

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 211  
TO BE ANSWERED ON 02.02.2022**

**ACTION PLAN FOR CUSTOMER SATISFACTION**

**†211. SHRI CHHATAR SINGH DARBAR**

**SHRI MANSUKHBHAI DHANJIBHAI VASAVA:**

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

- (a) whether the Government has finalized any action plan for increasing customer satisfaction particularly in safety, security, punctuality and hygiene during the current financial year;**
- (b) if so, the details thereof;**
- (c) whether any task force has been constituted for developing mechanism in this direction; and**
- (d) if so, the details thereof?**

**ANSWER**

**MINISTER OF RAILWAYS, COMMUNICATIONS AND ELECTRONICS &  
INFORMATION TECHNOLOGY  
(SHRI ASHWINI VAISHNAW)**

**(a) to (d) A Statement is laid on the table of the House.**

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO. 211 BY SHRI CHHATAR SINGH DARBAR AND SHRI MANSUKHBHAI DHANJIBHAI VASAVA TO BE ANSWERED IN LOK SABHA ON 02/02/2022 REGARDING ACTION PLAN FOR CUSTOMER SATISFACTION.**

**(a) to (d) : Increasing the customer satisfaction is one of the important objectives and endeavours of the working of Indian Railways. Indian Railways constantly strive to provide better services to its vast set of customers through proper planning and system improvements on a continuous and 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 particularly in safety, security, punctuality & hygiene.**

**In general, there has been a continuous expansion of various on-board and off-board services ensuring greater choice and variety to the customers. There has been extensive computerization and extension of online facilities for the benefit of passengers. Various passenger facilities/amenities like, lifts, escalators, toilets, battery operated vehicles, wheel chairs, waiting rooms, Foot over Bridge etc. are being extended to more and more stations with a view to increase customer convenience. There has been renewed emphasis on electrification of track, introduction of advance signaling system, introduction of modern technology in design of Locomotive and Coaches, mechanized cleaning of trains and station which contribute to increase customer satisfaction. Recently, the complaint and grievance registration system has been totally revamped by launch of RailMadad Portal through which the customer can lodge grievances and suggestion online which are then redressed within prescribed timelines. The activities/action for enhancement of customer satisfaction being a continuous process, no task force has been constituted and aforesaid activities are carried out and accomplished through regular staff.**

**Specific initiatives undertaken in respect of safety, security, punctuality and hygiene/cleanliness with the objective to increase**

**customer satisfaction are indicative as below:-**

**Safety:-**

- i. Rashtriya Rail Sanraksha Kosh (RRSK) has been introduced in 2017-18 for replacement/renewal/upgradation of critical safety assets.**
- ii. Track Renewal, Maintenance & upgradation.**
- iii. Repair/strengthening/rehabilitation/rebuilding of Railway bridges.**
- iv. Replacement of conventional ICF design coaches with LHB design coaches.**
- v. Advanced Signaling System with Panel Interlocking/Route Relay Interlocking/Electronic Interlocking.**
- vi. Block Proving Axle Counter (BPAC).**
- vii. Interlocking level crossings with Signals.**
- viii. Provision of Advance Train Protection (ATP) System.**
- ix. Usage of fire retardant furnishing materials in coaches.**
- x. Provision of fire detection and suppression system in newly manufactured Power Cars and Pantry Cars and Fire and Smoke detection system in newly manufactured AC coaches.**
- xi. All Unmanned Level Crossings (UMLCs) on Broad Gauge (BG) route on Indian Railway have been eliminated.**
- xii. Elimination of Manned Level Crossing gates by closure and providing Road Under Bridge (RUB) and Road Over Bridge (ROB) at location.**
- xiii. All Electric locomotives are equipped with Vigilance Control Devices (VCD) to ensure alertness of Loco Pilots.**
- xiv. Retro-reflective sigma ( $\Sigma$ ) board are being provided on the mast which is located two OHE masts prior to the signals in electrified territories to warn the crew about signal ahead when visibility is low due to foggy weather.**
- xv. A GPS based Fog Pass device is being provided to loco pilots in fog affected areas which enables loco pilots to know the exact distance of the approaching landmarks like signals, level crossing gates etc.**
- xvi. Safety Drives and Safety Awareness Campaigns are carried out regularly by the Zonal Railways and Divisional Railways to improve the Safety of Indian Railways.**

