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**STANDING COMMITTEE ON RAILWAYS  
(2020-21)**

**(SEVENTEENTH LOK SABHA)**

**MINISTRY OF RAILWAYS  
(RAILWAY BOARD)**

**SIXTH REPORT**

**PASSENGER AMENITIES INCLUDING MODERNIZATION OF RAILWAY STATIONS**



**LOK SABHA SECRETARIAT**

**NEW DELHI**

February, 2021/Magha, 1942 (Saka)

**SIXTH REPORT**

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**Presented to Lok Sabha on 08.03.2021**

**Laid in Rajya Sabha on 08.03.2021**



**LOK SABHA SECRETARIAT**

**NEW DELHI**

February, 2021/Magha, 1942 (Saka)

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**COMPOSITION OF STANDING COMMITTEE ON RAILWAYS (2015-16)@**

**Shri Dinesh Trivedi - Chairperson**

**MEMBERS**

**LOK SABHA**

2. Shri E. Ahamed
3. Shri Kunwar Pushpendra Singh Chandel
4. Shri Ram Tahal Choudhary
5. Shri Sanjay Dhotre
6. Shri Gourav Gogoi
7. Vacant<sup>&</sup>
8. Shri Chandra Prakash Joshi
9. Shri Ramesh Kaushik
10. Shri Gajanan Chandrakant Kirtikar
11. Shri Balabhadra Majhi
12. Vacant<sup>&</sup>
13. Shri K.H. Muniyappa
14. Shri A.T. Nana Patil
15. Shri R. Radhakrishnan
16. Shri M. Raja Mohan Reddy
17. Shri Lakhanlal Sahu
18. Shri Ganesh Singh
19. Shri Uday Pratap Singh
20. Shri Narasimham Thota
21. Shri S.R. Vijayakumar

**RAJYA SABHA**

22. Shri A.K. Antony<sup>#</sup>
23. Sh. Satish Chandra Misra<sup>\*</sup>
24. Shri Mukut Mithi
25. Shri Dilipbhai Pandya
26. Shri T. Rathinavel
27. Shri Bashistha Narain Singh
28. Shri Shwait Malik<sup>\$</sup>
29. Shri Devender Goud T.
30. Shri Alok Tiwari
31. Shri Motilal Vora

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@ Constituted *vide* Lok Sabha Bulletin Part II No.2340 dated 31.08.2015

# Sh. A.K. Antony ceased to be Member w.e.f. 02.04.16 and renominated w.e.f. 20.05.16 vide LS Bulletin Part II No.3581 dated 23.05.16.

\$ Shri Shwait Malik nominated w.e.f. 20.05.16 vide LS Bulletin Part II No.3581 dated 23.05.16 in place of Smt. Bimla Kashyap Sood who ceased to be Member w.e.f. 02.04.2016 vide CB-I note dated 3.4.16

\* Sh. Satish Chandra Misra retired on 04.07.2016 vide RS Bulletin Part II No.54902 dated 08.01.2016 and renominated w.e.f. 08.07.2016 vide RS Bulletin Part II No.55596 dated 11.07.2016

& Shri Arjun Ram Meghwal and Shri Rajen Gohain ceased to be Member consequent upon their appointment as Minister in Govt. of India w.e.f. 05.07.2016

**COMPOSITION OF STANDING COMMITTEE ON RAILWAYS (2016-17)@**

**Shri Sudip Bandyopadhyay-                      Chairperson**

**MEMBERS**

**LOK SABHA**

2. Shri P.K. Kunhalikutty\*
3. Kunwar Pushpendra Singh Chandel
4. Shri Ram Tahal Choudhary
5. Shri Rajeev Shankarrao Satav#
6. Shri Sudheer Gupta
7. Shri Chandra Prakash Joshi
8. Shri Ramesh Kaushik
9. Shri Gajanan Chandrakant Kirtikar
10. Shri Balabhadra Majhi
11. Shri K.H. Muniyappa
12. Shri A.T. Nana Patil
13. Shri R. Radhakrishnan
14. Shri M. Raja Mohan Reddy
15. Shri Lakhanlal Sahu
16. Prof. (Dr.) Ram Shanker
17. Shri G.M. Siddeshwara
18. Shri Ganesh Singh
19. Shri Uday Pratap Singh
20. Shri Narasimham Thota
21. Shri S.R. Vijayakumar

**RAJYA SABHA**

22. Shri A.K. Antony
23. Shri Ranvijay Singh Judev
24. Shri Shwait Malik
25. Shri Satish Chandra Misra
26. Shri Mukut Mithi
27. Shri Garikapati Mohan Rao
28. Shri T. Rathinavel
29. Shri Bashistha Narain Singh
30. Shri Alok Tiwari
31. Shri Motilal Vora

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@ Constituted w.e.f. 01.09.2016 vide Lok Sabha Bulletin Part II No.4105 dated 15.09.2016

\* Shri E. Ahmed passed away on 01.02.2017 (Ref.: Lok Sabha Sectt. Notification No.24/4(1)/2017/T(B) dated 01.02.2017). Shri P.K. Kunhalikutty was nominated w.e.f. 19.07.2017 (Ref.:LS Bulletin Part II No.5526 dated 19.07.2017)

# Shri Rajeev Shankarrao Satav was nominated in place of Shri Gaurav Gogoi vide LS Bulletin Part II No.5163 dated 28.03.2017

**COMPOSITION OF STANDING COMMITTEE ON RAILWAYS (2017-18)@**

**Shri Sudip Bandyopadhyay-                      Chairperson**

**MEMBERS**

**LOK SABHA**

2. Shri Ram Tahal Choudhary
3. Shri Sudheer Gupta
4. Shri Chandra Prakash Joshi
5. Dr. Ramshankar Katheria
6. Shri Ramesh Chander Kaushik
7. Shri Ram Mohan Naidu Kinjarapu
8. Shri Gajanan Kirtikar
9. Shri P.K. Kunhalikutty
10. Shri Balabhadra Majhi
11. Shri K.H. Muniyappa
12. Shri A.T. Nana Patil
13. Sadhvi Savitri Bai Phule
14. Shri Vijaya Kumar S.R.
15. Shri R. Radhakrishnan
16. Shri Lakhan Lal Sahu
17. Shri Rajeev Satav
18. Shri G.M. Siddeshwara
19. Shri Ganesh Singh
20. Shri Uday Pratap Singh
21. Vacant \*\*

**RAJYA SABHA**

22. Shri A.K. Antony
23. Shri Shwait Malik
24. Shri Satish Chandra Misra
25. Shri Mukut Mithi
26. Shri Garikapati Mohan Rao
27. Shri T. Rathinavel
28. Shri Bashistha Narain Singh\*
29. Mahant Shambhuprasadji Tundiya
30. Shri Motilal Vora
31. Ms. Saroj Pandey#

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@ Constituted w.e.f. 01.09.2017 vide Lok Sabha Bulletin Part II No. 5837 dated 26.09.2017.

