

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
STARRED QUESTION NO.15  
TO BE ANSWERED ON 18.07.2018**

**DEFICIENCIES IN RAILWAY SERVICES**

**\*15. SHRI MALYADRI SRIRAM:**

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

- (a) whether Indian Railways used to be known for being tardy and dirty and had numerous deficiencies in their services;**
- (b) if so, the details thereof along with the corrective steps taken to improve the customer-oriented services;**
- (c) whether the Railways have examined the issue of providing emergency care to passengers and equipment onboard trains;**
- (d) if so, the details thereof and the steps taken by the Government in this regard so far; and**
- (e) if not, the reasons therefor?**

**ANSWER**

**MINISTER OF RAILWAYS, COAL, FINANCE AND CORPORATE AFFAIRS**

**(SHRI PIYUSH GOYAL)**

**(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. 15 BY SHRI MALYADRI SRIRAM TO BE ANSWERED IN LOK SABHA ON 18.07.2018 REGARDING DEFICIENCIES IN RAILWAY SERVICES.**

**(a) & (b) No, Madam. Indian Railways always endeavour to improve upon the standards of services. Provision and improvement of customer oriented services is a continuous and ongoing process.**

**1. Maintenance and Improvement in services :**

**(a) Regular inspection are conducted by officers, Service Improvement Groups (SIG), Passenger Amenities Committee (PAC) to monitor the availability and maintenance of passenger facilities at stations and remedial measures are taken as when deficiencies are noted.**

**(b) The details of major initiatives taken by Government to improve the facilities for Rail passenger are as under :**

- (i) On line ticket booking facility through Indian Railway Catering and Tourism Corporation (IRCTC) website whereby obviating the need to stand queues at reservation counters.**
- (ii) Reserved and unreserved ticket booking facility through mobile phones.**
- (iii) Provision of Automatic Ticket Vending Machines (ATVMs) at Railway Stations for dispensation of tickets.**
- (iv) Provision of various cashless modes of payment like net-banking, e-wallet, credit/debit cards through point of Sale (POS)s machines, through Unified Payment Interface (UPI), etc.**
- (v) Earmarking of separate counters at various computerized Passenger Reservation System (PRS), centres for dealing**

**with the reservation requisitions received from persons with disabilities, sr. citizens, ladies, former Member of Parliament, Members of Legislative Assembly. accredited press correspondents and freedom fighters.**

- (vi) Automatic preparation of first reservation charts atleast four hours before schedule departure of trains and thereafter booking of available accommodation through internet as well as through PRS counters till preparation of second reservation charts.**
- (vii) Intimation to passengers through SMS in case of change in passenger reservation status from waiting list/RAC to confirm, cancellation of trains, late running of trains in identified trains, etc.**
- (viii) Cancellation of computerized Passenger Reservation System (PRS), counter tickets through IRCTC website or through 139.**
- (ix) Automatic refund to e-ticket holders in case of cancellation of trains.**
- (x) Introduction of Alternate Train Accommodation Scheme “VIKALP” to provide confirmed accommodation to wait listed passengers in alternate train to ensure optimal utilization of available accommodation.**
- (xi) Increase in number of berths earmarked as RAC to accommodate more passengers.**
- (xii) Enhancement of the existing combined quota earmarked for Senior Citizens, Pregnant Woman and Female Passengers 45 years of age and above to six lower berths per coach in Sleeper, three lower berths per coach in 3AC and three**

**lower berths per coach in 2AC class. Further, in Rajdhani, Durgam and fully Air-conditioned/Express trains, the number of lower berths has been increased to four lower berths per coach.**

**(xiii) Earmarking of reservation quota of two berths in 3AC class and four berths in Sleeper class for persons with disabilities.**

**(xiv) Introduction of Sarthi Seva to help old and disabled passengers requiring assistance at the stations and strengthen the existing services for enabling passengers to book Battery Operated Car (BOC), Porter services, etc. on paid basis in addition to the existing pickup and drop and Wheel Chair Services.**

