

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
STARRED QUESTION NO.160  
TO BE ANSWERED ON 27.07.2016**

**PASSENGER AMENITIES**

**†\* 160. SHRI RAJU SHETTY:**

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

- (a) the total funds allocated and utilised for passenger amenities/facilities at railway stations and trains during the last three years and the current year, zone-wise;**
- (b) the zone-wise number of complaints received by the Government regarding shortcomings in amenities at railway stations and trains during the above period; and**
- (c) the zone-wise details of follow-up action taken by the Government thereon?**

**ANSWER**

**MINISTER OF RAILWAYS**

**(SHRI SURESH PRABHAKAR PRABHU)**

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

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF STARRED QUESTION NO.160 BY SHRI RAJU SHETTY TO BE ANSWERED IN LOK SABHA ON 27.07.2016 REGARDING PASSENGER AMENITIES**

**(a) : The total gross funds allocated and utilised for passenger amenities/facilities at railway stations and trains during each of the last three years and the current year, zone-wise is given in the following table -**

**(figures in crores of rupees)**

Railway zones	2013-14		2014-15		2015-16		2016-17
	Funds allocated (Revised Estimates)	Actual Expend.	Funds allocated (Revised Estimates)	Actual Expend.	Funds allocated (Revised Estimates)	Actual Expend. (Prov)	Funds allocated (Budget Estimates)
Central	58.20	59.70	77.00	67.88	85.10	78.74	61.55
Eastern	110.18	99.61	91.42	70.71	67.72	62.98	55.44
Northern	70.01	73.57	125.80	85.46	128.80	109.33	1075.06
North Eastern	18.36	19.57	41.96	22.34	55.00	71.94	47.79
Northeast Frontier	43.97	41.89	50.48	44.71	53.67	54.03	51.35
Southern	67.19	70.25	62.58	69.87	108.27	95.91	63.37
South Central	99.69	96.51	104.24	77.33	102.15	94.82	65.58
South Eastern	45.70	47.26	56.37	53.22	72.12	65.60	49.82
Western	51.07	49.35	58.61	42.65	52.21	49.61	53.29
East Central	52.34	45.16	55.17	44.88	88.03	63.75	50.53
East Coast	44.42	36.93	55.00	40.52	60.16	57.41	40.60
North Central	73.09	62.32	92.22	74.96	81.96	52.62	56.67
North Western	27.69	30.12	42.18	35.58	60.31	66.07	43.48
South East Central	40.86	44.68	39.57	36.12	48.71	31.38	33.48
South Western	30.26	29.47	35.82	31.88	72.71	60.22	41.28
West Central	53.58	48.46	49.92	54.65	71.31	63.50	42.07
Metro Railway Kolkata	8.76	7.56	11.56	5.83	3.99	3.19	6.92
<b>Total</b>	<b>895.37</b>	<b>862.40</b>	<b>1049.91</b>	<b>858.61</b>	<b>1212.22</b>	<b>1081.10</b>	<b>1838.28</b>

**Important initiatives taken by Railways in the last two years to improve amenities for passengers are as under –**

**April, 2014 –**

**1. The e-ticketing system was upgraded with the launch of the Next Generation E-ticketing System (NGeT) for improving accessibility and enhancing the overall experience of e-ticketing. The capacity for E-ticketing System was enhanced to book 7200 tickets per minute from 2000 tickets earlier and to support 1,20,000 concurrent users as against 40,000 earlier in 2014. This has been further augmented to support booking of 15,000 tickets per minute.**

**July, 2014 –**

**2. Go-India Smart Card introduced to facilitate cashless transaction in New Delhi-Mumbai and New Delhi-Howrah sectors.**

**August, 2014 –**

**3. Establishment of Yatri Ticket Suvidha Kendras for issuing of tickets through public private partnership for establishment and operation of computerised Passenger Reservation System (PRS)-cum Unreserved Ticketing System (UTS) terminals.**

**October, 2014 –**

**4. Cleanliness campaign under Swachh Bharat Mission was launched by Indian Railways on 2nd October, 2014 Gandhi Jayanti Divas, involving shramdaan and awareness activities. Under the Swachh Bharat Mission, several initiatives have been taken to re-inforce the existing mechanism for ensuring cleanliness at stations.**

**December, 2014 –**

**5. Facility for booking unreserved ticket through mobile phone was introduced in the suburban sections over Mumbai and Chennai to facilitate passengers to book unreserved ticket through mobile.**