\* Shri Bashistha Narain Singh retired w.e.f. 02.04.2018 vide Committee Branch-I note dated 16.01.2018 and re-nominated w.e.f. 02.06.2018 vide Bulletin Part II no. 6894 dated 07.06.2018.

# Ms. Saroj Pandey was nominated w.e.f. 02.06.2018 vide Bulletin Part II no. 6894 dated 07.06.2018 in place of Shri Darshan Singh Yadav who retired w.e.f. 02.04.2018 vide Committee Branch-I note dated 16.01.2018.

\*\* Shri Mekapati Rajamohan Reddy resigned w.e.f. 20.06.2018 vide Bulletin Part II No. 6904 dated 21.06.2018.

**COMPOSITION OF STANDING COMMITTEE ON RAILWAYS (2018-19)<sup>@</sup>**

**Shri Sudip Bandyopadhyay- Chairperson**

**MEMBERS**

**LOK SABHA**

2. Smt. Anju Bala
3. Shri Ram Tahal Choudhary
4. Shri Pankaj Chowdhary
5. Shri Sudheer Gupta
6. Dr. Sanjay Jaiswal
7. Shri Gajanan Chandrakant Kirtikar
8. Shri Kunhalikutty P.K.
9. Shri Balabhadra Majhi
10. Dr. K.H. Muniyappa
11. Shri Kinjarapu Ram Mohan Naidu
12. Shri A.T. (Nana) Patil
13. Shri Vijayakumar S.R.
14. Shri R. Radhakrishnan
15. Shri Lakhan Lal Sahu
16. Shri Rajeev Shankarrao Satav
17. Prof. (Dr.) Ram Shankar
18. Shri Gowdar Mallikarjunappa Siddheshwara
19. Shri Ganesh Singh
20. Shri Uday Pratap Singh
21. Shri Kukade Madhukarrao Yashwantrao

**RAJYA SABHA**

22. Shri A.K. Antony
23. Shri Shwait Malik
24. Shri Satish Chandra Misra
25. Shri Mukut Mithi
26. Ms. Saroj Pandey
27. Shri Garikapati Mohan Rao
28. Shri T. Rathinavel
29. Shri Bashistha Narain Singh
30. Mahant Shambhuprasadji Tundiya
31. Shri Motilal Vora

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@ Constituted w.e.f. 01.09.2018 vide Lok Sabha Bulletin Part II No. 7332 dated 18.09.2018.



**COMPOSITION OF STANDING COMMITTEE ON RAILWAYS (2019-20)**<sup>@</sup>

**Shri Radha Mohan Singh - Chairperson**

**MEMBERS**

**LOK SABHA**

2. Dr. Farooq Abdullah
3. Shri T.R. Baalu
4. Smt. Ranjanben Bhatt
5. Shri Pankaj Choudhary
6. Shri Abu Hasem Khan Chowdhury
7. Smt. Sangeeta Kumari Singh Deo
8. Shri Arvind Ganpat Sawant<sup>§</sup>
9. Shri Suresh Kodikunnil
10. Shri Kaushalendra Kumar
11. Smt. Diya Kumari
12. Smt. Jaskaur Meena
13. Shri Anubhav Mohanty
14. Shri Sunil Kumar Mondal
15. Smt. Queen Oja
16. Smt. Keshari Devi Patel
17. Shri Mukesh Rajput
18. Shri N. Reddeppa
19. Shri Sumedhanand Saraswati
20. Shri Gopal Jee Thakur
21. Sadhvi Pragya Singh Thakur

**RAJYA SABHA**

22. Shri Narhari Amin\*
23. Shri Chh. Udayanraje Bhonsle\*
24. Shri H.D. Devegowda\*
25. Shri N. Gokulakrishnan
26. Prof. Manoj Kumar Jha
27. Shri Joginipally Santosh Kumar
28. Smt. Phulo Devi Netam\*
29. Ms. Saroj Pandey
30. Shri Ashok Siddharth
31. Shri Bashistha Narain Singh

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<sup>@</sup> Constituted w.e.f. 13.09.2019 vide Lok Sabha Bulletin Part II No. 550 dated 13.09.2019.

<sup>§</sup> Shri Arvind Sawant was nominated in place of Shri Hemant Tukaram Godse vide Bulletin-II No. 1170 dt. 25.02.2020

\*Members nominated to the Committee w.e.f. 22.07.2020 vide Lok Sabha Bulletin Part II No. 1370 dated 24.07.2020.

Note: Shri Mohd. Ali Khan, Shri Garikapati Mohan Rao, Mahant Shambhuprasadji Tundiya and Shri Moti Lal Vora retired w.e.f. 09.04.2020 vide Rajya Sabha Bulletin Part-II No. 59529 dated 02.01.2020.

**COMPOSITION OF STANDING COMMITTEE ON RAILWAYS (2020-21)<sup>@</sup>**

**Shri Radha Mohan Singh - Chairperson**

**MEMBERS**

**LOK SABHA**

2. Shri T.R. Baalu
3. Smt. Ranjanben Bhatt
4. Shri Pankaj Choudhary
5. Shri Abu Hasem Khan Chowdhury
6. Shri Kaushalendra Kumar
7. Smt. Diya Kumari
8. Smt. Jaskaur Meena
9. Shri Sunil Kumar Mondal
10. Smt. Queen Oja
11. Smt. Keshari Devi Patel
12. Shri Mukesh Rajput
13. Shri N. Reddeppa
14. Shri Achyutananda Samanta
15. Shri Sumedhanand Saraswati
16. Shri Arvind Ganpat Sawant
17. Dr. Amar Singh
18. Smt. Sangeeta Kumari Singh Deo
19. Shri Kodikunnil Suresh
20. Shri Gopal Jee Thakur
21. Sadhvi Pragya Singh Thakur

**RAJYA SABHA**

22. Shri Narhari Amin
23. Shri Chh. Udayanraje Bhonsle
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25. Shri N. Gokulakrishnan
26. Prof. Manoj Kumar Jha
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28. Smt. Phulo Devi Netam
29. Ms. Saroj Pandey
30. Shri Ashok Siddharth
31. Shri Bashistha Narain Singh

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<sup>@</sup> Constituted w.e.f. 13.09.2020 vide Lok Sabha Bulletin Part II No. 1741 dated 29.09.2020.

**LOK SABHA SECRETARIAT**

1. Shri Prasenjit Singh - Joint Secretary
2. Shri Arun K.Kaushik - Director
3. Shri R.L. Yadav - Additional Director

## INTRODUCTION

I, the Chairman of the Standing Committee on Railways (2020-21), having been authorized by the Committee to present the Report on their behalf, present this Sixth Report of the Standing Committee on Railways on 'Passenger Amenities including Modernization of Railway Stations'.

2. The Committee took evidence of the representatives of the Ministry of Railways (Railway Board) on 19.08.2016, 31.05.2017, 04.08.2017, 29.06.2018, 07.11.2019 and 20.12.2019.

3. The Committee considered and adopted the Report at their sitting held on 15.01.2021. Minutes of the related sittings are given in the appendix to the Report.

