

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAJYA SABHA
UNSTARRED QUESTION NO. 1569
ANSWERED ON 31.07.2026

UPGRADATION OF PASSENGER AMENITIES AND SERVICE QUALITY UNDER ABSS

1569# SMT. DARSHANA SINGH:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether any standards have been prescribed for developing special facilities for differently-abled persons, senior citizens and women at railway stations redeveloped under the Amrit Bharat Station Scheme (ABSS);
- (b) if so, the number of stations where facilities such as lifts, escalators, differently-abled persons friendly entry points, baby care rooms and modern waiting halls have been developed so far;
- (c) whether there is a mechanism in place for regular assessment of the maintenance and service quality of the redeveloped stations; and
- (d) if so, the details thereof and the action taken in case of non-compliance with the prescribed standards?

ANSWER

MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

(a) to (d) Ministry of Railways has launched Amrit Bharat Station Scheme for redevelopment of stations with a long-term approach.

This scheme involves preparation of master plans and their implementation in phases to improve the stations of Indian Railways. The master planning, keeping in view the necessity of each station, includes:

- Improvement of access to station and circulating areas
- Integration of station with both sides of city
- Improvement of station building
- Improvement of waiting halls, toilets, sitting arrangement, water booths
- Provision of wider foot over bridge/subway to commensurate with passenger traffic
- Provision of lifts/escalators/ramps
- Improvement of platform surface/ provision of platform shelter
- Provision of kiosks for local products through schemes like 'One Station One Product'
- Parking development
- Amenities for Divyangjans

- Better passenger information systems
- Provision of air concourse, executive lounges, Multimodal integration, landscaping, etc.

The scheme also envisages sustainable and environment friendly solutions etc. as per necessity, phasing and feasibility and creation of city centre at the station in the long term.

Indian Railways is committed to make its railway stations accessible for Persons with Disabilities (Divyangjans) and passengers with reduced mobility as part of “Sugamya Bharat Mission” or ‘Accessible India Campaign’ of Government of India. In compliance of the Rights of Persons with Disabilities Act, 2016, “Guidelines on accessibility of Indian Railway stations and facilities at stations for differently abled persons (Divyangjans) and passengers with reduced mobility” have been circulated and notified in the Gazette of India. The guidelines include provisions of facilities for Divyangjans and passengers with reduced mobility such as ramps at entrance, accessible parking, low height ticket counter/help booths, toilets, drinking water booth, sub-ways/foot over bridges with ramps/lifts, standard signages including Braille signages and tactile pathways for visual impairment, etc., which have been taken up for implementation in a phased manner and on the principles of reasonable accommodation.

So far, 1340 stations have been identified for development under Amrit Bharat Station Scheme, out of which following 261 stations have been completed:

Aishbagh Junction, Alnavar, Amb Andaura, Ambasamudram, Ambikapur, Amgaon, Anandpur Sahib, Anara, Angamali for Kaladi, Ashoknagar, Ayodhya Dham Junction, Bachhrawan, Badami, Bagalkot, Baheri, Baijnath Paprola, Balaghat, Balangir, Balod, Balrampur, Banmankhi, Bantawala, Barabhum, Baramati, Bareilly City, Baripada, Barmer, Barpali, Begumpet, Beohari, Bhaktinagar, Bhanupratappur, Bhilai, Bhind, Bijnor, Bimalgarh, Bommidi, Bundi, Byculla, Chaibasa, Chalakudi, Champa, Chanda Fort, Chandil, Changanassery, Chennai Park, Chhindwara, Chidambaram, Chinchpokli, Chinna Salem, Chirayinkeezh, Chunar Junction, Coonoor, Cumbum, Cuttack, Dakor, Daliganj, Dallirajhara, Dauram Madhepura, Dausa, Deeg, Derol, Deshnoke, Devlali, Dhampur, Dharwad, Dhule, Digha, Dongargarh, Eluru, Fatehabad, Fatehnagar, Fatehpur, Fatehpur Shekhawati, Ferok, Gadag, Gangapur City, Garbeta, Gauriganj, Giridih, Godda, Godhra Junction, Gogameri, Gokak Road, Gola Gokarnath, Gomtinagar, Gotan, Govardhan, Govind Garh, Govindpur Road, Govindpuri, Guruvayur, Hafizpet, Haibargaon, Haldia, Haldibari, Hapa, Harpalpur, Harrawala, Hathras City, Hi-Tech City, Himayatnagar, Hodal, Hosapete, Idgah Agra Junction, Izzatnagar, Jaisalmer, Jalandhar Cantonment Junction, Jalpaiguri Road, Jam Jodhpur, Jam Wanthali, Jangaon, Jind Junction, Joychandi Pahar Junction, Junnor Deo, Kahalgau, Kakinada Town Junction, Kalka, Kalyani Ghoshpara, Kamakhyaguri, Kanalus Junction, Karaikkudi Junction, Karamsad, Karimnagar, Katni South, Katrasgarh, Kedgaon, Kesinga, Khairthal, Khalilabad,

