

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 1565  
TO BE ANSWERED ON 10.02.2021**

**RECONSTITUTED RAILWAY BOARD**

**†1565. SHRI ANIL FIROJIYA:**

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

**(a) whether any scheme has been formulated to provide better services to the people under the newly reconstituted Railway Board;**

**(b) if so, the details thereof;**

**(c) whether people are not getting general tickets of Indian Railways;**

**(d) if so, whether the Government has fixed any time frame by when people can get general ticket; and**

**(a) if so, the details thereof?**

**ANSWER**

**MINISTER OF RAILWAYS, COMMERCE & INDUSTRY AND CONSUMER  
AFFAIRS, FOOD & PUBLIC DISTRIBUTION**

**(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 UNSTARRED QUESTION NO. 1565 BY SHRI ANIL FIROJIYA TO BE ANSWERED IN LOK SABHA ON 10.02.2021 REGARDING RECONSTITUTED RAILWAY BOARD**

**(a) & (b): Railway Board has recently been reorganised on functional lines to put Railways firmly on the path of modernisation with a vision to transform Indian Railways into a world-class railway system. As far as provision of services is concerned, Indian Railways constantly strives to provide better services to its vast set of customers through proper planning and system improvements on a continuous and an ongoing basis depending upon customer feedback, operational feasibility and financial viability. Various initiatives are taken from time to time by different departments of Railways to improve customer convenience. In order to cater to the diverse needs of passengers, there has been a continuous expansion of various on-board and off-board services ensuring greater choice and variety to the customers.**

**During the COVID-19 period, Indian Railways played a major role in transportation of stranded passengers to different parts of the country by running Shramik Special trains. Thereafter, normal trains were introduced in a phased manner to transport passengers duly following COVID protocol. Based on the demand pattern, clone trains have also been introduced to meet the unmet demand.**

**Simultaneously, various system improvements for freight services like computerization of Parcel service through Parcel Management System, Electronic Registration of demand (e-RD), paperless Electronic Transmission of Railway Receipt (eT-RR) and digital payments through Debit/Credit card using POS machine along with other online facilities have been implemented to ensure supply of essential items during the COVID-19 lockdown. Parcel special trains, including time-tabled trains, were introduced connecting all parts of the country. The operations of freight trains were also maintained unhindered during the lockdown to maintain essential supplies to the public all over the country.**

**With a view to make Railway journey memorable, “Vistadome coaches”, equipped with roof top glasses and seats, which can rotate upto, 180 degrees, have been introduced.**

**Moreover, changes/system improvement for provision of better services in the Railways is a continuous and ongoing process.**

**(c) to (e): No, Sir. Unreserved tickets are being issued through Unreserved Ticketing System (UTS), Automatic Ticket Vending Machines (ATVMs) and Jan Sadharan Ticket Booking Sewaks (JTBS) on suburban sections of Central, Eastern, Southern, South Eastern and Western Railways. Booking through UTS on Mobile App has also been permitted for suburban section of these Railways.**