**(xv) Provision of Yatri Mitra Seva at major stations for enabling passengers to book Wheel Chair Services –cum-Porter Services.**

## **2. Maintenance of cleanliness :**

**Maintenance of cleanliness is a continuous process and every endeavour is made to keep the stations/platforms and trains including toilets in clean condition. However, a few complaints are received. All efforts are made by the Railways to address the complaints.**

**Some of the major initiatives taken by Indian Railways towards improvement of cleanliness of stations and trains are as follows:**

**(i) Indian Railways have a regular mechanism of cleanliness at all category of stations with special emphasis on mechanized cleaning process.**

- (ii) At small stations, the Station Managers have been provided with cash imprest for engaging housekeeping staff and other need based cleaning activities.**
- (iii) For effective garbage disposal, concrete washable aprons on platform tracks with jet-cleaning arrangements are provided at important stations where long distance trains stops in the morning hours, to facilitate to clearing of night soil by washing into side drains and its subsequent discharge away from stations.**
- (iv) Instructions have been issued to Zonal Railways for provision of adequate and proper dustbins and there proper cleaning.**
- (v) The garbage collected at the garbage dump is arranged to be removed for nearest municipal sites in planned manner.**
- (vi) Announcements are made through Public Announcement System requesting passengers not to use toilets when the trains stop at the station.**
- (vii) Introduction of mechanised cleaning process, award of rag picking/garbage disposal contracts at stations.**
- (viii) Provision of clean and hygienic toilets including pay and use toilets at stations.**
- (ix) Cleaning of coaches including toilets of mainline trains is done at both ends.**
- (x) The facility of On Board Housekeeping and Cleaning facilities has been extended to nearly 1000 pairs of trains and this is being monitored through a closed loop 'APP' based passenger feedback system.**
- (xi) On demand 'Clean My Coach' service is provided in nearly 990 pairs of important Superfast/Mail/Express long distance trains**

- having On Board Housekeeping Service. This has now been upgraded to 'Coach Mitra', on over 900 trains, to take care of minor maintenance related issues on run.
- (xii) Clean Train Station (CTS) scheme has also been prescribed for limited mechanized cleaning attention to identified trains including cleaning of toilets during their scheduled stoppages enroute at nominated stations.**
  - (xiii) Cleanliness awareness campaigns are carried out for awareness and education of the rail users.**
  - (xiv) Regular checks are conducted at officers / supervisors levels, and corrective action is taken wherever any deficiency is noticed.**
  - (xv) SMS-based, Web-based and APP-based complaints Redressal systems have been established.**
  - (xvi) CCTVs are being used for the monitoring of cleanliness activities at major stations.**
  - (xvii) Intensive cleanliness drives and other theme-based drives are being carried out at various Railway stations, by the Zonal Railways.**

### **3. Security of the passengers:**

- (i) Railway Protection Force (RPF) personnel are escorting of 2500 important Mail/Express trains daily and 2200 important Mail/Express trains are manned by Government Railway Police.**
- (ii) Assistance to railway passengers is provided through '182' helpline.**

**(iii) Installation of CCTVs Cameras for surveillance mechanism for the safety and security of passengers at railway stations and trains.**

**(iv) State Level Security Committee for railways (SLSCR) has been constituted for all States/UTs under the Chairmanship of DGs/Commissioner of States/UTs for regular monitoring.**

**(c) to (e) Yes, Madam.**

**(A) Instructions have been issued that ticket checking staff will ensure that all possible assistance is provided to passengers for providing first-aid. Further, if any passenger or his/her companion complaint to on board ticket checking staff that he has some medical problem and immediate attention is required, it shall be the duty of the said officer to intimate the next railway station so how the passengers can be given necessary medical assistance at the next railway station where the hospital is situated.**

**(B) A Committee of experts was constituted at All India Institute of Medical Sciences (AIIMS), New Delhi for recommending the medical facility in trains and at stations for rendering emergency medical care to passengers. Railway Board has accepted the recommendations of the Committee and instructions have been issued to the zones for its implementation over Indian Railways.**

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