4. The Committee wish to express their thanks to the officers of the Ministry of Railways (Railway Board) for appearing before the Committee and furnishing the material and information which the Committee desired in connection with the examination of the subject 'Passenger Amenities including Modernization of Railway Stations'. They would also like to place on record their deep sense of appreciation for the valuable assistance rendered to them by the officials of the Lok Sabha Secretariat attached to the Committee.

5. For facility of reference and convenience, the observations and recommendations of the Committee have been printed in bold letters in Part-II of the Report.

New Delhi;  
February, 2021  
Magha, 1942 (Saka)

**RADHA MOHAN SINGH**  
**Chairperson**  
**Standing Committee on Railways**

## INTRODUCTION

I, the Chairman of the Standing Committee on Railways (2020-21), having been authorized by the Committee to present the Report on their behalf, present this Sixth Report of the Standing Committee on Railways on 'Passenger Amenities including Modernization of Railway Stations'.

2. The Standing Committee on Railways (16<sup>th</sup> Lok Sabha) had selected the subject 'Passenger Amenities including Modernization of Railway Stations and Catering Services' for examination during 2015-16. As the examination of the subject could not be completed during 2015-16, the subject was again selected for examination by the Committee during 2016-17, 2017-18, 2018-19, 2019-20 and 2020-21. The Committee took evidence of the representatives of the Ministry of Railways (Railway Board) on the subject at their sittings held on 19.08.2016, 31.05.2017, 04.08.2017, 29.06.2018, 07.11.2019 and 20.12.2019.

3. The Committee considered and adopted the Report at their sitting held on 15.01.2021. Minutes of the related sittings are given in the appendix to the Report.

4. The Committee wish to express their thanks to the officers of the Ministry of Railways (Railway Board) for appearing before the Committee and furnishing the material and information which the Committee desired in connection with the examination of the subject 'Passenger Amenities including Modernization of Railway Stations'. They would also like to place on record their deep sense of appreciation for the valuable assistance rendered to them by the officials of the Lok Sabha Secretariat attached to the Committee.

5. For facility of reference and convenience, the observations and recommendations of the Committee have been printed in bold letters in Part-II of the Report.

New Delhi;  
February, 2021  
Magha, 1942 (Saka)

**RADHA MOHAN SINGH**  
**Chairperson**  
**Standing Committee on Railways**

**PART I**  
**CHAPTER-I**  
**INTRODUCTORY**

**BACKGROUND ANALYSIS**

1.1 Indian Railways carried approximately 22.15 million passengers per day with 13,169 passenger trains (2019-20). Apart from services of a well managed catering and vending system for supply of tasty and wholesome food at reasonable and affordable prices to the rail users, passenger traffic of this magnitude needs adequate amenities on stations and on board.

1.2 Present day passengers expect visible, qualitative and effective improvements on each and every item of public utility provided at stations and platforms. In view of the increased expectations of the passengers, Indian Railways are making all out efforts to provide various facilities at the stations.

**CATEGORIZATION OF RAILWAY STATIONS:**

1.3 Railways endeavour 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 volume of traffic. These amenities are further augmented from time to time with growth in passenger traffic handled at stations, based on the felt need, expectations of the travelling public and availability of funds. For providing the amenities in an objective manner, stations on Indian Railways were classified into seven categories (A-1, A, B, C, D, E and F) in the year 2012 based on the annual passenger earnings of 2011-12 from passenger traffic at the stations as under:

**CRITERIA FOR CATEGORIZATION OF STATIONS ALONG WITH NUMBER OF STATIONS FOR PROVISION OF PASSENGER AMENITIES.**

<b>Category</b>	<b>Criteria</b>	<b>No. of Stations</b>
A1	Non-suburban stations with an annual passenger earnings of more than Rs. 60 crores	75
A	Non-suburban stations with an annual passenger earnings of Rs. 8 crores and upto Rs 60 crores	332
B	Non-suburban stations with annual passenger earnings between Rs. 4 crores and Rs.8 crores. Stations of tourist importance or an important junction station (to be decided by General manager)	302
C	All suburban stations *	483

D	Non-suburban stations with passenger earnings between Rs. 60 lakhs and Rs4 crores	983
E	Non-suburban stations with earnings less than Rs. 60 lakhs	4158
F	Halts	2162
	Total	8495

\* For station dealing with both suburban/non-suburban traffic , the railway may take a view regarding upgradation of classification depending upon station earnings, quantum of non-suburban traffic, etc.

1.4 The categorization of stations is reviewed every five years. The last review has been carried out in the year 2017 and stations have been categorized and clubbed into 3 groups i.e. (i) Non-Suburban Grade (NSG), (ii) Suburban Grade (SG) and (iii) Halt Grade (HG). These groups have further been put in grades ranging from NSG (1-6), SG (1-3) and HG (1-3) as under:

#### Categorization of stations for the period 2017-18 to 2022-23

Category of stations	Criteria of Earnings	Number of stations based on earnings	Criteria of outward Passengers handled	Number of stations based on passenger handled	Total number of stations
<b>Non-Suburban stations</b>					
NSG 1	> 500 Crore	14	> 20 Million	7	21
NSG 2	> 100 crore ≤ 500 Crore	70	>10 Million ≤ 20 Million	7	77
NSG 3	> 20 Crore ≤ 100 Crore	218	> 05 Million ≤ 10 Million	9	227
NSG 4	> 10 Crore ≤ 20 Crore	210	> 02 Million ≤ 05 Million	76	286
NSG 5	> 01 Crore ≤ 10 Crore	1046	> 01 Million ≤ 02 Million	10	1056
NSG 6	≤ 01 Crore	4238	≤ 01 Million	0	4238
<b>Suburban stations</b>					
SG 1	> 25 Crore	24	> 30 Million	11	35
SG 2	> 10 Crore ≤ 25 Crore	52	> 10 Million ≤ 30 Million	22	74
SG 3	≤ 10 Crore	398	≤ 10 Million	0	398
<b>Halt stations</b>					
HG 1	> 50 lakh	18	> 03 lakh	12	30
HG 2	>05 lakh ≤ 50 lakh	538	>01 lakh ≤ 03 lakh	30	568
HG 3	≤ 05 lakh	1728	≤ 01 lakh	0	1728
<b>Total</b>		<b>8554</b>		<b>184</b>	<b>8738</b>

- Passengers handled is taken on the basis of actual outward passengers handled at the station
- General Managers shall have powers to categorize a station as NSG4 category if it is a place of Tourist importance and/or is an important junction station.

1.5 When asked as to how the last categorization of 2017 differs from earlier one of 2012, the Ministry, in a written reply, stated as under:

“The earlier station categorization for provision of passenger amenities was done based on the passenger earnings only and stations were categorized into 7 categories i.e. A-1, A, B, C, D, E and F. As per the new categorization, the number of outward passengers and passenger earnings of stations have been taken into account.”

1.6 The Ministry have further stated that,

“Stations like Kalyan, Panvel, Tambaram, Sealdah, Thane (based on number of footfall) have qualified into the higher category to attract higher level of passenger amenities.”

