

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 1722  
TO BE ANSWERED ON 10.12.2025**

**MEETINGS OF ZONAL RAILWAY USERS' CONSULTATIVE COMMITTEE**

**†1722. SHRI DULU MAHATO:**

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

- (a) whether the Railway Board has taken any decision on the various proposals submitted in the meetings of Zonal Railway Users Consultative Committee (ZRUCC), East Central Railway, Hajipur held on 05.08.2025 and 27.08.2025;**
- (b) if so, the details of the approval/pending proposal, proposal-wise; and**
- (c) if not, the main reasons for the delay in taking decisions and the expected timeline fixed for taking such decisions?**

**ANSWER**

**MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND  
ELECTRONICS & INFORMATION TECHNOLOGY**

**(SHRI ASHWINI VAISHNAW)**

**(a) to (c): With a view to securing better representation of Railway Users' and affording more frequent opportunities for consultation between Railway Administration and users on matters relating to the services provided by Railways and means of improving the efficiency of such service, Government has established Users' Consultative Committees at various levels including zonal level i.e. Zonal Railway Users' Consultative Committees (ZRUCCs).**

**Zonal Railway Users' Consultative Committee represent the local users in the territories served by the Railway and consider matters relating to: -**

- i. Provision of amenities in the area with which the Committee is concerned.**
- ii. Proposal regarding opening of new stations within the jurisdiction of the Committee.**
- iii. Arrangements regarding time table.**
- iv. Improvement of passenger services and facilities provided by the Railways.**
- v. Any subject of general public interest or public convenience or such matters affecting the passenger services and facilities which has been the subject of representation by users.**

**ZRUCCs of all zonal Railways including East Central Railway have been reconstituted for a period of two years w.e.f. 01.10.2024 to 30.09.2026. The last meeting of ZRUCC, East Central Railway was held on 28.08.2025. Several suggestions regarding extension of trains, provision/improvement of passenger amenities, opening of new stations etc. were received during the meeting.**

**Action on the suggestions within the jurisdiction/competence of Zone is taken by concerned Zone itself. Suggestions pertaining to other Zonal Railways are sent to concerned Zones for appropriate action. Policy matters and items requiring action at the apex level are forwarded to Railway Board for necessary action. Examining the suggestions received during such meetings and taking action as deemed fit keeping in view their justification and feasibility, is a continuous and ongoing exercise.**

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