

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 1844
TO BE ANSWERED ON 03.07.2019**

FLEXI-FARE SYSTEM

1844. SHRI JANARDAN SINGH SIGRIWAL:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government is considering to remove flexi-fare system in Rajdhani express;**
- (b) if so, the details thereof and if not, the reasons therefor;**
- (c) whether the Government conducts any survey with passengers regarding quality of food provided by pantry car in Rajdhani express;**
- (d) if so, the findings thereof and the action taken thereon; and**
- (e) other measures being taken by the Government to improve quality of food provided in trains particularly in Rajdhani express?**

ANSWER

MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY

(SHRI PIYUSH GOYAL)

(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.1844 BY SHRI JANARDAN SINGH SIGRIWAL TO BE ANSWERED IN LOK SABHA ON 03.07.2019 REGARDING FLEXI-FARE SYSTEM

(a) & (b): The concept of flexi fare has been introduced in Rajdhani, Shatabdi & Durgam trains with effect from 09.09.2016. Under this scheme, the fare increases by 10% with every 10% of berths sold subject to maximum limit of 1.4 times in classes Second AC, Sleeper, Second sitting (reserved), AC Chair Car and 3rd AC class. Flexi fare is not applicable in the fare of 1st AC and Executive class of Rajdhani, Shatabdi and Durgam trains.

Based on the feedback from different quarters a committee was constituted to review the flexi fare scheme. Further based on the committee's recommendations the matter has been examined and Flexi fare scheme has been rationalized w.e.f 15.03.2019 on an experimental basis as under:-

(i). Discontinuation of flexi fare scheme (Rajdhani, Shatabdi and Durgam trains) from 15 trains fully and from 32 trains during pre defined lean period of 3 months (February, March & August). Out of these, during pre-defined lean period flexi fare has been withdrawn from 5 Rajdhani trains.

(ii). Maximum cap of flexi fare scheme has been reduced to 1.4 times from 1.5 times earlier in all flexi fare applicable classes.

(iii). Graded discount has been introduced in flexi fare trains including Rajdhani trains, where class-wise occupancy is less than 60%, 4 days prior to scheduled departure of the train as under:-

Occupancy	Discount
Up to 70%	20% on last fare
70 to 80%	10% on last fare
Above 80%	Nil

Passenger fare in most of the classes is very low. Passenger segment over Indian Railways has suffered continuous loss. However, no substantial increase in passenger fare has taken place in last few years. The flexi fare scheme helps Indian Railways to reduce its losses on the passenger segment and is in line with similar schemes operating in the airline sector.

(c): Yes, Sir. IRCTC conducts Customer Satisfaction Survey in Rajdhani trains.

(d): The details of Independent Third Party Customer Satisfaction Survey for 2016-17 conducted in Rajdhani trains are as follows:

Train Name	No. of Samples	Overall satisfaction level of passengers
(12441-42) NDLS-BSP Rajdhani	194	84%
(22691-92) SBC-NZM Rajdhani	190	95%
(12301-02) HWH-NDLS Rajdhani	201	94%
(20501-02) AGTL-ANVT Rajdhani	198	99%
(12951-52) Mumbai Rajdhani	198	94%
(12305-06) Kolkata Rajdhani (via Patna)	210	85%

(e): Measures taken by Indian Railways to improve quality of food provided in trains, particularly in Rajdhani trains, are as follows:-

- I. To upgrade the quality of meals to be served to the passengers, IRCTC has revised the menu in selected Rajdhani trains.**
- II. In order to upgrade quality of food preparation, IRCTC has upgraded 46 Base Kitchens in the last two years. CCTV cameras have been installed in 38 Base Kitchens for monitoring purposes and web-based live streaming facility is being extended to these kitchens. These live streams are available in public domains on raildrishti.in.**

- III. Food Safety Supervisors have been nominated in Base Kitchens.**
- IV. Service improvements e.g. hand sanitizers, service trolleys and biodegradable meal trays have been introduced in selected Rajdhani trains.**
- V. Onboard passenger feedback system has been put into place by equipping supervisors in Rajdhani trains with tablets.**
- VI. E-catering facility is being extended to all A-1 and A class stations where branded players and food aggregators have been roped in to provide food.**
- VII. System to bar code all food products and mention details like name of kitchen, date of packing, etc. has been started and it is planned to implement this all over.**