1.7 When the Committee inquired whether the railway has taken steps to review the guidelines on passenger amenities to upgrade them according to the latest development in technology and innovations in hospitality to fulfill the increased aspirations of the passengers, the Ministry stated as follows:

"The guidelines on passenger amenities have been reviewed recently in accordance with the requirements of passengers safety and security of Rail users, development of latest technologies and innovations in hospitality to fulfill the increased aspirations of the passengers and issued on 09.04.2018."

#### **CLASSIFICATION OF PASSENGER AMENITIES:**

1.8 The Ministry have informed that passenger amenities have been classified into three categories viz.

(i) Minimum Essential Amenities (MEA), (ii) Recommended Amenities and (iii) Desirable Amenities.

#### **(I) MINIMUM ESSENTIAL AMENITIES (MEA):**

1.9 About the minimum Essential Amenities, the Chairman, Railway Board deposed before the Committee as under:

".....we carry almost 2.3 crore passengers every day. So the job on our hand is very difficult. The expectations are very high. All the stations are provided with minimum essential facilities. Whenever any new station is constructed, we provide certain basic facilities based on the anticipated traffic and as the station comes into operation, depending upon the growth of passengers, we keep on enhancing the facilities available at the stations."



1.10 When asked whether the railways have identified any key amenities to be provided to each station, the Ministry have informed as under:

“In addition to Minimum Essential Amenities, new amenities viz. insect catchers in waiting halls and refreshment halls, Infant Nursing Cubicle inside ladies waiting halls and in Common Waiting Hall where separate ladies Waiting Hall is not available, Platform Shelters with solar panels for lighting and fans, Access Control Systems, Bio-toilets/waterless toilets, Bus type platform shelters, Bottle crushers, Vending Machines (Water, Beverages, Magazines etc.), Wi-Fi etc have been introduced.”

**(II) RECOMMENDED AMENITIES:**

1.11 Regarding recommended amenities, the Ministry have informed to the Committee as follows:

“After the Minimum Essential Amenities are provided at stations, further augmentation to be done based on the volume of passengers handled as per norms is known as Recommended Amenities. Recommended amenities are the amenities which Railways attempt to provide as per the laid down scale keeping in view the availability of funds and relative priority of works. The Recommended Amenities are based on category of the stations and also the number of passengers dealt with at any time during peak hours including the inward and outward passengers (excluding mela traffic). These norms are recommendatory. Railway shall, however, make efforts to provide these amenities.”

1.12 When asked about the steps taken by the Railways to extend the recommended amenities to larger number of stations, the Ministry, in a written reply, submitted as under:

"When the availability of amenities at station as per norms of "Minimum Essential Amenities" is not commensurate with actual passenger traffic dealt at the station, the requirement of actual amenities based on traffic as per the laid down norms are worked out and the same is augmented under recommended Amenities. The actual quantum of Minimum Essential Amenities to be provided could be modified with the approval of GM."

**(III) DESIRABLE AMENITIES**

1.13 Regarding the desirable amenities, the Ministry have stated as under:

“The Desirable Amenities are considered desirable to improve customer satisfaction and the interface process at stations. The quantum of desirable amenities would depend upon the category of stations. These include items like catering and vending stalls, adequate parking and circulating area, train indication board, public address system etc. Amenities under this category need not wait for complete provision of the recommended amenities and should be provided based on the need and relative importance of the stations.”

**INDIAN RAILWAY PROJECT SANCTION AND MANAGEMENT MODULE’ (IRPSM)**

1.14 The Ministry have informed to the Committee that zonal railways have been entrusted with ‘Indian Railway Project Sanction and Management Module’ (IRPSM) to capture the data base of passenger amenities at each station. When asked to detail about components of IRSPM and its intended objectives set forth, the Ministry stated as under:

“The components of IRPSM include details of a specific station (code, category, railway, division, state, district, section, km., route etc.), number of passengers alongwith earnings, availability of amenities (FOB, subway, booking windows, enquiry office, Public Address system, clock, wheel chairs, cloak room, etc.), details of platform, waiting hall and/or room, circulating area, water supply and other relevant items.”

1.15 When asked about the monitoring mechanism for slippages noticed in updation of the data, the Ministry submitted as under:

“Regular updation of data in IRPSM is ensured by zonal Railways in co-ordination with divisions. However, if any deficiency noticed due to negligence of staff or any technical reason, Zonal Railways take immediate corrective action as and when such deficiencies are noticed.”

#### **DEFICIENCIES IN PASSENGER AMENITIES:**

1.16 When pointed out that the C&AG in their Report (No. 13 of 2016) have revealed that out of 436 stations, at 86 stations, drinking water taps were not provided as per the norms prescribed by the Railway Board in its instructions of September, 2012. In W.R. at Indore (erstwhile A1) and Nagda (A) stations, water taps were found choked and appeared very shabby. Water taps at suitable locations to serve passengers of General and IInd class were not provided at Rudrapur (NER) and Saharanpur (NR) stations of A category, Kendujhar, Gorakhnath (ECoR), Ramanathpuram (SR); Narsinghpur and Shivpuri (WCR), Hapa (WR) stations of B category; 28 stations of ‘D’ category; 39 stations of ‘E’ category and 37 stations of ‘F’ category, the Ministry, in a reply, submitted as follows:

“Norms for Minimum Essential Amenities (MEA) have been revised and fresh guidelines have been issued on 09.04.2018. Water taps are being provided at stations as per norms.

At Indore station, 10 water coolers and 177 water taps have been provided. At Nagda Station, 07 water coolers and 105 water taps have been provided. These facilities are more than Minimum Essential Amenities as per norms. The water taps are maintained properly and deficiencies are rectified as and when noticed.....

As regards provision of water taps of certain erstwhile ‘D’, ‘E’ & ‘F’ category stations, it is submitted that water taps are provided at these stations as per Minimum Essential Amenities norms.”

1.17 When questioned that high level platform had not been provided at Kolhapur (CR) of erstwhile ‘A’ category, medium level platforms were not provided at three stations of ‘D’ category viz. Deshnok (NWR), Rajim (SECR) and Dakania Talav (WCR), high level platforms were not facilitated at B,D,E and F category of stations handling with MEMU/DEMU trains on various stations over zonal railways,, the Ministry, in their written reply, stated as follows:

“At Kolhapur, 02 High level platforms have already been provided.

At Deshnok Station, 01 high level platform is available at station. At Rajim and Dakania Talav station high level platforms are not available. However, as per revised/latest comprehensive instructions for provision of passenger amenities date 09.04.2018, high level platforms are to be provided at all category of stations on broad gauge. ....As per revised policy, no work of raising of platform to medium level shall be taken up henceforth.

Further, Railway Board decided to raise the height of passenger platforms in Mumbai Suburban section from 760-840 mm to 840-920 mm. Accordingly, the raising of the platforms has been done. In order to reduce the vertical gap between coach floor and platforms at stations on Mumbai Suburban Railway Stations, 251 platforms were identified for raising of the height which include 83 platforms on Central Railway and 168 platforms (145 platforms on Churchgate-Virar Section and 23 platforms on Virar-Dahanu Road Section) on Western Railway. All the platforms have been raised except 4 platforms at Sion, Matunga and Mahim railway stations which are not to be raised as these have been planned to be dismantled in connection with project of execution of 5th & 6th line.”