**January, 2015 –**

**6. Facility for online concessional ticket booking facility for Physically Challenged persons on the authority of Photo Identity Card issued by the Railways.**

**7. Online registration of booking of special trains/ coaches on Full Tariff Rates was started as a pilot project over Western Railway.**

**February, 2015 –**

**8. Advance Reservation Period (ARP) was increased from 60 to 120 days to help passengers plan and purchase tickets in advance.**

**March, 2015 –**

**9. All India 24X7 Helpline Number 138 was provided to passengers for queries, complaints and suggestions regarding onboard services.**

**10. Checks on Touting through modifications in the PRS software to prevent cornering of tickets by Touts like automatic log out after one transaction.**

**11. Revision of Platform Ticket Rates from Rs.5 to Rs.10 to regulate rush on platforms.**

**April, 2015 –**

**12. Increase in General Class Accommodation on Trains for general class passengers on long distance Mail/Express trains by delegating powers to General Managers to de-reserve Sleeper Class coaches as General Coaches in identified trains & sectors.**

**13. Paperless Unreserved tickets on Mobile introduced as a part of “Operation 5 Minutes” in Chennai suburban section of Tambaram-Egmore on Southern Railway.**

**14. Running of Special Trains with special fares over and above timetabled trains to clear extra rush and augment passenger services.**

**15. Facility of SMS alerts through mobile phones in case of cancellation of trains was introduced for convenience of passengers.**

**16. The capacity of PRS server was enhanced from 7000 to 15,000 tickets per minute.**

**June, 2015 –**

**17. The Tatkal timings were staggered for AC and Non-AC accommodation to facilitate easy purchase of Tatkal tickets.**

**18. Facility of automatic Refund of Confirmed/RAC e-tickets on cancellation of trains was provided.**

**19. Powers to make policy to provide clean toilets to travelling public at stations was fully delegated to the Zonal Railways.**

**July, 2015 –**

**20. Paperless UTS tickets on Mobile extended to the suburban sections of Mumbai both on Western Railway and Central Railway.**

**21. Destination alert by SMS introduced on mobile phone for passengers 30 minutes in advance of arrival of train at destination station in Rajdhani, Durgam and Sampark Kranti Express trains as a pilot project.**

**22. Suvidha Trains with graded pricing structure introduced to meet demand surges during peak demand with facility of limited refund on cancellation of ticket.**

**23. Hindi Portal of IRCTC was launched to facilitate booking of tickets using Hindi language.**

**24. Additional lower berths for senior citizen and women (increased from 2 to 4) were earmarked in the centre of the coach for women and senior citizens.**

**August, 2015 –**

**25. Defence Travel System to facilitate booking of tickets online for Defence personnel to eliminate exchange of Defence warrants was rolled out on the NGeT platform. Till date more than 2600 Defence units have started issuing tickets through this platform without exchange of warrants.**

**26. Concierge services with facility for online booking of wheelchairs through IRCTC website at New Delhi and 23 other stations was commenced.**

**September, 2015 –**

**27. Paperless UTS tickets on Mobile extended to the suburban sections of Delhi-Palwal in Delhi Division of Northern Railway.**

**28. Currency Operated Automatic Ticket Vending Machine (CoVTM) to facilitate purchase of unreserved journey tickets provided in Delhi and Mumbai.**

**29. Station Ticket Booking Agents (STBA) Scheme -a regular STBA scheme based on the pilot STBS scheme was notified for issue of tickets through outsourcing at E category stations.**

**October, 2015 –**

**30. Facility for paperless MST on Mobile phones launched in sub-urban sectors of Mumbai in WR and CR and in the Delhi-Palwal section of NR.**

**31. Platform ticket on Mobile launched for WR, CR and NR (New Delhi and Hazrat Nizamuddin Railway stations).**

**November, 2015 –**

**32. New Refund Rules was notified which has helped in curbing speculative buying and selling of tickets and improving availability of berths for common man.**

**33. Facility for Current reservation facility through internet and at all PRS locations after preparation of first chart upto minutes before departure of train.**

**34. Increase in number of berths for handicapped for Physically Challenged from 2 to 4 berths.**

**December, 2015 –**

**35. Berths for child tickets (5 years and above and below 12 years) made optional which has helped in providing additional reserved accommodation without any additional inputs by railways equivalent to more than 20,000 additional trains in a year or 54 additional trains per day.**

**February, 2016 –**

**36. UTS on Mobile extended to other sections of Howrah (3) and Sealdah (5) Divisions of Eastern and South Eastern Railways (24.02.2016).**

