

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO.6250  
TO BE ANSWERED ON 12.04.2017**

**CRITERION FOR PASSENGER AMENITIES**

**†6250. SHRI RAJU SHETTY:**

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

**(a) the present criteria in respect of providing various passenger amenities at railway stations and trains;**

**(b) the set up in place at railway stations and trains for providing passenger amenities/comforts like drinking water improvement of roads connecting railway stations and for seeing that toilets remain clean;**

**(c) the amount provided during the last three years for the above purposes, zone-wise and the amount that was utilised;**

**(d) the number of complaints received by Railways during the last five years in respect of default in trains at railway stations and railway trains, zones-wise; and**

**(e) the follow up action taken by the Railways on such complaints, zone-wise?**

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF RAILWAYS**

**(SHRI RAJEN GOHAIN)**

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

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 6250 BY SHRI RAJU SHETTY ANSWERED IN LOK SABHA ON 12.04.2017 REGARDING CRITERION FOR PASSENGER AMENITIES**

**(a) & (b): Stations have been categorized in seven categories, namely 'A-1, 'A', 'B', 'C', 'D', 'E' and 'F' based on the annual earnings from passenger traffic at the stations. Minimum essential amenities are provided at different stations as per norms for each category of station on Indian Railways. Amenities are further augmented from time to time based on growth in the passenger traffic at stations, needs and expectation of the travelling public and availability of funds.**

**Upgradation of passenger amenities in coaches is a continuing endeavour of the Indian Railways. Some of the policy decisions taken in the recent past in this regard are given below:**

- Provision of Water filtration system to provide potable water in Deen Dayalu coaches and Antyodaya trains, both of which are meant for unreserved travel.**
- Provision of bottle holder and snack table in non-air conditioned Sleeper Class coaches.**
- Provision of dustbins in Non-AC coaches.**
- Provision of Braille signages in coaches.**
- Provision of mugs with chain in Non-AC Coaches.**

**These and other passenger amenities are provided in coaches in a phased manner based on the availability of capacity and funds.**

**Provision/augmentation/improvement of amenities including drinking water facility and maintenance of approach roads to the railway stations is a continuous process and is undertaken as per requirement, inter-se priority and availability of funds. Corrective action is taken for repairs/rectification whenever deficiencies are brought to the notice either as a result of regular inspections or through public complaints.**

(c): Works for provision of passenger amenities at railway stations are generally funded under Plan Head – ‘Passenger Amenities’. Zone-wise details of funds allocated/spent under Plan-head ‘Passenger Amenities’ during the last three years are as under:

(` in Crores)

Zonal Railway	2014		2015-16		2016-17		2017-18	
	Allotment (RE)	Expenditure	Allotment (RE)	Expenditure	Allotment (RE)	Expenditure (Approx. upto FEB.17)	Allotment (BE)	Expenditure
Central	77.00	67.8	85.10	78.74	73.93	68.52	94.95	Not available as Financial Year 2017-18 has started from April 1, 2017.
Eastern	91.42	70.7	67.22	62.85	51.85	35.74	62.24	
East Central	55.17	44.8	82.53	63.75	52.78	61.92	50.25	
East Coast	55.00	40.5	59.66	57.46	47.78	51.29	44.56	
Northern	125.80	85.4	128.30	109.33	78.15	75.27	186.18	
North Central	92.22	74.9	81.46	52.62	56.87	47.59	69.17	
North Eastern	41.96	22.3	55.00	71.94	107.6	101.97	62.92	
Northeast	50.48	44.7	53.17	54.09	50.75	32.21	48.99	
North Western	42.18	35.5	60.31	66.07	53.42	54.16	49.41	
Southern	62.58	69.8	107.77	95.73	61.18	65.90	73.96	
South Central	104.24	77.3	101.65	94.75	64.41	59.52	67.77	
South Eastern	56.37	53.2	72.12	65.60	47.46	51.82	47.10	
South East	39.57	36.1	48.71	31.39	29.55	25.92	31.28	
South Western	35.82	31.8	69.61	60.22	42.63	38.22	39.59	
Western	58.61	42.6	52.21	49.60	48.73	38.20	117.13	
West Central	49.92	54.6	71.31	63.50	45.29	34.45	42.44	
Metro Rail	11.56	5.83	3.99	3.19	5.44	3.27	12.95	
<b>Total</b>	<b>1049.91*</b>	<b>858.6</b>	<b>1200.12</b>	<b>1080.83</b>	<b>917.91</b>	<b>845.97</b>	<b>1100.89</b>	

RE – Revised Estimate, BE – Budgetary Estimate

\* includes outlay under Extra Budgetary Resources (P)

(d) & (e): Complaints are received from all walks of life on various subjects and necessary corrective measures are taken by the Railways. The Railway wise details of complaints received against lack of various Passenger Amenities at stations are not maintained. However, zone-wise details of complaints received on Indian Railways Complaints

**Management System (COMS) portal for the period from 15.04.2015 to 31.03.2017 and disposal thereof are as under:**

<b>Zonal Railway</b>	<b>Complaint Received</b>	<b>Complaint Disposed</b>
<b>Central</b>	<b>19018</b>	<b>18694</b>
<b>Eastern</b>	<b>10672</b>	<b>10609</b>
<b>East Central</b>	<b>13904</b>	<b>13637</b>
<b>East Coast</b>	<b>7787</b>	<b>7735</b>
<b>Northern</b>	<b>58677</b>	<b>57387</b>
<b>North Central</b>	<b>13466</b>	<b>13210</b>
<b>North Eastern</b>	<b>6164</b>	<b>6098</b>
<b>Northeast Frontier</b>	<b>8822</b>	<b>8373</b>
<b>North Western</b>	<b>7849</b>	<b>7781</b>
<b>Southern</b>	<b>20166</b>	<b>18807</b>
<b>South Central</b>	<b>12268</b>	<b>12221</b>
<b>South Eastern</b>	<b>7701</b>	<b>7280</b>
<b>South East Central</b>	<b>2983</b>	<b>2943</b>
<b>South Western</b>	<b>9222</b>	<b>9033</b>
<b>Western</b>	<b>17249</b>	<b>16935</b>
<b>West Central</b>	<b>7482</b>	<b>7473</b>
<b>Total</b>	<b>223430</b>	<b>218216</b>

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