

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
STARRED QUESTION NO.48  
TO BE ANSWERED ON 20.07.2016**

**AMENITIES TO PASSENGERS**

**\* 48. SHRIMATI DARSHANA VIKRAM JARDOSH:  
SHRI KAUSHALENDRA KUMAR:**

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

- (a) the details of major initiatives taken to improve amenities to the railway passengers;**
- (b) whether the Railways proposes to install electronic display board and/or audio address system at stations as well as in coaches for the benefit of passengers and if so, the details thereof;**
- (c) the time by which the said facility is likely to be made operational;**
- (d) whether the Railways have taken adequate steps to promote booking of ticket through internet for the convenience of passengers and also save stationery and human resources and if so, the details thereof; and**
- (e) the funds allocated and utilised for the above purpose during the last three years, zone-wise and year-wise?**

**ANSWER**

**MINISTER OF RAILWAYS**

**( SHRI SURESH PRABHAKAR PRABHU )**

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

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF STARRED QUESTION NO. 48 BY SHRIMATI DARSHANA VIKRAM JARDOSH AND SHRI KAUSHALENDRA KUMAR TO BE ANSWERED IN LOK SABHA ON 20.07.2016 REGARDING AMENITIES TO PASSENGERS**

**(a): Present day passengers expect visible, qualitative and effective improvements on each and every item of public utility provided at the stations. In view of the increased expectations of the passengers/daily commuters, Indian Railways are making all out effort to provide various facilities at the stations. Indian Railways has more than 8000 stations. It has always been the endeavour of the Railways to provide adequate amenities to the passengers at the stations. Certain amenities are provided at the time of construction of new stations based on anticipated traffic. Amenities are further augmented from time to time with growth in passenger traffic at stations, based on the needs and expectations of the travelling public and the availability of funds. 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 time-tabled 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 yrs and above and below 12 yrs) 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) Division of ER and SER (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 Station’.**

**(b) & (c): As per extant instructions, Electronic Display Board/ Public Address Systems are provided at the stations on the basis of its category. Accordingly, Electronic Display Board are required to be provided at all A1 and A category stations and Passenger Announcement System are required to be provided at all A1, A and B Category Stations. These facilities are available at stations as per guidelines.**

**(d): In order to promote booking of tickets through internet, various significant measures have been undertaken as follows:-**

**i. Next Generation e-ticketing system (NGeT) has been launched to cater to increased traffic over the Indian Railway Catering and Tourism Corporation Ltd (IRCTC) portal and infrastructure augmented to cater to surge in demand during Tatkal booking hours.**

**ii. Agents have been authorized by IRCTC to book e-tickets for passengers who do not have access to Internet or are not used to internet working and online payments.**

iii. Mobile applications have also been developed in Android, IOS, Windows and Blackberry to enable booking of tickets through mobile applications.

iv. Short Message Service (SMS) sent on booking of train tickets through the internet/mobile applications can be used in lieu of the Electronic Reservation Slip (ERS) for travel on trains thus saving on stationery and printing costs.

Due to the above measures Railway tickets issued online through IRCTC web portal comprised approximately 58% of total reserved Railway tickets booked during Financial Year 2015-16.

(e) : The details of funds allocation/expenditure under Plan head – ‘Passenger Amenities’ during the last three years and the current year, zone-wise are as under:-

(₹ in Crores)

Zonal Railway	2013-14		2014-15		2015-16		2016-17	
	Allotment (RE)	Expenditure	Allotment (RE)	Expenditure	Allotment (RE)	Expenditure	Allotment (BE)	Expenditure (upto May'16)
Central	59.10	59.68	77.00	67.90	85.10	77.93	61.55	12.37
Eastern	118.14	98.96	91.42	70.46	67.62	63.00	55.44	3.65
East Central	52.42	46.07	55.17	44.95	88.03	63.57	50.53	9.62
East Coast	45.28	33.57	55.00	40.59	60.16	36.55	40.60	7.06
Northern	65.67	75.91	125.80	88.22	128.80	107.82	75.06	15.52
North Central	72.60	62.47	90.23	75.28	81.46	52.55	56.67	4.75
North Eastern	18.36	19.44	41.96	19.98	54.49	61.69	47.79	13.70
Northeast Frontier	43.94	42.39	50.48	44.71	53.67	54.00	51.35	6.11
North Western	27.53	30.15	42.18	35.32	60.31	67.24	43.48	9.06
Southern	67.72	67.56	62.58	69.72	108.21	95.25	63.36	7.68
South Central	99.69	95.57	104.24	77.09	102.05	94.54	65.58	6.73
South Eastern	45.72	47.60	56.37	52.85	72.08	65.48	49.81	4.65
South East Central	51.72	45.43	39.57	36.62	48.71	31.63	33.49	2.33
South Western	35.46	29.48	35.81	31.84	72.69	60.00	41.28	5.24
Western	52.98	48.08	58.61	42.88	52.16	47.60	53.29	3.21
West Central	53.58	47.82	49.92	53.92	71.31	63.41	42.07	3.72
Metro Rail	6.29	7.55	11.56	5.83	3.99	3.19	6.92	0.52
<b>Total</b>	<b>914.40</b>	<b>857.73</b>	<b>1047.90</b>	<b>858.16</b>	<b>1211.84</b>	<b>1045.45</b>	<b>838.27</b>	<b>115.92</b>

\* RE – Revised Estimate

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