Khambhaliya, Khariar Road, Koppal, Kosamba Junction, Kotdwar, Kulitturai, Kuttippuram, Lasalgaon, Limbdi, Lohardaga, Lonand Junction, Madhupur Junction, Mahbubabad, Mahe, Mahuva, Mailani Junction, Majbat, Malkapur, Mambalam, Manaparai, Mandal Garh, Mandawar Mahwa Road, Mandi Dabwali, Mangalagiri, Mannargudi, Matunga, Mavelikara, MCS Chhatarpur, Mithapur, Modinagar, Mohanlalganj, Morappur, Morbi, Muktsar, Munirabad, Muri Junction, Murtizapur Junction, Nainpur Junction, Namakkal, Nandura, Narmadapuram, Narwana Junction, Netaji Subhash Chandra Bose Itwari Junction, Nidadavolu Junction, Nilambur Road, Okha, Orai, Orchha, Pakur, Palani, Palitana, Panagarh, Panki Dham, Paramakkudi, Parappanangadi, Parel, Parlakhemundi, Phaphamau Junction, Pirpainti, Piska, Pokhrayan, Pollachi Junction, Polur, Porbandar, Pratapnagar, Prayag Junction, Raj Nandgaon, Rajgarh, Rajmahal, Rajula Junction, Ramagundam, Ramgarh Cantonment, Ramghat Halt, Ranibennur, Rayanapadu, Sabaur, Saharanpur Junction, Sahibganj, Salempur, Samakhiali, Samalpatti, Sanchi, Sankarpur, Sarona, Sahibzada Ajit Singh Nagar Mohali, Savda, Seoni, Shahad, Shajapur, Shamli, Shivanarayanpur, Shivpuri, Sholavandan, Shoranur Junction, Shridham, Siddharth Nagar, Sihor Junction, Simultala, Siuri, Sojat Road, Somesar, Sri Bala Brahmeswara Jogulamba, Srirangam, Srivilliputtur, St.Thomas Mount, Subramanya Road, Sullurpeta, Suraimanpur, Swaminarayan Chappia, Talcher, Tamluk, Tanakpur, Thalassery, Thawe, Thiruvavar Junction, Tikamgarh, Tirur, Tiruvannamalai, Tripunithura, Tuni, Udagamandalam, Ujhani, Urkura, Utran, Vadakara, Vadala Road, Vidisha, Vindhyachal, Vriddhachalam Junction, Wadakancheri, Warangal.

The activities for development at other stations have also been taken up at good pace and progress of some of the stations is as below:

- **Bhubaneswar station:** The works of new West side and East side station building, air concourse, elevated driveway at West and East side and extension of foot over bridge have been completed. The works of improvement of platform surface, improvement of circulating area, platform shelters, lifts and escalators have been taken up.
- **Chhatrapati Sambhajinagar station:** The works of new post office building and parcel office, new Railway Protection Force and Government Railway Police building at North side have been completed. The works of new arrival and departure building at South side, new waiting hall, toilet, air concourse, 6 m wide foot over bridge, through roof, new underground tanks at North and South sides, new sewage treatment plant at North and South side, new electrical sub-station building have been taken up.
- **Gaya station:** The work of new arrival building at second entry has been completed. The works of new departure building at second entry, new arrival and departure building at main entry, new platform no. 8, new platform shelters, air concourse and improvement of circulating area have been taken up.

