

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 558
TO BE ANSWERED ON 20.11.2019**

SHORTCOMINGS OF TRAIN 18

558. SHRI DUSHYANT SINGH:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government has taken feedback from the passengers of Train 18;**
- (b) if so, the details thereof;**
- (c) whether the passengers highlighted any major shortcomings regarding the Train 18;**
- (d) if so, the details thereof and the steps taken to address the shortcomings, if any; and**
- (e) the passenger occupancy rates in Train 18?**

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 PART (a) TO (e) OF UNSTARRED QUESTION NO.558 BY SHRI DUSHYANT SINGH TO BE ANSWERED IN LOK SABHA ON 20.11.2019 REGARDING SHORTCOMINGS OF TRAIN 18

(a) and (b) At present, there is no system of taking passenger feedback per se on specific trains. However, passengers have been facilitated to give their grievance through portals like Rail Madad, Manual Complaints etc. A suggestion book for this purpose is available on the train.

(c) and (d) Passengers have highlighted certain short-comings with regard to services provided on the Train 18. Most of them pertain to Catering Services, Electrical Equipments and Coach Cleanliness & maintenance. Train 18 has on board catering staff, technical escorting staff and housekeeping staff. Immediate action for addressing shortcomings pointed out is being taken by these on board personnel. The balance, if any, is resolved during scheduled maintenance at New Delhi Shatabadi Depot.

(e) At present, two pairs of Vande Bharat Trains (Train18) are operational on Delhi-Varanasi-Delhi route and Delhi- Sri Mata Vaishno Devi -Delhi route. The average occupancy of these two pairs of trains since its introduction upto 08.11.2019 are as under:-

Train No.	Route	% Occupancy*
22435/36	Delhi- Varanasi- Delhi	115.71
22439/40	Delhi - Sri Mata Vaishno Devi Katra-Delhi	99.27

***inclusive of bookings done for en-route/intermediate stations**
