

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 286
ANSWERED ON 03.02.2023

STANDARD OF PASSENGER FACILITIES AT RAILWAY STATIONS

286. DR. KANIMOZHI NVN SOMU:

Will the Minister of **RAILWAYS** be pleased to state:

- (a) whether Railways is satisfied with the standard of passenger facilities available at railway stations in the country especially in small towns and cities in Tamil Nadu;
- (b) if so, the details thereof;
- (c) whether Railways have prepared any action plan to improve the existing passenger facilities at railway stations in the country;
- (d) if so, the details thereof; and
- (e) the details of the mechanism available for monitoring and inspection of availability and maintenance of facilities at various railway stations in the country?

ANSWER

MINISTER OF RAILWAYS, COMMUNICATIONS AND
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

(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. 286 BY DR. KANIMOZHI NVN SOMU ANSWERED IN RAJYA SABHA ON 03.02.2023 REGARDING STANDARD OF PASSENGER FACILITIES AT RAILWAY STATIONS.

(a) to (e): Augmentation/upgradation and improvement in passenger facilities at Railway Stations over Indian Railways is a continuous and on-going process. With a view to meet the expectations of the rail users, all out efforts are made to provide improved facilities at all railway stations including that in Tamil Nadu and works in this regard are undertaken depending upon need, volume of the passenger traffic and inter-se priority, subject to availability of funds.

At the time of construction of station, Minimum Essential Amenities (MEA) are provided as per norms based on the category of station. Recommended and Desirable Amenities are further escalated from time to time with growth in passenger traffic at stations, based on needs and expectations of the travelling public and availability of funds. Stations are also modernized under various schemes issued from time to time such as Adarsh Station Scheme, Amrit Bharat Station Scheme etc.

Regular inspections and surprise checks are carried out at officers/ supervisors levels and corrective action is taken wherever any deficiency is noticed regarding availability and upkeep of passenger amenities at the railway stations. Further, Service Improvement Groups (SIG), Committees like Passenger Amenities Committee, Railway Consultative Committee etc. periodically inspect the availability and maintenance of passenger amenities at the stations and suitable remedial actions are taken.
