapalli		
34.	Mr. Prashanth Karanth	04.04.2015	5
35.	Mr. Abhishek Jain		
36.	Mr. Ashok Kumar		
2015-2016			
1.	Ms. Joan Rochelle Jonat		2
2.	Ms. Amanda Blair Jonat		
3.	Mrs. Mary Ann M Ramsey		1
4.	Mr. Bhawani Singh		1
5.	Mr. Randall Scott Yaroch		1
6.	Mr. Peter Stephen Carideo		2
7.	Mr. Mark Paul Zancanaro		
8.	Mrs. Valerie Ann Wilson		1
9.	Ms. Philip Craig Otterson		1
10.	Mr. Robert Lawrence Romano		2
11.	Mrs. Jill Alison Romano	04.10.2015	
12.	Mrs. Nancy Ann Strong		2
13.	Mr. John Patrick Strong		
14.	Mrs. Amy Modisette Weyman		1
15.	Ms. Gloria Lilo Greenstein		2
16.	Mr. Martin Jay Greenstein		
17.	Ms. Marett Anne Taylor		1
18.	Mr. Vikram Madhok		1
19.	Mr. Rishi Kapoor		1
20.	Ms. Ayako Takahashi		2
21.	Ms. Junko Sakai		
22.	MS. Koomi Kim		2
23.	Ms. Yariko Kita		

1	2	3	4
24.	Ms. Tai Foon Li	04.10.2015	2
25.	Mr. Yan Chi Kwan		
26.	Mr. Pravin & Kukadia	10.10.2015	2
27.	Ms. Aruna Kukadia		
28.	Mr. Philippa Walton	10.10.2015	2
29.	Ms. Nicholas Walton		
30.	Mr. Gulshan	17.10.2015	1
31.	Mr. Makoto Unno	01.11.2015	2
32.	Mr. Rajesh Agarwal		
33.	Mr. Chander Rawat		1
34.	Mr. John paul Ward	14.11.2015	1
35.	Mr. Tim Littler		1
36.	Mr. Kavshik Desai	12.12.2015	2
37.	Mrs. Deepika Desai		
38.	Mr. Arun Kumar Manocha	30.12.2015	2
39.	Mrs. Poonam Manocha		
40.	Ms. Janhvi Prakash		2
41.	Ms. Vaishnavi	09.01.2016	
42.	Mr. Dharmendra Prakash		2
43.	Ms. Parul Prakash		
44.	Ms. Carol Eilleen Ann Bielfeld	30.01.2016	1
45.	Mr. Dimple Singh	13.02.2016	1
46.	Ms. Johanna Elisabeth Rigter	27.02.2016	2
47.	Ms. Wendelina Cornelia Maria Savenije		
48.	Mr. Jamie Lafferty	27.02.2016	1
49.	Mr. Ashok Mathuradas Lakhani	05.03.2016	2
50.	Mrs. Smita Ashok Lakhani		
51.	Mr. Artemi Zakharo		2
52.	Ms. Daria Miroleeva	20.03.2016	
53.	Mr. Nicolas Delphin R. Bertrand		2
54.	Mr. Thomas Donzel		
55.	Ms. Louise Alida Pannell		1

ANNEXURE V

CATEGORY-WISE DETAILS OF STATIONS WITH RETIRING ROOMS

Zone	A1	A	B	C	D	E	F	Total
CR	6	22	6	0	3	0	0	37
ER	3	10	6	5	3	0	0	27
ECR	6	25	11	0	8	0	0	50
ECoR	3	9	8	0	2	0	0	22
NR	14	23	5	0	8	10	0	60
NCR	6	13	5	0	3	1	0	28
NER	3	10	13	0	11	1	0	38
NFR	2	18	16	0	17	2	0	55
NWR	3	16	2	0	4	0	0	25
SR	8	32	8	0	13	5	1	67
SCR	5	27	18	0	3	0	0	53
SER	2	6	4	0	9	2	0	23
SECR	2	6	6	0	0	0	0	14
SWR	3	10	7	0	1	1	0	22
WR	6	18	7	0	5	0	0	36
WCR	2	13	2	0	3	0	0	20
TOTAL	75	252	129	5	94	21	1	577