**March, 2016 –**

**37. Lower berths for Senior Citizens enhanced from 2 to 4 berths.**

**38. Facility of e-booking of tickets on the concessional passes provided for Accredited Journalists.**

**April, 2016 –**

**39. E-ticketing facility extended to foreign debit/credit cards for foreign tourists and NRIs.**

**40. Facility provided for Cancellation of PRS tickets through 139 (IVRS and SMS) and IRCTC website.**

**May, 2016 –**

**41. Expansion of Vikalp Scheme to 5 more sections – Delhi-SC, SBC, MAS, BB/BCT, HWH (23.5.2016).**

**42. Pilot project of sale of UTS tickets through hand held terminal (HHT) initiated at Hazrat Nizamuddin.**

June 2016 –

**43. Facility provided for booking of concessional tickets to Divyang (orthopaedically handicapped, Paraplegic and Mentally retarded) Passengers with and without an escort.**

**Further to the above, 200 additional stations have been identified for development as ‘Adarsh Stations’.**

**(b) : Number of complaints received regarding shortcomings in amenities (cleanliness and passenger amenities) at railway stations and trains during the last three years and the current year, zone-wise is given in the following table –**

<b>Railway zones</b>	<b>Centralised Public Grievances Redress and Monitoring System (CPGRAMS)</b>				<b>Complaint Management System (COMS)</b>	
	<b>2013-14</b>	<b>2014-15</b>	<b>2015-16</b>	<b>2016-17 (upto 22.7.2016)</b>	<b>2015-16</b>	<b>2016-17 (upto 22.7.2016)</b>
<b>Central</b>	<b>24</b>	<b>67</b>	<b>108</b>	<b>21</b>	<b>1250</b>	<b>700</b>
<b>Eastern</b>	<b>5</b>	<b>12</b>	<b>3</b>	<b>0</b>	<b>407</b>	<b>260</b>
<b>Northern</b>	<b>0</b>	<b>5</b>	<b>99</b>	<b>56</b>	<b>2666</b>	<b>1553</b>
<b>North Eastern</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>241</b>	<b>193</b>
<b>Northeast Frontier</b>	<b>14</b>	<b>28</b>	<b>54</b>	<b>16</b>	<b>702</b>	<b>399</b>
<b>Southern</b>	<b>91</b>	<b>112</b>	<b>110</b>	<b>26</b>	<b>1485</b>	<b>1062</b>
<b>South Central</b>	<b>15</b>	<b>14</b>	<b>18</b>	<b>14</b>	<b>645</b>	<b>386</b>
<b>South Eastern</b>	<b>9</b>	<b>4</b>	<b>21</b>	<b>0</b>	<b>634</b>	<b>356</b>
<b>Western</b>	<b>93</b>	<b>92</b>	<b>200</b>	<b>62</b>	<b>1176</b>	<b>641</b>
<b>East Central</b>	<b>17</b>	<b>29</b>	<b>63</b>	<b>12</b>	<b>740</b>	<b>330</b>
<b>East Coast</b>	<b>22</b>	<b>25</b>	<b>20</b>	<b>14</b>	<b>634</b>	<b>387</b>
<b>North Central</b>	<b>24</b>	<b>21</b>	<b>17</b>	<b>5</b>	<b>569</b>	<b>300</b>
<b>North Western</b>	<b>298</b>	<b>95</b>	<b>206</b>	<b>50</b>	<b>489</b>	<b>293</b>

<b>Railway zones</b>	<b>Centralised Public Grievances Redress and Monitoring System (CPGRAMS)</b>				<b>Complaint Management System (COMS)</b>	
	<b>2013-14</b>	<b>2014-15</b>	<b>2015-16</b>	<b>2016-17 (upto 22.7.2016)</b>	<b>2015-16</b>	<b>2016-17 (upto 22.7.2016)</b>
<b>South East Central</b>	<b>4</b>	<b>6</b>	<b>10</b>	<b>1</b>	<b>163</b>	<b>86</b>
<b>South Western</b>	<b>41</b>	<b>47</b>	<b>78</b>	<b>11</b>	<b>753</b>	<b>364</b>
<b>West Central</b>	<b>6</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>405</b>	<b>281</b>
<b>Total</b>	<b>667</b>	<b>566</b>	<b>1008</b>	<b>288</b>	<b>12959</b>	<b>7591</b>

**(c) : The complaints received through CPGRAMS are normally resolved within 60 days and complaints received through COMS are resolved usually in 30 days unless there is some complication on policy review in resolving the complaints.**

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