

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
STARRED QUESTION NO.256  
TO BE ANSWERED ON 02.08.2017**

**FACILITIES AT ADARSH STATIONS**

**\*256. SHRI A.P. JITHENDER REDDY:**

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

- (a) whether an audit report by the Comptroller and Auditor General of India (CAG) found deficiencies/defects in passenger facilities at most of the "Adarsh" railway stations;**
- (b) if so, the details thereof including the steps taken by the Government in this regard;**
- (c) whether pay-and-use toilets and x-ray scanners have been established at all the stations; if so, the details thereof and if not, the reasons therefor;**
- (d) whether facilities for the physically challenged passengers have been adequately provided and if so, the details thereof; and**
- (e) the details of mechanism that has been put in place to monitor cleanliness, etc. at these stations?**

**ANSWER**

**MINISTER OF RAILWAYS**

**(SHRI SURESH PRABHAKAR PRABHU)**

**(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 STARRED QUESTION NO.256 BY SHRI A.P. JITHENDER REDDY TO BE ANSWERED IN LOK SABHA ON 02.08.2017 REGARDING FACILITIES AT ADARSH STATIONS**

**(a) to (e): Comptroller and Auditor General (C&AG)'s Report No.13 of 2016 (Railways) has mentioned about the deficiencies in few passenger amenities viz. Pay and Use toilets, Signages, Waiting Rooms with TV and bathing facilities for Upper Classes/other classes at some stations developed as Adarsh Stations.**

**The norms for provision of amenities under 'Adarsh' Station Scheme were first introduced in 2009 which were later revised in August, 2013. The comparison of amenities to be provided as per norms of 2009 vis-à-vis norms of 2013, is tabulated below.**

<b>S.No.</b>	<b>Amenities</b>	<b>As per norms of 2009</b>	<b>As per norms of 2013</b>
<b>1</b>	<b>Pay &amp; Use Toilets</b>	<b>To be provided at 'A1' to 'E' category</b>	<b>To be provided at 'A1' to 'E' category</b>
<b>2</b>	<b>Signages</b>	<b>To be provided upto 'D' category</b>	<b>To be provided upto 'E' category</b>
<b>3</b>	<b>Waiting Rooms with TV and bathing facilities for Upper Classes</b>	<b>Not included in identified amenities</b>	<b>To be provided at 'A1' &amp; 'A' category</b>
<b>4</b>	<b>Waiting Rooms with TV and bathing facilities for other Classes</b>	<b>Not included in identified amenities</b>	<b>To be provided at A1, A &amp; B category with bathing facility.</b>

**In the revised guidelines of 2013, it was also mentioned that these guidelines shall be effective for only those 'Adarsh' stations which were identified in the year 2013-14 and onwards.**

**The Audit has noticed deficiencies in the following four amenities:**

- 1) Pay & Use Toilets**
- 2) Signages**
- 3) Waiting Rooms with TV and bathing facilities for Upper Classes**
- 4) Waiting Rooms with TV and bathing facilities for other Classes**

**For item (1) it is stated that wherever Pay & Use Toilets are not feasible, departmental toilets are to be provided as per extant guidelines for provision of amenities under 'Adarsh' Station Scheme. For item (2), Audit has also noticed deficiencies of signages at E category stations, which were identified under 'Adarsh' Station Scheme before 2013 and hence provision of signages was not stipulated. In respect of items (3) and (4) above, it is stated that barring two stations, all other stations were identified prior to 2013 and therefore were not required to be provided with these two facilities.**

**The above will be clarified to Audit in the reply which is under compilation on the basis of information being obtained from Zonal Railways.**

**In order to provide clean & well maintained toilets at stations, Zonal railways award integrated station cleanliness contracts including cleanliness of toilets at railway stations or award contract for maintaining toilets through 'Pay & Use' or maintain them in-house by deploying railway staff as per the situation and site conditions. Around 800 stations have toilets operated on 'Pay & Use' basis.**

**X-Ray scanners have not been installed at all the stations. Strengthening and up-gradation of security infrastructure is an ongoing**

**process and based on the threat perception and other factors, X-Ray Scanners have been installed at 96 stations for scanning of passenger luggage over Indian Railways.**

