

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 2453
TO BE ANSWERED ON 01.08.2018**

PASSENGER AMENITIES AT STATIONS

2453. SHRI MALLIKARJUN KHARGE:

Will the Minister of RAILWAYS be pleased to state:

- (a) the norms fixed for providing various passenger amenities at railway stations and trains;**
- (b) the details of the system at present for monitoring passenger amenities at railway stations and trains;**
- (c) whether the Railways have received any complaints/requests regarding the provision of passenger amenities at railway stations and trains during the last three years including the current year; and**
- (d) if so, the details thereof along with the decision/steps taken by the Railways thereon?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO.2453 BY SHRI MALLIKARJUN KHARGE TO BE ANSWERED IN LOK SABHA ON 01.08.2018 REGARDING PASSENGER AMENITIES AT STATIONS

(a) & (b): For provision of passenger amenities in an objective manner, stations on Indian Railways have been clubbed in 3 groups i.e. Non-suburban (NSG), Suburban (SG) and Halt (HG). Further, these groups have been put in grades ranging from NSG(1-6), SG(1-3) and HG(1-3) respectively. Passenger amenities at stations are provided in accordance with the category of each station. The scale of amenities provided at each category of stations have been notified and is also placed on the Indian Railways' Website.

Monitoring of provision and maintenance of amenities at stations and trains is overseen by Officers at the Divisional Level and Zonal Level, who regularly inspect amenities and take remedial measures for rectifying deficiencies/shortcomings in passenger amenities.

Improving upon the standards or coaches including passenger amenity is a high priority area of Indian Railways. Regular upkeep of all passenger amenity items identified as per class of coaches is carried out during laid down maintenance schedules in open line as well as periodical overhauls in the Railway Workshop. Besides, identified coaches are also subjected to a 'Mid-life' rehabilitation to restore the amenity fittings as per norms.

(c) & (d): Suggestions/complaints regarding provision of various Passenger Amenities such as for opening of additional booking windows, enquiry counters, provision of waiting room, platform shelter, foot over bridge, etc. have been received during the last three years and current year. Action has been taken for providing the facilities wherever found feasible. Further, upgradation/augmentation of amenities/facilities is a continuous process.