ANNEXURE VI

STATEMENT SHOWING NUMBER OF STATIONS ZONE & CATEGORY-WISE

Zone	A1	A	B	C	D	E	F	TOTAL
CR	8	26	14	85	44	203	95	475
ER	3	12	10	216	46	119	148	554
ECR	6	29	23	0	82	272	276	688
ECoR	3	10	34	0	22	179	56	304
NR	14	49	25	0	140	544	223	995
NCR	6	14	10	0	44	215	83	372
NER	3	11	22	0	85	226	143	490
NFR	2	20	21	0	62	298	102	505
NWR	3	22	12	0	62	336	142	577
SR	8	42	25	75	85	352	142	729
SCR	5	31	38	21	80	378	151	704
SER	2	8	5	28	39	167	104	353
SECR	2	6	14	0	40	134	114	310
SWR	2	15	17	0	47	167	88	336
WR	6	22	18	35	71	388	252	792
WCR	2	15	14	0	34	180	43	288
MR	0	0	0	23	0	0	0	23
Total	75	332	302	483	983	4158	2162	8495

APPENDIX I

MINUTES OF THE STANDING COMMITTEE ON RAILWAYS (2015-16) (Fourth Sitting)

The Committee sat on Monday, the 16th November, 2015 from 1500 hours to 1645 hours in Committee Room 'C', Parliament House Annexe, New Delhi.

PRESENT

Shri Dinesh Trivedi – *Chairperson*

MEMBERS

Lok Sabha

2. Kunwar Pushpendra Singh Chandel
3. Shri Ram Tahal Choudhary
4. Shri Chandra Prakash Joshi
5. Shri Sanjay Dhotre
6. Shri Ramesh Chander Kaushik
7. Shri Gajanan Kirtikar
8. Shri Balabhadra Majhi
9. Shri Arjun Ram Meghwal
10. Shri K.H. Muniyappa
11. Shri Thota Narasimham
12. Shri A.T. Nana Patil
13. Shri Mekapati Raja Mohan Reddy
14. Shri Lakhan Lal Sahu
15. Shri S.R. Vijayakumar

Rajya Sabha

16. Shri A.K. Antony
17. Shri Dilipbhai Pandya
18. Shri Bashistha Narain Singh
19. Shri Alok Tiwari
20. Shri Motilal Vora

SECRETARIAT

1. Shri K. Vijaykrishnan – *Additional Secretary*
2. Smt. Abha Singh Yaduvanshi – *Joint Secretary*
3. Shri Arun K. Kaushik – *Director*

REPRESENTATIVES OF THE MINISTRY OF RAILWAYS (RAILWAY BOARD)

1. Shri A.K. Mital Chairman, Railway Board & *Ex-officio* Principal Secretary to the Government of India
2. Shri V.K. Gupta Member-Engineering, Railway Board & *Ex-officio* Secretary to the Government of India
3. Shri Pradeep Kumar Member-Staff, Railway Board & *Ex-officio* Secretary to the Government of India
4. Shri Kundan Sinha Member-Traffic, Railway Board & *Ex-officio* Secretary to the Government of India
5. Shri Navin Tandon Member-Electrical, Railway Board & *Ex-officio* Secretary to the Government of India
- 6 Dr. A.K. Manocha Chairman & Managing Director, IRCTC

2. At the outset, the Chairperson welcomed the representatives of the Ministry of Railways (Railway Board) to the sitting of the Committee and invited their attention to the provisions contained in Direction 55 of the Directions by the Speaker, Lok Sabha, regarding the proceedings to be treated as confidential.

3. Thereafter, the representatives of the Ministry of Railways (Railway Board) briefed the Committee on various aspects of the subject 'Tourism Promotion and Pilgrimage Circuit'. They highlighted various measures/initiatives taken by them to promote tourism, such as providing train connectivity to various tourist places in the country, running of Luxury Tourist Trains, Buddhist special trains, Bharat Darshan trains and Pilgrim special trains on various religious circuits. Facilities like circular journey tickets, Indrail passes for foreign tourists and retiring rooms etc. at major railway stations were also discussed. Besides, the Committee were apprised of the running of various tourist trains and the working relation between the Ministry of Railways and the Indian Railway Catering and Tourism Corporation (IRCTC).

4. The Committee, then, sought certain clarifications and also gave suggestions relating to connectivity of various tourist destinations through dedicated tourist trains as well as providing stoppages to facilitate tourism. The Chairman, Railway Board, responded to some of the queries raised by the Members. The Chairperson desired the Chairman, Railway Board, to furnish the detailed replies to the remaining queries within 15 days.

The witnesses then withdrew.

5. The Committee further decided to convene meetings with various State Tourism Corporations like the Rajasthan Tourism Development Corporation (RTDC), Maharashtra Tourism Development Corporation (MTDC) and Karnataka State Tourism Development Corporation (KSTDC) which run Luxury Tourist Trains in their respective States in association with IRCTC/Indian Railways, in connection with the examination of the subject.