**The scheme of Adarsh station has been introduced in the year 2009. Under this scheme, upto 2016-17, 1253 stations have been selected for development as Adarsh Station by providing stipulated amenities. Out of these, 1036 stations have already been developed and remaining railway stations are planned to be developed under 'Adarsh' station scheme by March, 2018.**

**In order to provide better accessibility to Persons with Disabilities (Divyangjan), short term facilities as detailed below have been planned at all stations, beginning with 'A-1', 'A' & 'B' category stations:**

- Standard ramp for barrier free entry.**
- Earmarking at least two parking lots.**
- Non-slippery walk-way from parking lot to station building.**
- Signages of appropriate visibility.**
- At least one drinking water tap suitable for use by Persons with Disabilities (Divyangjan).**
- At least one toilet (on the ground floor).**
- 'May I help you' Booth.**

**In addition, long term facilities, as detailed below, have been planned at 'A-1', 'A' & 'B' category stations:**

- Engraving on edges of platform.**
- Provision of facility for inter-platform transfer.**

**There are 709 'A-1', 'A' & 'B' category stations catering to the bulk of passenger traffic on Indian Railways, out of which 645 stations have been provided with all short-term facilities. Details of railway stations provided with facilities for Persons with Disabilities (Divyangjan) under all categories of stations are appended.**

**To facilitate easy movement of elderly and Persons with Disabilities (Divyangjan), escalators/lifts are provided at 'A-1', 'A' & 'C' category stations progressively based on techno commercial feasibility & availability of funds. So far, 394 escalators at 167 stations and 219 lifts at 100 stations have been provided. Further, work is in progress for about 380 nos. of escalators at 133 stations and 427 nos. of lifts at 134 stations which shall be completed over a period of next two years.**

**Maintenance of cleanliness over the entire Indian Railway network is a continuous endeavour. Regular events on cleanliness are planned and organised to improve and maintain cleanliness at Railway premises including toilets, platforms and tracks at railway stations in the mega cities. Special intensive cleaning drives at major Railway stations have also been undertaken by Zonal Railways. Swachchhta Pakhwadas are also taken up every year to ensure continued emphasis on cleanliness. Campaigns for increasing the awareness and participation from all sections viz. Railway staff, Railway users/public as well as Charitable Institutions/Social Organisations, were organised at many major stations. Enforcement of Indian Railways (Penalties for activities affecting cleanliness at railway premises) Rules, 2012 has also been intensified.**

**Regular inspections are conducted by various officials at the railway stations to monitor cleanliness and also to identify weak areas to take remedial measures. Drives are launched from time to time particularly during rush seasons to have wider monitoring. Stations are inspected for improving cleanliness by Service Improvement Groups at stations, divisions and Headquarter levels and remedial action is taken on the deficiencies noticed.**

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**APPENDIX REFERRED TO IN REPLY TO PARTS (a) TO (e) OF STARRED QUESTION NO.256 BY SHRI A.P. JITHENDER REDDY TO BE ANSWERED IN LOK SABHA ON 02.08.2017 REGARDING FACILITIES AT ADARSH STATIONS**

**The details of railway stations provided with facilities for Persons with Disabilities (Divyangjan) under all categories of stations are as under:**

<b>S.No.</b>	<b>Facility for Persons with Disabilities (Divyangjan)</b>	<b>Approximate number of stations, where facility provided</b>
<b>1.</b>	<b>Standard ramp for barrier free entry</b>	<b>2075</b>
<b>2.</b>	<b>Earmarking at least two parking lots</b>	<b>1195</b>
<b>3.</b>	<b>Non-slippery walk-way from parking lot to station building</b>	<b>1295</b>
<b>4.</b>	<b>Signages of appropriate visibility</b>	<b>1335</b>
<b>5.</b>	<b>At least one drinking water tap suitable for use by Persons with Disabilities (Divyangjan)</b>	<b>1690</b>
<b>6.</b>	<b>At least one toilet (on the ground floor)</b>	<b>1655</b>
<b>7.</b>	<b>May I help you booth</b>	<b>1015</b>
<b>8.</b>	<b>Engraving on edges of platforms</b>	<b>1725</b>
<b>9.</b>	<b>Provision of facility for inter-platform transfer</b>	<b>1175</b>

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