1.18 When the attention of the Ministry was drawn towards the audit review of records (C&AG) of selected stations that Foot Over Bridge (FOB) of prescribed size had not been provided at several stations, the Ministry, reasoned as under:

“As per earlier comprehensive instructions.....foot over bridges were to be provided at all crossing stations during doubling/gauge conversion upto ‘D’ category stations, wherever the same are not available.

As per revised/latest comprehensive instructions.....Foot Over Bridge are to be provided at all category of stations on broad gauge.

Further, .....150 no. of FOBs were constructed during FY 2017-18 and 177 during FY 2018-19 and 268 during FY 2019-20. Further, 144 No. of FOBs have been constructed, so far, in FY 2020-21.”

1.19 When questioned that platform shelters were not provided as per norms at various stations including shade trees at F category stations, the Ministry submitted as under:

“Prior to revision of instructions for provision of passenger amenities, Platform Shelter ‘E’ and ‘F’ category stations were provided shady trees in lieu of platform shelter as per norms prescribed.....

Norms for minimum essential amenities at halt category stations have been revised in April, 2018 wherein it has been prescribed that bus type modular shelter shall be provided at HG-1 category stations and shady trees shall be provided at HG-2 and HG-3 category stations.”

1.20 When asked to specify the reasons for the deficiencies noticed in certain stations in respect of waiting hall, provisions of urinals, water coolers, lighting arrangements, public address system, standard signage, electronic train indicator boards, the Ministry responded as follows:

“.....As per stipulated norms, waiting hall and urinals are minimum essential amenities to be provided at NSG 1-4 category stations. At suburban stations, urinals, water cooler are minimum essential amenities. At halt stations (HG1 & HG2) waiting hall is a minimum essential amenity. Lighting arrangements are to be provided as minimum essential amenity at all category of stations (non-suburban, suburban and Halts). Zonal Railways ensure to provide Minimum Essential Amenities as per norms.....standard signage as a minimum essential amenity is to be provided at NSG1 to NSG4 category and SG 1 to SG3 category of stations. Public Address System/Computer

Based Announcement is a minimum essential amenity, to be provided at all category of stations except halt stations. Electronic Train Indicator Board, as minimum essential amenity is to be provided at NSG1 to NSG4 and SG1 to SG3 category of stations.”

1.21 When asked to state the reasons for the deficiencies noticed in providing desirable amenities at various categories, viz. cloak rooms, enquiry counter, public address system, automatic teller machines (ATMs), Train Coach Indicator System, Automatic Vending Machines and Water Vending Machines, the Ministry submitted as under:

“Provision of desirable amenities at various categories of stations like cloak rooms, Automatic Teller Machines (ATMs), water vending machines, train coach indication board, public address system, etc. are considered for improvement of customer satisfaction and interface process at the station and quantum of such amenities depend upon the category of station.”

1.22 The Ministry have informed to the Committee that the Railway Board has directed the zonal railways to maintain the amenities provided at all stations in good working condition at all times. When the attention of the Ministry was drawn towards the findings of the C&AG revealing that during joint inspection (April, 2015 to June, 2015) of stations on zonal railways, various amenities were found out of order viz. escalator at Vijaywada (SCR), Train Coach Indicator at Vapi (WR), Electronic Train Indicator Boards at Ernakulam, Kharagpur Banda, Orai, Nagda and Nougachiya stations. Besides, ATMs at Tatanagar and Kharagpur, water coolers at Indore, Vapi, Meghnagar, Hubli, Sivakasi, Podanur, Mannargudi, Harpalpur, Shankargarh, RamgarhCantt and Ranibennur for periods ranging between two months to five years, the Ministry stated as under:

“Train Coach Indicators at Vapi, Electronic Train Indicator Boards at Ernakulam, Kharagpur, Banda, Orai, Nagda and Naugachiya Stations.

Train Coach Indicator Boards at Vapi---Western Railway

Coach Indication Boards have been provided at Platform No. 1 & 2 and all are working satisfactorily. These Coach Indication Boards are under warranty up to 2021.

Train Indication Boards at Ernakulam---Southern Railway

Electronic Train Indicator Boards were provided at Main Entrance and on Platform No. 1 and both are working satisfactorily. These were installed by Commercial department in 2016 and are also being maintained by them through contract.

Train Indication Boards at Kharagpur S.E. Railway.

One Train Indication Board has been provided at Concourse area since December, 2016. This became faulty due to lightning. The same was repaired and is now working satisfactorily. This Train Indicator Board is being maintained through Annual Maintenance Contract.

Train Indication Boards at Banda---N.C. Railway.

Train Indication Board (installed in 2009) have been removed on 13.06.2019 as these are beyond repairs and their codal life is over.

**Banda Station:**

Tender for provision of new Train Indication Board at Banda Station was floated and finalized and New Train Indication Boards are targeted to be installed by April, 2021.

Train Indicator Boards at Orai station---N.C. Railway.

2 Nos. of Train Indication Boards are provided at UTS/PRS Booking hall, 4 Nos. of Train Indicator Boards are provided at platform No. 1, and 2 Nos. of Train Indication Board are provided at platform No. 2. These Train Indication Boards were installed on 05.08. 2019 and are working satisfactorily.

However, they have outlived their Codal Life and a Tender for their replacement has been finalized and New Train Indication Boards are targeted to be installed by April, 2021.

Electronic Train Indicator Boards at Nagda---Western Railway.

Train Indication Boards are provided at PF-1, PF-2, Foot Over Bridge, Main Booking Hall and AC Waiting Hall. All are working satisfactorily and are being maintained departmentally.

Train Indication Boards at Naugachia---E.C. Railway.

Train Indication Boards (TIBs) were installed on 18.08.2010 at Naugachia Station on Platform No. 1 and 2 and both Boards have become defective. These have since been removed as the local vendors expressed their inability to repair them.

Division is proposing replacement of Train Indication Boards at Naugachia Station."

**ON-BOARD AMENITIES:**

1.23 On-board minimum amenities include internal fittings such as lighting, fan, comfortable seats and toilets and external fittings like display board, reservation charts etc. When asked about the steps taken to upgrade/augment these amenities, the Ministry, in a written reply, submitted as follows:

"Improving upon the standards of coaches including passenger amenity is a high priority area of Indian Railways. Regular upkeep of all passenger amenity items identified as per class of coaches is carried out during laid down maintenance schedules in open line as well as periodical overhauls in the Railway Workshops. Besides, identified coaches are also subjected to a 'Mid-life' rehabilitation to restore the amenity fittings as per norms."

1.24 The Ministry have further stated that Railways have recently added passenger amenities in train coaches as under:

- (a) Provision of cushioned seats in General Second Class Coaches.
- (b) Provision of bottle holder in non-AC Sleeper Class coaches.
- (c) Provision of dust-bins in Non-AC Coaches.
- (d) Provision of mugs with chain in Non-AC Coaches.
- (e) Provision of health faucets in AC and Non-AC Sleeper Class coaches.
- (f) Provision of GPS based digital display inside coaches.

