

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 2222
TO BE ANSWERED ON 04.03.2020**

PASSENGER AMENITIES

**2222. SHRI HEMANT SRIRAM PATIL:
SHRI DHAIRYASHEEL SAMBHAJIRAO MANE:
DR. SUJAY RADHAKRISHNA VIKHE PATIL:
DR. SHRIKANT EKNATH SHINDE:
SHRI UNMESH BHAIYYASAHEB PATIL:**

Will the Minister of RAILWAYS be pleased to state:

- (a) the types of passenger amenities provided by the Railways in different railway stations in the country;**
- (b) whether foot over-bridge, station boundary and waiting rooms for passengers are available in all railway stations of Maharashtra and if so, the details thereof;**
- (c) the existing system of monitoring and checking the availability of passenger amenities provided by the Railways in different railway stations in Maharashtra; and**
- (d) the steps taken by the Government to significantly improve the passenger amenities in different railway stations in Maharashtra?**

ANSWER

MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY

(SHRI PIYUSH GOYAL)

(a): The passenger amenities provided at Railway stations are broadly categorised in three types which are Minimum Essential Amenities, Desirable Amenities and Recommended Amenities.

(b): In the state of Maharashtra, so far, provision of Foot Over Bridge (FOB) has been made at 206 stations on Central Railway, 96 stations at South Central Railway and 23 stations in South East Central Railway. In Western Railway, FOB has been provided at all stations except at 5 stations. Waiting hall/rooms are provided as per norms for Minimum Essential Amenities at railway stations and Station boundaries are available at stations wherever required.

However, provision of passenger amenities at railway stations is a continuous & on-going process and works in this regard are undertaken depending upon need, volume of passenger traffic and inter-se priority, subject to availability of funds.

(c): Regular inspections are carried out at officers/ supervisors levels and corrective action is taken wherever any deficiency is noticed regarding availability and upkeep of passenger amenities at the railway stations. Further, Service Improvement Groups (SIG), Committees like Passenger Amenities Committee, Railway Consultative Committee etc. periodically inspect the availability/maintenance of passenger amenities at the stations.

(d): Improvement of passenger amenities on Indian Railways is a continuous and on-going process. With a view to meet the expectations of the passengers, Indian Railways is making all out efforts to provide improved facilities at all railway stations including that in Maharashtra and works in this regard are undertaken depending upon volume of the passenger traffic and inter-se priority, subject to availability of funds.
