

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 558  
TO BE ANSWERED ON 27.04.2016**

**FACILITIES TO PASSENGERS**

**†558. SHRIMATI NEELAM SONKER:**

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

- (a) whether the Passenger Services Committee appointed to provide facilities to passengers has submitted its report recently;**
- (b) if so, the salient features of the said report;**
- (c) whether any lapses have been found in regard to inquiry through telephone number 139 and deficiencies have been identified in passenger facilities in the report;**
- (d) if so, the details thereof; and**
- (e) the remedial steps being taken/ proposes to be taken by the Government in this regard?**

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF RAILWAYS  
(SHRI MANOJ SINHA)**

**(a) to (e): Passenger Services Committee has recently been appointed on 18.02.2016 under the Chairmanship of Shri Lal Bihari Tiwari, to look into the various aspects of catering/vending stalls/Tourist Information Centers etc. The tenure of the Committee is for a period of two years i.e. upto 11.02.2018. The Committee has not submitted any report.**

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