- **Nagpur Junction station:** The works of relocation of passenger reservation system building and booking offices, and improvement of parking on the main entry side have been completed. The works of construction of new admin building, departure building and basement parking on main entry side, construction of departure building and unified basement on second entry side, new air concourse, improvement to platform surfacing on platform 8, and new platform shelters have been taken up.
- **Rameswaram station:** The works of revamping Multi Functional Complex building into retiring rooms, structural works of East and North terminal building, parcel office, departure forecourt, arrival forecourt, substation building and sewage treatment plant have been completed. The finishing works of East terminal building, North terminal building, departure forecourt, sewage treatment plant, arrival forecourt, platform shelter and improvement of waiting hall have been taken up.
- **Tirupati station:** The structural works of new South side station building (G+3+Basement), structural works of new North side station building, air concourse, underground and overhead water tanks, sewage treatment plant, rainwater harvesting, ramp to foot over bridge, lifts and escalators have been completed. The finishing works of station building, connecting bridge, approach road and platform shelters have been taken up.

Further, development / redevelopment / upgradation / modernisation of stations on Indian Railways including provision of passenger amenities like lifts, escalators, amenities for Divyangjan, waiting room etc., is a continuous and ongoing process and works in this regard are undertaken as per requirement, subject to inter-se priority and availability of funds. Development / redevelopment / upgradation / modernisation of a station is carried out based on category of station/condition/traffic handled etc.

Waiting room/halls are earmarked for female passengers at important stations. Separate toilets for female passengers are provided as per norms.

Infant nursing cubicle with appropriate partition/screen is provided by designating a segregated area within the waiting hall/room at stations for feeding the babies by lactating mothers. Infant nursing cubical are available at around 500 Railway stations over Indian Railways.

Wheelchairs are provided by Railways and are given to attendants of the Divyangjan, Senior Citizens etc free of cost to escort them from and to the trains. However, whenever attendants are not available, licensed porters (Sahayaks) can be hired on pre-fixed nominal rate to escort the Divyangjan etc.

Battery Operated Vehicles (BOVs) are provided at major railway stations to passengers on 'first come first serve' basis with due preference to Persons with Disabilities, senior citizens, sick passengers and pregnant women. This facility is provided 'free of cost' through Corporate Social Responsibility/Sponsorship and on chargeable basis through service provider.

The following steps are being taken by the Railways in coordination with Government Railway Police /Local Police for safety and security of passengers (including women passengers) in trains and at stations:-

- i. On vulnerable and identified routes/sections, trains are escorted by Railway Protection Force in addition to trains escorted by Government Railway Police of different States daily.
- ii. For immediate assistance passengers can make complaint on Rail Madad Portal directly or through Helpline Number 139 (integrated with Emergency Response Support System No.112).
- iii. Railways are in regular touch with passengers through various social media platforms viz. twitter, facebook etc. to enhance security of passengers and to address their security concern.
- iv. Frequent announcements are made through Public Address System to educate passengers to take precautions against theft, snatching, drugging etc.
- v. Under 'Meri Saheli' initiative, focused attention has been provided for safety and security of lady passengers travelling alone by long distance trains for their entire journey i.e. from originating station to destination station.
- vi. Zonal railways have been instructed for deployment of proper combined strength of male & female RPF/RPSF personnel in train escort parties, to the extent possible.
- vii. State Level Security Committee of Railways have been constituted for all State/Union Territories under the Chairmanship of respective Director General of Police/Commissioner of States/Union Territories for regular monitoring and review of security arrangements of the Railways.

Indian Railways has a well established mechanism to monitor implementation of projects including their reviews, inspection and check for quality of works. The execution of work and maintenance of the redeveloped stations are carried out adhering to the standards and specifications laid down in various codes and manuals. Inspections/ checks are carried out from time to time by various agencies and officials as per laid down instructions and actions for correction including damages are taken immediately. This is a continuous and ongoing process.
