

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.520
TO BE ANSWERED ON 05.02.2020**

OVER-CROWDING AT STATIONS

520. MS. S. JOTHIMANI:

Will the Minister of RAILWAYS be pleased to state:

- (a) the steps taken by the Government to reduce the rush-hour crowds in local trains and metros in cities, especially in Mumbai, Chennai and Delhi;**
- (b) whether staggered office timings are being implemented in Government and private offices to manage the number of commuters;**
- (c) if so, the details of other measures being taken to prevent cases of over-crowding at railway stations;**
- (d) the steps being taken to improve the infrastructure and other facilities at Railway stations in Karur, Tamil Nadu; and**
- (e) the measures taken by the Government to make railway stations disabled friendly?**

ANSWER

MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY

(SHRI PIYUSH GOYAL)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 520 BY MS. S. JOTHIMANI TO BE ANSWERED IN LOK SABHA ON 05.02.2020 REGARDING OVER-CROWDING AT STATIONS

(a) and (b) Indian Railways, subject to operational feasibility and availability of resources, endeavors to cater to the travelling needs and augment the carrying capacity of suburban sectors by introducing new services and by augmenting to the loads of existing train services. Accordingly, during the year 2019-2020, 26 new services of 12 car, 13 new services of 9 car have been introduced on the suburban sectors of Chennai and Kolkatta. Besides, 183 services have been augmented from 9 cars to 12 cars to cater to the commuters. At present, Mumbai area, Chennai area & Delhi areas are respectively being served by 3037, 675 & 124 train services. To cater to varied office timings of both Government and private offices, suburban services are operated through- out the day.

(c) In order to prevent overcrowding at Railway stations, a number of measures have been undertaken by Indian Railways. Some of the measures are as under:-

- i. Separate entry and exit points at major stations to facilitate easy ingress and egress of passengers. The entry and exit points are being manned by staff of Railway commercial department and Railway Protection Force (RPF)/Government Railway Police (GRP) at major and important railway stations, round the clock.**
- ii. Maintaining of queue system for hassle free boarding of passengers in general coaches of important trains at major originating stations.**

- iii. **Clear demarcation of parking and non-parking areas to avoid haphazard parking and overcrowding.**
- iv. **Diversification of ticket booking modes through proliferation of Automatic Ticket Vending Machines (ATVM), ticketing through mobile phone, online ticketing etc. to reduce rush at passenger reservation systems and booking offices at the stations.**
- v. **Increase in rate of platform ticket from ₹ 5 to ₹ 10. Delegation of power to Divisional Railway Managers to increase the rate of platform tickets beyond ₹ 10 to regulate rush at platforms during specific occasions like rally, mela, etc.**
- vi. **Regulation and monitoring of crowd at major Railway stations through Close Circuit Television Surveillance System and Access Control Mechanism.**

(d) Karur is a 'NSG-4' category station. This station has been provided with all the essential amenities as per norms. The following works pertaining to passenger amenities have been completed at Karur Station:-

S.No.	Name of Work
1	Upgrading all toilets in waiting hall including pay and use toilets in all platforms
2	Provision of Divyang toilets in all platforms
3	Improvement in circulating area and vehicle parking
4	Provision of 03 water coolers
5	Provision of roof covering for existing Foot-over bridge at Karur Station.

Further, the following passenger amenity works are in progress at Karur Station:-

S.No.	Name of Work
1	Provision of Replacing Platform Sink Tap in all Platforms
2	Replacing of valves/ball valve
3	Improvements of Drinking water GLR roof & GLR Area
4	Separate pipe line from Municipal Tank to Railway GLR
5	Improvements of the Platform Shelter roof in station area in Platform No.1
6	Improvement of Gents and Ladies waiting hall toilet at station
7	Improvement of drainage from waiting hall to Manhole
8	Improvement of platform open drain
9	Improvement of Platform Toilet in Platform No.1
10	Provision of Monumental National Flag on high mast at Karur Station

(e) Indian Railways is committed to make its railways stations and trains accessible for Persons with Disabilities (Divyangjan) as part of “Sugamya Bharat Mission” or Accessible India Campaign of Government of India. Improvement/ augmentation of amenities at Railway stations, including those for differently abled passengers is a continuous process. Provisions of facilities for Persons with Disabilities (Divyangjan) are to be made at all stations over Indian Railways. In April,2018, it has been decided to change the categorization of Station from ‘A-1’, ‘A’, ‘B’, ‘C’, ‘D’, ‘E’ & ‘F’ category to NSG1, NSG2, NSG3, NSG4, NSG5 & NSG6, SG1, SG2 & SG3 and HG1, HG2 & HG3 based on passenger handled and earnings of the stations.

In order to provide better accessibility to Persons with Disabilities (Divyangjan), Short Term Facilities and Long Terms facilities have been planned at all stations (including erstwhile B category stations), beginning with Non Suburban Group ‘NSG1’, ‘NSG2’, ‘NSG3’ & ‘NSG 4’ category stations. The details of Railway stations provided with Short-Term Facilities so far for Persons with Disabilities (Divyangjan) under all categories of stations over Indian Railways are as under:-

S.No.	Facility for Persons with Disabilities (Divyangjan)	Approximate number of stations, where facility provided
1	Standard ramp for barrier free entry	4064
2	Earmarking at least two parking lots	2024
3	Non-slippery walk-way from parking lot to station building	2110
4	Signages of appropriate visibility	1820
5	At least one drinking water tap suitable for use by Persons with Disabilities (Divyangjan)	3107
6	At least one toilet (on the ground floor)	4201
7	May I help you booth	1325

The Long-Term Facilities, which are planned to be provided for Divyangjan at ‘NSG-1’ to ‘NSG-4’ categories of stations are as follows:-

S.No.	Facility	Number of station
1	Engraving on edges of platforms	1940
2	Provision of facility for inter-platform transfer	1290