**MONITORING MECHANISM:**

1.25 The Ministry have informed the Committee that the Service Improvement Groups at various levels i.e. station, division, head quarter etc. are formed to inspect the availability and maintenance of passenger amenities at stations and take remedial measures for rectifying deficiencies/shortcomings in passenger

amenities. Monitoring the quality of passenger amenities/facilities at stations is done on Zonal and divisional levels and remedial measures are taken up subject to the availability of funds.

1.26 They have further stated as under:

"Regular inspections are conducted by Officers, Service Improvement Group (SIG), Passenger Amenities Committee (PAC) and Passenger Services Committee (PSC) to monitor the availability and maintenance of passenger facilities at stations and remedial measures are taken as and when deficiencies are noted."

1.27 When asked whether the Railways have made any provision to display contact numbers of nodal officers/agencies for redressal of grievances of the passengers for bringing public awareness and galvanizing officials into proactively providing/maintaining the entitled amenities to the passengers, the Ministry replied as follows:

"Contact numbers of nodal officer/agency for redressal of grievances of the passengers is published in 'Trains at a Glance' by Ministry of Railways and also in the Time Table of Zonal Railways for bringing public awareness and galvanizing officials into proactively providing/maintaining the entitled amenities to the passengers".

1.28 When asked about the steps taken for making passengers aware about the amenities to be provided at stations or in trains, the Ministry submitted as under:

"At each station, a list shall be displayed in Station Manager/Master's room showing the quantum of Minimum Essential Amenities required to be provided for that category of station, as per these guidelines, vis-a-vis the amenities actually available. The details of other amenities available at the station should also be displayed."

1.29 On a query about the roles of multi-disciplinary Services Improvement Groups (SIGs) and the manner in which they monitor the passenger amenities and take actions for rectification or negligence noticed, the Ministry, in their written reply, stated as follows:

"The role of Multi-disciplinary Services Improvement Groups is to monitor amenities and cleaning and upkeep of major stations. This is done by carrying out inspections of these major stations by SIGs at station level.

These Groups focus on the deficiencies observed in the existing Passenger Amenities, Cleaning and upkeep as well as Passenger complaints.

SIGs identify deficiencies on Passenger Amenities and reports to Supervisor-in-charge of service departments for corrective action.

Public complaints are recorded and corrective and preventive action is taken on the same. In order to increase the efficiency of SIGS, Divisional Officers level SIG reviews the functioning of station level SIG teams for major stations once in a month. They also do their own inspection and assessment of deficiencies after they go through the review reports recorded by station level SIG teams in order to deal with the recurring items of deficiencies and take appropriate corrective and

preventive actions. Regular reviews and inspection being done by SIG teams are monitored and overseen at the level of Branch Officer concerned and ADRM/DRM at Divisional levels and AGM at zonal railway levels.”

1.30 When pointed out the findings of the audit report of C&AG (No. 13 of 2016) that absence of robust monitoring mechanism in zonal railways to ensure maintenance and upkeep of the assets created for passenger facilities led to regular breakdown of such assets and caused inconveniences to passengers and defeated the intended purpose of their creation, the Ministry submitted as under:

“The assets created for passenger facilities as a part of passenger amenities are maintained by the authorized department as per schedule of maintenance and codal life as the case may be.”

## CHAPTER II

### BUDGET ALLOCATION FOR PASSENGER AMENITIES:

2.1 When asked whether railways allocate separate fund for each category of passenger amenities, the Ministry submitted as follows:

"On Zonal Railways, works related to provision for amenities for passengers are sanctioned under Plan Head 53-'Passenger Amenities' under DRF, DF and RRSK. In addition, passenger amenities are also provided as part of Plan Head 16-'Traffic Facility' and Plan Head 17-'Computerization' etc."

2.2 The Ministry have further stated that,

"The recommendation of amenities at stations is done by Traffic Commercial Dte. and execution of the work for recommended amenities is done by concerned Department such as Engineering, Mechanical, Tele, Electrical etc."

2.3 When asked whether the Ministry have any proposal under consideration for category-wise allocation of funds, the Ministry submitted as follows:

"Allocation of funds under plan head 'Passenger Amenities' is made for creation of specific facilities to be used by passengers and other Railway users. Specific activities are sanctioned and included in the Works Programme and funds are allocated for each work separately. Railways are already making separate fund allotments towards each work to cater to the specific amenities under this Plan Head".

2.4 When asked to detail the budget allocated for passenger amenities under the Plan Head-53 for the last five years, the Ministry furnished the data as under:-

(Figures in Crores)

Period	Budget Allotment (Rs. in crs.)	Actual Expenditure (Rs. in crs.)	Variation	%age of Amount Spent
2014-15	1025.70	858.61	16.3%	83.7%
2015-16	1748.50	1081.21	38.2%	61.8%
2016-17	838.28	981.24	-17.1%	117.1%
2017-18	1100.90	1286.80	-16.9%	116.9%
2018-19	1657.86	1585.88	4.3%	95.7%
2019-20	3422.57	1903.10	44.4%	55.6%

2.5 The Ministry have explained that in the last five years, the expenditure amounts to 81.9%, 89.2%, 87.5% & 98.06% of funds allocated in Revised Estimates (RE). Hence, there is only minor variation between RE and Actuals of last four years 2014-15, 2015-16, 2017-18, 2018-19 respectively and there was no variation in utilization of funds allocated.



2.6 The Ministry have further stated that variation in utilization is also due to late introduction of New Fund 'Rail Sanraksha Kosh (RRSK)' during the year 2017-18.

2.7 When asked about zone-wise budget allocations and the actual expenditure under passenger amenities, the Ministry detailed as under:

