

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 596
TO BE ANSWERED ON 20.07.2016**

FACILITIES TO RAIL PASSENGERS

†596. SHRI RAVINDRA KUMAR PANDEY:

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government has recently taken various decisions to extend facilities for railway passengers and these facilities include providing confirm tickets in some important trains and reducing charges of cancellation of confirmed tickets etc.;

(b) if so, the details thereof;

(c) whether data of extending passenger facilities and sanctioning of new railway projects in each railway zone of the country as on date have been collected during the last one year and the current year; and

(d) if so, the zone-wise details thereof ?

ANSWER

**MINISTER OF STATE (INDEPENDENT CHARGE)
OF THE MINISTRY OF COMMUNICATIONS AND
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS**

(SHRI MANOJ SINHA)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO.596 BY SHRI RAVINDRA KUMAR PANDEY TO BE ANSWERED IN LOK SABHA ON 20.07.2016 REGARDING FACILITIES TO RAIL PASSENGERS

(a) & (b): Conceptualization of the schemes for providing amenities/facilities to passengers and its implementation is a continuous and ongoing process. However in recent past Indian Railways have taken various steps to facilitate the passengers, some of which are as under:

- i. Introduction of the Alternate Train Accommodation Scheme known as 'VIKALP' to give option to waitlisted passengers to shift to alternate train having vacant accommodation.**
- ii. Provision of facility to physical handicapped persons to book reserved tickets online.**
- iii. Introduction of paperless unreserved tickets on mobile.**
- iv. Provision of All India 24x7 helpline No. 138.**
- v. Automatic refund of confirmed/RAC/e-tickets on cancellation of trains.**
- vi. Launching of Hindi Portal of IRCTC.**
- vii. Enhancement of Senior Citizen Quota as well as quota earmarked for physically handicapped persons.**
- viii. Making provision in the system for preparation of reservation charts at least four hours before the scheduled departure of train.**
- ix. Provision of facility to book available accommodation after preparation of first reservation chart through internet as well as across any computerised PRS counter.**

x. E-ticketing facility to foreign debit/credit cards for foreign tourists and non-resident Indians (NRIs).

There is, however, no proposal under consideration to reduce the cancellation charges for confirmed tickets.

(c) & (d): Provision/augmentation of passenger amenities at stations is a continuous process. The details of sanctioned works (each works costing more than ₹ 2.5 crores) for providing/augmenting/improving passenger amenities at station during the year 2015-16 & 2016-17, zone-wise along with the cost are as under:

Railway	2015-16		2016-17	
	No. of Works	Approx. cost (₹ in crores)	No. of Works	Approx. cost (₹ in crores)
Central	11	42.11	10	54.21
Eastern	2	10.60	4	15.00
East Central	4	19.42	1	3.29
East Coast	8	55.06	4	26.90
Northern	0	0.00	4	16.48
North Central	5	40.32	10	57.70
North Eastern	6	30.00	6	41.74
Northeast Frontier	1	2.62	1	5.14
North Western	1	3.08	3	15.77
Southern	4	32.52	4	17.25
South Central	5	28.42	6	17.93
South Eastern	3	15.02	4	30.88
South East Central	1	2.58	1	10.60
Western	3	34.26	10	62.22
West Central	6	27.15	4	17.61
Total	60	343.17	72	392.73