## **Security :-**

- i. On vulnerable and identified routes/sections, trains are escorted by Railway Protection Force (RPF) daily in addition to trains escorted by Government Railway Police (GRP) of different States daily.**
- ii. Surveillance is kept through Close Circuit Television (CCTV) cameras, provided at about 838 railway stations and in 4934 coaches over Indian Railways to ensure safety and security of passengers.**
- iii. Railway Help Line number 139(24x7) is operational over Indian Railways for security related assistance to passengers in distress.**
- iv. Anti sabotage checks are undertaken with sniffer dogs at all major stations as well as in trains.**
- v. Baggage scanners, Door Frame Metal Detectors (DFMD) and Hand Held Metal Detectors (HHMD) are being used for screening passenger and their baggages.**
- vi. Close liaison is made by the Railways with the State Police/GRP authorities, Central & State Intelligence agencies and Civil authorities at all levels for prevention and detection of crime and maintenance of law & order in Railway premises as well as on running trains.**
- vii. Construction of about 3000 Km boundary has been undertaken.**
- viii. Station Security Plan has been formulated and its implementation is going on for better access control and seamless deployment of security agencies.**
- ix. Massive drives are being conducted over Railways against touting of railway tickets in which 4617 persons were arrested during the year 2021.**
- x. Recruitment of 4078 and 298 lady constables and Sub-Inspectors respectively in RPF has been completed increasing the percentage of women in RPF from existing 3% to 9%, which will go a long way in enhancing security of women passengers.**

**Mechanical:- Several measures have been taken by Indian Railways (IR) to improve passenger safety and security in train coaches, some of which are listed below:-**

- (i) With a view to provide safer and more comfortable journey to the travelling passengers, it has inter-alia been decided to proliferate / induct Linke Hofmann Busch (LHB) coaches and replace trains operating with conventional Integral Coach**

**Factory (ICF) type coaches by LHB coaches, in a phased manner. LHB coaches are technologically superior and have better riding, aesthetics and safety features than conventional ICF type coaches.**

- (ii) In order to provide a more secure journey for train passengers, Closed Circuit Television (CCTV) cameras have been provided in around 5,200 coaches in trains over IR. GPS based Passenger Announcement cum Passenger Information System (PAPIS) in EMU & Kolkata Metro has already been installed. This Passenger Information System informs the passengers regarding the next approaching station through audio announcement on speakers as well as through video display on LED screens simultaneously. Further, newly manufactured EMU/Mainline Electric Multiple Unit (MEMU) rakes are already equipped with such technology/system. PAPIS system is also available in premium trains like Vande Bharat, Humsafar, Tejas and UDAY Express. IR endeavours to gradually proliferate CCTV and PAPIS in more coaches in order to enhance safety & security of passengers.**
- (iii) Smart coaches with ultra modern features like Smart Public address and passenger information system, Smart HVAC (Heating, Ventilation and Air Conditioning system), Smart security and surveillance system etc. have also been introduced. 101 such SMART coaches have been manufactured so far.**
- (iv) It is a continual endeavour of IR to improve fire retardancy in coaches by providing fire retardant furnishing materials in coaches. A parameter called Heat Release Rate has been added in the material specification of all major interior furnishing materials to improve fire safety in coaches.**
- (v) IR has displayed Statutory “Fire Notices” for wide spread passenger information in all coaches. Fire Posters are being provided in every coach so as to inform and alert passengers regarding various Dos and Don’ts to prevent fire. These include messages such as not to carry any inflammable material, explosives, prohibition of smoking inside the coaches, penalties etc.**

- (vi) Production Units are providing Fire detection and suppression system in newly manufactured Power Cars and Pantry Cars and Fire and Smoke detection system in newly manufactured AC coaches. Progressive fitment of the same in existing coaches is also underway by Zonal Railways in a phased manner.**
- (vii) Fire extinguishers are being provided in all AC coaches and all newly manufactured non-AC coaches. Progressive fitment of the same in existing non-AC coaches is also underway by Zonal Railways in a phased manner.**

**Cleanliness/Hygiene:- Standard Bid Document (SBD) and General Conditions of Contract for Services (GCCS) have been issued to improve effectiveness of housekeeping / cleaning contracts.**

- I. Third Party audit cum survey on cleanliness of major stations and trains has been carried out to instil healthy competition for improvement.**
- II. Cleaning of coaches including toilets of trains is done at both ends including mechanised cleaning.**
- III. On Board Housekeeping Service (OBHS) has been provided in nearly 1000 pairs of important long distance Mail/Express trains for cleaning of coach toilets, doorways, aisles and passenger compartments during the run of the trains.**
- IV. 39 Clean Train Station (CTS) are operational for limited mechanized cleaning attention to identified trains enroute.**
- V. Pest and rodent control of coaches is being done on a regular basis through authorised professional agencies.**
- VI. Provision of Concrete washable aprons on platform tracks to facilitate washing with water jets.**
- VII. Cleanliness drives and awareness campaign are also conducted from time to time.**
- VIII. Entrance hand rails, door handles, toilet door handle/latch, toilet health faucets, water taps, hand rails, switches etc are thoroughly cleaned and followed by disinfection with Sodium Hypochlorite (1%) including disinfection of contract areas/fittings.**
- IX. Dustbins are provided in AC and non-AC Coaches.**

## **Punctuality:-**

**Indian Railways endeavors to improve the punctuality of train services by constant monitoring at various levels of Railway administration, including at Railway Board level, which is an ongoing process.**

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