

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO.1575
ANSWERED ON 15.12.2023

SHORTAGE OF BERTH DURING FESTIVAL

1575 DR. AMEE YAJNIK :

Will the Minister of RAILWAYS be pleased to state:

- (a) station-wise data on the total number of deaths and injuries during festival overcrowding and stampedes in the last five years;
- (b) the measures taken by Government to overcome the shortage of trains and berths during Diwali and Chhath Puja;
- (c) in what manner Government is planning to increase train capacity in States with significant passenger traffic during Diwali and Chhath Puja; and
- (d) the details of the initiatives taken to improve the overall infrastructure and facilities at railway stations to ensure safety and comfort of passengers amid increased demand during the festive season?

ANSWER

MINISTER OF RAILWAYS, COMMUNICATIONS AND
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO. 1575 BY DR. AMEE YAJNIK ANSWERED IN RAJYA SABHA ON 15.12.2023 REGARDING SHORTAGE OF BERTH DURING FESTIVAL

(a) to (d): Based on the data provided by GRP of States/UTs, no case of deaths and injuries due to overcrowding during festivals and stampedes has been reported during the last five years i.e. 2018 to 2022. In the year 2023 an incident has been reported at Surat station on 11.11.2023. In this incident, one person lost his life, the reason for his death is awaited for want of viscera report.

Indian Railways constantly endeavours to cater to the growing needs of travelling passengers during peak seasons, festival, special events, etc. Indian Railways, in addition to the regular services, also operates special trains and augments the loads of existing services.

Upgradation/Modernization of stations on Indian Railways is a continuous and on- going process and works in this regard are undertaken depending upon need, volume of passenger traffic and inter-se priority and priority is accorded to higher category of stations over lower category of stations while sanctioning and executing the works. With a view to meet the expectations of passengers and ensure comfort to them, Indian Railways is making all out efforts to provide improved facilities at all railway stations including during Diwali, Chhath Puja etc. subject to availability of funds.

Ministry of Railways has launched 'Amrit Bharat Station Scheme' for development of Railway stations on Indian Railways. This scheme envisages upgradation and modernisation of stations on a continuous basis with a long-term approach.

This scheme involves preparation of Master Plans and their implementation in phases to improve the amenities at the stations like improvement of station access. circulating areas, waiting halls, toilets, lift/escalators as necessary, cleanliness, free Wi-Fi, kiosks for local products through schemes like 'One Station One Product', better passenger information systems, Executive Lounges, nominated spaces for business meetings, landscaping etc., keeping in view the necessity and requirement at each station.

The scheme also envisages improvement of building, integrating the station with both sides of the city, multimodal integration, amenities for Divyangjans, sustainable and environment friendly solutions, provision of ballastless tracks, 'Roof Plazas' as per necessity, phasing and feasibility and creation of city centres at the station in the long term.

Further, with a view to facilitate passengers in obtaining reserved as well as unreserved tickets, various steps have been taken by Indian Railways by providing following ticketing facilities:-

Reserved tickets

- (i) Computerized Passenger Reservation System (PRS) counters.
- (ii) Facility to book reserved tickets through the website of Indian Railway Catering and Tourism Corporation (IRCTC) and through mobile app.
- (iii) Computerized PRS counters in Post Offices.
- (iv) Facility to book physical as well as e-tickets through authorized ticketing agents like e-ticketing agents of IRCTC, Yatri Ticket Suvidha Kendra (YTSK).

Unreserved tickets

- (v) Unreserved Ticketing system (UTS) counters at various stations of Indian Railways.
- (vi) Automatic Ticket Vending Machines (ATVMS)/Cash-coin & Smart Card operated (Versatile) Ticket Vending Machine (CoTVMs).
- (vii) Facility to book unreserved tickets through UTSONMobile app.
- (viii) Facility to book unreserved tickets through various authorized agents like Jansadharan Ticket Booking Sewaks (JTBS), Yatri Ticket Suvidha Kendra (YTSK), Station Ticket Booking Agents (STBA) etc.