6. A verbatim record of the sitting has been kept.

The Committee then adjourned.

APPENDIX II

MINUTES OF THE ELEVENTH SITTING OF THE STANDING COMMITTEE ON RAILWAYS (2015-16)

The Committee sat on Tuesday, the 31st May, 2016, from 1100 hours to 1245 hours in Committee Room 'C', Parliament House Annexe, New Delhi.

PRESENT

Shri Dinesh Trivedi – *Chairperson*

MEMBERS

Lok Sabha

2. Shri Kunwar Pushpendra Singh Chandel
3. Shri Ram Tahal Choudhary
4. Shri Sanjay Dhotre
5. Shri Rajen Gohain
6. Shri Gajanan Kirtikar
7. Shri Balabhadra Majhi
8. Shri Arjun Ram Meghwal
9. Shri Thota Narasimham
10. Shri A.T. Nana Patil
11. Shri R. Radhakrishnan
12. Shri Mekapati Raja Mohan Reddy
13. Shri Lakhan Lal Sahu
14. Shri S.R. Vijayakumar

Rajya Sabha

15. Shri A.K. Antony
16. Shri Mukut Mithi
17. Shri Bashistha Narain Singh
18. Shri Motilal Vora

SECRETARIAT

1. Shri K. Vijaykrishnan – *Additional Secretary*
2. Smt. Abha Singh Yaduvanshi – *Joint Secretary*
3. Shri Arun K. Kaushik – *Director*

REPRESENTATIVES OF THE MINISTRY OF RAILWAYS (RAILWAY BOARD)

1. Shri Mohd. Jamshed – Member-Traffic, Railway Board & *Ex-officio* Secretary to the Government of India
2. Shri Shahzad Shah – Additional Member (Budget)
3. Shri Girish Pillai – Additional Member (T&C)
4. Ms. Sunira Bassi – Adviser (T&C)
5. Shri P. Guha – Adviser (Coaching)

IRCTC

6. Shri M.P. Mall – Director (Finance)
7. Smt. A.K. Brar – Director (T&M)

2. At the outset, the Chairperson welcomed the representatives of the Ministry of Railways (Railway Board) to the sitting of the Committee and invited their attention to the provisions contained in Direction 55 of the Directions by the Speaker, Lok Sabha, regarding the proceedings to be treated as confidential.

3. Thereafter, the representatives of the Ministry of Railways made a Power-point presentation highlighting the major aspects of 'Tourism Promotion and Pilgrimage Circuit' and the efforts made by the Railways in this direction. The Committee then took oral evidence of the representatives of the Ministry of Railways (Railway Board) on various issues including profit earned by luxury trains, medical facilities in pilgrimage trains, diversification of Railways to expand tourism, need to include member (Tourism) in the Board and several others. The members sought certain clarifications relating to the subject and the representatives of the Ministry replied to the same.

4. The Committee, further, decided to undertake a study tour during ongoing inter-session period and authorized the Chairperson to finalize the tour programme.

5. A verbatim record of the proceedings has been kept.

The Committee then adjourned.

APPENDIX III

MINUTES OF THE FIFTH SITTING OF THE STANDING COMMITTEE ON RAILWAYS (2017-18)

The Committee met on Thursday, the 21st December, 2017 from 1500 hrs. to 1610 hrs. in Committee Room 'C', Parliament House Annexe, New Delhi.

PRESENT

Shri Sudip Bandyopadhyay – *Chairperson*

MEMBERS

Lok Sabha

2. Shri Ram Tahal Choudhary
3. Shri Sudheer Gupta
4. Shri Chandra Prakash Joshi
5. Shri Ramesh Chander Kaushik
6. Shri Gajanan Kirtikar
7. Shri Balabhadra Majhi
8. Shri A.T. Nana Patil
9. Shri Mekapati Raja Mohan Reddy
10. Shri Lakhan Lal Sahu
11. Shri Ganesh Singh
12. Shri Uday Pratap Singh

Rajya Sabha

13. Shri Shwait Malik
14. Shri Mukut Mithi
15. Mahant Shambhuprasadji Tundiya
16. Shri Motilal Vora

SECRETARIAT

1. Smt. Abha Singh Yaduvanshi – *Joint Secretary*
2. Shri Arun K. Kaushik – *Director*
3. Shri Ram Lal Yadav – *Deputy Secretary*

