

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.574
TO BE ANSWERED ON 02.12.2015**

DECLINE IN PASSENGERS

574. SHRI K.C.VENUGOPAL:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government has taken note of the considerable decline in the number of passengers travelling in trains, and if so, the details thereof;**
- (b) the ratio of decline in the number of passengers in trains during the last three years and the reasons for this diminishing trend;**
- (c) the measures that have been taken by the Government to check this trend;**
- (d) whether the Government is aware of the existence of uneasiness of passengers right from the booking of train tickets due to many technical problems; and**
- (e) if so, the steps taken by the Government to tackle this trend?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) to (e): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 574 BY SHRI K.C.VENUGOPAL TO BE ANSWERED IN LOK SABHA ON 02.12.2015 REGARDING DECLINE IN PASSENGERS

(a) & (b): The passenger traffic details for the last three years is as under:-

| Financial Year | Number of passengers (in millions) | Variation over last year (in %) |
|-----------------------|--|---|
| 2012-13 | 8421 | |
| 2013-14 | 8397 | -0.29 |
| *2014-15 | 8224 | -2.06 |

*** Data for FY 2014-15 is provisional.**

The decline in passenger traffic can be attributed to various factors including the changed norms/regulations in the issue of concessional tickets particularly in the case of Izzat MSTs, improvement in road infrastructure offering better and faster connectivity leading to increase in the number of personal and commercial vehicles, diversion of passenger traffic to metro rail projects in cities, impact of natural disasters like floods and heavy monsoons, closure of certain sections etc.

(c): The measures taken for improving passenger traffic include:-

- i. Augmentation of on-board capacity by attachment of additional coaches, running of special trains during festivals and holidays, running of Suvidha trains etc.**
- ii. Organising intensive ticket checking drives including fortress checks etc.**

(..2/-)

(..2..)

- iii. Augmentation of ticket selling capacity through operation of Automatic Ticket Vending Machines (ATVM), Cash-Coin & Smart Card operated Ticket Vending Machines (CoTVM), mobile ticketing, utilising the services of ticketing agents like Jan Sadharan Ticket Booking Sewaks (JTBS), Station Ticket Booking Agents (STBA), Yatri Ticket Suvidha Kendra (YTSK) etc.**

(d) & (e): Some instances of inconvenience faced by the passengers while booking of train tickets due to technical problems do come to the notice of this office. The problems faced by passengers are generally in the nature of transaction failure while booking or while making the payment, difficulty in logging in, forced log out etc. Keeping the same in view, new e-ticketing system (NGET) was launched on 28.04.2014 with enhanced capacity to book 7200 tickets per minute and 1.20 lakh concurrent users compared to the earlier capacity of 2000 tickets per minute with 40000 concurrent users. The capacity of system has been further enhanced to 15000 tickets per minute and 3 lakh concurrent users by adding 5 new Itanium servers at the integration layer and adding 6TB of memory space.