(₹ in crore)												
	BE 2014-15	Actual 2014-15	BE 2015-16	Actual 2015-16	BE 2016-17	Actual 2016-17	BE 2017-18	Actual 2017-18	BE 2018-19	Actual 2018-19	BE 2019-20	Actual 2019-20
CR	73.50	67.88	130.65	78.74	61.55	74.07	94.95	161.89	200.05	237.42	284.14	231.83
ER	92.23	70.71	120.19	62.98	55.44	48.41	62.24	50.73	77.80	57.84	208.16	115.26
NR	106.44	85.46	159.21	109.33	75.06	94.93	186.18	171.92	239.46	141.18	289.00	152.30
NE	41.71	22.34	88.78	71.94	47.79	109.84	62.92	91.44	91.72	89.53	186.17	86.32
NF	50.48	44.71	103.98	54.09	51.36	45.81	48.99	38.16	91.01	78.06	186.17	100.27
SR	62.29	69.87	123.80	95.91	63.37	70.68	73.96	102.00	90.51	57.56	264.22	114.44
SC	92.47	77.33	133.47	94.82	65.58	68.56	67.77	63.80	97.04	76.39	227.91	150.29
SE	58.01	53.23	110.24	65.60	49.82	60.08	47.10	81.85	66.40	56.93	175.42	82.01
WR	63.28	42.65	102.76	49.61	53.29	47.96	117.13	134.80	170.63	299.01	284.22	254.61
ECR	64.52	44.89	132.16	63.75	50.53	65.76	50.25	74.11	69.51	98.57	227.91	141.92
ECOR	53.67	40.53	75.79	57.46	40.60	56.42	44.56	59.85	77.38	72.55	175.74	94.79
NCR	88.64	74.95	107.71	52.62	56.67	60.34	69.17	66.56	87.25	116.92	177.37	77.64
NWR	33.87	35.58	95.69	66.07	43.48	55.59	49.41	68.09	87.01	118.62	186.17	118.01
SECR	46.11	36.12	75.50	31.38	33.48	31.49	31.28	23.50	66.00	36.19	175.74	55.83
SWR	38.07	31.88	84.07	60.22	41.28	41.93	39.59	49.77	69.39	26.19	186.17	80.61
WCR	48.15	54.65	87.17	63.50	42.07	43.78	42.44	44.44	68.82	19.03	175.49	34.10
Metro Rly	12.25	5.83	17.31	3.19	6.92	5.58	12.95	3.89	7.87	3.87	12.57	12.88
Total	1025.70	858.61	1748.50	1081.21	838.28	981.24	1100.90	1286.80	1657.86	1585.88	3422.57	1903.10

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## CHAPTER-III

### RAILWAY RESERVATION AND TICKETING

3.1 The Ministry have informed that Indian Railways provide computerized Passenger Reservation System (PRS) and Unreserved Ticketing System (UTS) counters at stations and various other locations for facilitating tickets to passengers. In addition, reserved tickets are booked online from IRCTC Website and through mobile App. Besides, unreserved tickets have also been made available through Automatic Ticket Vending Machines (ATVMs). To promote digitization and cashless transaction, ATVMs have been installed at various stations across Indian Railways which facilitates daily commuters to book their unreserved tickets without any hassle and queuing up at the ticket window. The passengers can generate their journey tickets on their own by using a pre-paid smart card at the ATVM machine. Railways have also been given the option of appointing facilitators at ATVMs to quicken the ticket issuing process at these machines and also authorized ticketing agents to issue Railway tickets viz. Jan Sadharan Ticket Booking Sewak (JTBS), Station Ticket Booking Sewak (STBS), Yatri Ticket Suvidha Kendras (YTSK) etc.

3.2 When asked to provide the data of ticketing counters, the Ministry submitted as under:

“Passenger Reservation System (PRS) is available at about 3553 locations through the country. At present, Un-reserved Ticketing System (UTS) is available at 6242 locations over Indian Railways. As on 30/04/2020, 4077 ATVMs & Cash/Card Based ATVMs (CoTVMs) are commissioned over Indian Railways.

This scheme aims to facilitate Station Master/Assistant Station Managers to concentrate better on train operation and also to facilitate passengers to get tickets at erstwhile ‘E’ category stations. Passenger Reservation System is available at over 10554 PRS terminals in about 4040 locations throughout the country.

At present, UTS is available at 6242 locations over Indian Railways.

As on 30.04.2020, 4077 ATVMs and Cash/Card based ATVMs (CoTVMs) are commissioned over Indian Railways.

The number of Jan Sadharan Ticket Booking Sewak (JTBS), Station Booking Agents (STBA) and Yatri Ticket Suvidha Kendra (YTSK) are 1242, 2185 & 226 respectively.”

3.3 When inquired about the ATVMs and their monitoring mechanism to make them functional 24 hours, the Ministry stated as follows:

“As on 30.04.2020, 4077 ATVMs & Cash/Card Based ATVMs (CoTVMs) are commissioned over Indian Railways.

Out of these, 3332 are in working condition. Out of the rest, the reason for non-functioning of many ATVMs is the completion of codal life of these machines.

The problems arising in smooth functioning of ATVMs are being rectified by the concerned Zonal Railways with the assistance of CRIS and ATVM vendors. Those machines which are not

functioning due to expiry of their codal life, are being gradually proposed for sanction on replacement account”.

3.4 The Ministry have elaborated that the Indian Railways have signed a MoU with the Department of Posts for setting up of Passenger Reservation System (PRS) counters at Post Offices. When asked to enumerate the PRS counters functioning at Post Offices, the Ministry have detailed as under:

“Postal PRS have been currently commissioned at 288 locations.

(a) In financial year 2020-21, the facility to book reserved tickets through India Post computerized Passenger Reservation System (PRS) counters of Indian Railways is available at approximately 288 locations.

(b) The performance of these locations for the period from 01.04.2020 to 31.012.2021 revealed as under: -

Out of 288 locations, at 278 locations, the number of reservation related transactions handled are less than 50 per day.

18 locations are handling the workload of reservation related transactions between 51 and 100 per day.

It is only at 1 location, the reservation related transactions being handled are more than 100 per day.”

3.5 The Ministry have further stated that,

“In order to enhance the ease of ticketing and promote digital payments, mobile application “IRCTC Rail Connect” has been launched for reserved ticket booking. Facility of booking of unreserved tickets including season tickets and platform tickets through mobile phone has also been provided through ‘UTSONMOBILE App’.

In addition, it may be added that with a view to promote 3 C’s- Cashless transactions (digital payment), contactless ticketing (no need to physically visit the point of sale) and Customer convenience and experience ‘UTSONMOBILE’ app launched on pan-India basis in November, 2018 for sale of unreserved journey tickets, season tickets and platform tickets.”

3.6 When Inquired about the initiatives taken to make available rail tickets through non-conventional methods such as Mobile ticketing vehicles etc. to facilitate passengers of remote/rural/hilly and other areas of the country, the Ministry, in their reply, stated as follows:

“Mobile ticketing vehicles are presently not functional. However, to provide non-conventional and other modern methods of booking of tickets, continuous efforts are being made by Indian Railways. In this process, online ticketing system, booking of tickets through Mobile Phones, Automatic Ticket Vending Machines etc. have been introduced which also serves people in remote/rural/hilly and other areas of the country and are very popular.”

#### **TICKETING THROUGH IRCTC WEBSITE:**

3.7 As per the Ministry most of the passengers opt to purchase tickets from IRCTC website. Purchase of tickets through this website is not only convenient but also helps in decongesting the railway ticket counters and abort the menace of touts. Online booking of tickets, at present, constitutes about two third of total

reserved tickets on Indian Railways. When asked about the steps taken by the Railways to augment the speed of the website and also to introduce new technology to upgrade the capacity of the server to enable it to handle greater traffic with a lesser turn-around time, the Ministry, in their written reply, submitted as under:

"Indian Railways have taken various steps to modernize the ticketing process like launching of Next Generation e-ticketing system with increased server capacity, implementation of multi-layer security comprising Frontend and Backend Firewall, Web Application Firewall etc.

Recently, a new User Interface e-ticketing system has been launched. This new link has more user friendly features for easier navigation. This new online ticket booking system provides easy and fast way of booking rail tickets by automating the journey planning and purchase of tickets."

