

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.6104
TO BE ANSWERED ON 04.04.2018**

PASSENGER FACILITIES AT ADARSH STATIONS

6104. DR. KIRIT P. SOLANKI:

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 and if so, the details thereof;

(b) the steps taken by the Government to address the deficiencies of passenger amenities pointed out by CAG in its report;

(c) whether pay-and-use toilets and X-ray scanners have been established at all the stations 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) whether the Railway Board regularly monitors stations for cleanliness and if so, the details thereof?

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.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO.6104 BY DR. KIRIT P. SOLANKI TO BE ANSWERED IN LOK SABHA ON 04.04.2018 REGARDING PASSENGER FACILITIES AT ADARSH STATIONS

(a) & (b): The Comptroller and Auditor General (C&AG)'s Report No.13 of 2016 (Railways) has noticed deficiencies in the following four amenities at some stations developed as Adarsh Stations:-

- 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**

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:-

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

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.

As far as Item (1) is concerned, instructions have been issued by Railway Board to the Zonal Railways 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) C&AG 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.

(c): 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.

Strengthening and up-gradation of security infrastructure is an ongoing process and based on the threat perception and other factors. As of now X-Ray Scanners have been installed at 96 stations for scanning of passenger luggage over Indian Railways.

(d): 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 667 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.

In order to facilitate easy movement of elderly, sick and Persons with Disabilities (Divyangjan) and for smooth access to platforms at major railway stations, 473 escalators at 171 stations and 330 lifts at 137 stations have been provided so far. Further, work is in progress for 303 nos. of escalators at 115 stations and 306 nos. of lifts at 98 stations. Additionally 372 escalators have been sanctioned for Mumbai Sub-urban sections in financial year 2017-18 on Out-of-Turn basis.

Further, in the Budget 2017-18, it has been announced by Hon'ble Finance Minister that about 500 stations shall be provided

with escalators/lifts progressively as part of “Saugamya Bharat Mission” at all ‘A-1’, ‘A’ & ‘C’ category stations with footfall of 25,000 and above and stations of tourist importance. The proposal for the same has been approved at a cost of ₹2589 crores for escalators and ₹404 crores for lifts.

(e): Maintenance of cleanliness over the entire Indian Railway network is a continuous endeavour. Regular events on cleanliness are planned and 5organized 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 5organized 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 intensive 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.

APPENDIX REFERRED TO IN REPLY TO PART (d) OF UNSTARRED QUESTION NO.6104 BY DR. KIRIT P. SOLANKI TO BE ANSWERED IN LOK SABHA ON 04.04.2018 REGARDING PASSENGER 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:

S.No.	Facility for Persons with Disabilities (Divyangjan)	Approximate number of stations, where facility provided
1.	Standard ramp for barrier free entry	2435
2.	Earmarking at least two parking lots	1360
3.	Non-slippery walk-way from parking lot to station building	1415
4.	Signages of appropriate visibility	1435
5.	At least one drinking water tap suitable for use by Persons with Disabilities (Divyangjan)	1870
6.	At least one toilet (on the ground floor)	1820
7.	May I help you booth	1090
8.	Engraving on edges of platforms	1785
9.	Provision of facility for inter-platform transfer	1240