3.8 In this regard, the Chairman, Railway Board deposed before the Committee as under:

"In the facilities that we have been providing at the stations one thing that we have done which has helped the passengers basically is of ticketing through our systems. The capacity of e-ticketing has increased from 2,000 to 15,000 per minute. I think, that has been appreciated by the public. Now, people logging into our site are able to connect immediately as against the system hanging earlier with the passenger traffic that was there."

3.9 The Ministry have elaborated that,

"In 2014, the capacity of e-ticketing system to book tickets per minute was 2000, which was enhanced to 7200 during 2014-15 after launch of Next Generation e-Ticketing System. The capacity was further enhanced from time to time and in 2019-20, it has reached more than 25000 tickets per minute. Highest booking of 26458 tickets in a minute was observed on 05.03.2020. At present, the existing capacity is considered adequate and there are no plans to increase it."

3.10 When questioned that after login by the passengers for booking of tickets, particularly during barred/restricted period by default, the login credentials of the customers are blocked and in such cases, customers are asked to provide new mobile number and email ID for registering afresh thus causing inconvenience to them. The Ministry stated as under:

"To prevent cornering of tickets during Tatkal hours by touts using Tatkal softwares, CRIS has introduced security features, where random security questions like "What is your registered Mobile No./Email id/Date of Birth?" etc. are asked to users who are trying to book Tatkal tickets during first 10 minutes of Tatkal period.

This is being done as a security measure to prevent unauthorized ticket booking and allow only genuine users to access the available seats/berth in Tatkal quota."

#### **MONITORING:**

3.11 The Ministry have stated that daily monitoring of UTS counters is done and wherever required additional counters are operated during peak hours to reduce the rush. When asked about the steps taken

by the Railways for augmentation of the ticket counters, the Ministry have stated that Indian Railways have taken various steps to improve the services for the passengers at stations as under:

“In order to facilitate cancellation of PRS counter tickets at relatively smaller stations, one of the Unreserved Ticketing System (UTS) cum PRS counters (wherever PRS booking facility is available) has been earmarked for granting refund beyond the working hours of PRS counters/Current counters. This facility is available in respect of PRS counter tickets for those trains whose scheduled departure is within the next 24 hours.....”

3.12 Regarding the platform ticketing, the Ministry have stated as under:

“The service of platform ticket through the mobile application has been launched for Western Railway, Central Railway and Northern Railway (New Delhi and Hazrat Nizamuddin Railway Stations)....”

## CHAPTER-IV

### MODERNIZATION OF RAILWAY STATIONS

4.1 Modernization/upgradation of stations has been undertaken under various schemes such as Model Station Scheme, Modern Station Scheme and Adarsh Station Scheme. The Model Station Scheme was in existence from June, 1999 to November, 2008. The Modern Station Scheme was launched in 2006-07 and remained upto 2007-08. This scheme has since been discontinued. Presently, stations are upgraded under the Adarsh Station Scheme which was launched in the year 2009. When asked to detail about the Model Station Scheme, the Ministry have stated as under:

“While presenting the Railway Budget, the then Hon’ble MR had declared the year 1999-2000 as a ‘Passenger Year’ emphasizing that visible improvements are required in Passenger Amenities at important stations and for this purpose, each division was given at least one station, i.e Model station for immediate improvement in the quality of service giving thrust to areas like signages, National Train Enquiry System (NTES), improvement in waiting Rooms and Booking Offices, Modular Stalls, Circulating Area, Toilets and availability of infrastructure facilities/passenger amenities. Under this scheme 594 stations were selected and out of these 590 stations had already been developed (2 stations have been closed and remaining 2 stations dropped by Zonal Railways).”

4.2 In the year 2006, the criteria was revised to include all A and B category stations on the basis of the annual passenger earnings under the scheme. When asked about the reasons for discontinuation of the Model station Scheme and emergence of Modern Station Scheme, the Ministry have submitted as follows:

“...the year 2006 was declared by the then Hon’ble MR as the Year of the Passenger services with a Smile and to make perceptible improvements at railway stations. It was decided that on each division, 5 stations out of the declared model stations or important stations should be modernized and given a facelift on urgent priority basis. Zonal Railways may nominate such Modern Stations and adequate attention to be given in prescribed areas like improvement in station building and circulating area, proper illumination & effective lighting arrangements, renovated water booths & Pay& Use toilets. Waiting and Retiring Rooms with modern furniture, good passenger guidance system including signages and coach indication boards, improvement to the platform surface and booking & enquiry offices etc. 637 stations were selected for upgradation and already been developed.

4.3 On differences between the Model Station Scheme and the Modern Station Scheme, the Ministry detailed as under:

S.No.	Model Station	Modern Station
1.	The scheme was in vogue between June, 1999 and Nov., 2008.	The scheme was in vogue in the years 2006-07 and 2008-09.
2.	Initially one station from each Division and subsequently all 'A-1', 'A' & 'B' category of stations were selected as Model Station.	Five stations from each Division were selected as Modern Station irrespective of the category of the station.
3.	To be provided with 'Desirable Amenities' as applicable for the category of the respective station.	Thrust areas were prescribed so as to bring about perceptible improvement like – <ul style="list-style-type: none"> <li>• Facade of the station building,</li> <li>• Circulating area,</li> <li>• Proper illumination,</li> <li>• Renovated 'Pay &amp; Use' toilet,</li> <li>• Water booths,</li> <li>• Good waiting &amp; retiring room,</li> <li>• Improved booking &amp; enquiry offices, etc.</li> </ul>
4.	594 stations have been selected as Model Stations out of which 590 have been developed (2 stations have been closed and remaining 2 stations dropped by zonal railways ).	637 stations have been selected as Modern Stations and all had been developed.

4.4 The Chairman, Railway Board, stated during evidence before the Committee as under:

"We have been modernizing our stations and following various models depending upon the facilities we have provided at the stations. From 2009, we are having a scheme of Adarsh Stations.....Adarsh Stations have upgraded facilities like improved facade and various other improved facilities."

4.5 When asked about the status of development of remaining stations, the Ministry, in a reply, submitted as follows:

"Presently, upgradation of stations is undertaken under 'Adarsh Station Scheme'. 1253 stations have so far been identified for upgradation under the 'Adarsh Station Scheme'. Against these, 1200 stations have been developed and remaining 53 stations are targeted to be developed by 2021-22."

4.6 When asked about the criteria for identification of railway stations for upgradation and whether there is any internal committee of Railways to select the stations for development under the 'Adarsh Station Scheme', the Ministry stated as under:

"...More and more stations were identified and gradually selected for development on the basis of representations received from Ministers/MPs/VIPs and recommendations from zonal railways. However, no internal committee was constituted for selection of Adarsh Railway Stations".

4.7 When pointed out about the findings of the Audit Report of C&AG (Report No. 13 of 2016) revealing that 78 Adarsh Stations of various categories over IR were found short of amenities like pay and use toilets, High Level Platforms, FOBs, signages etc. as per the norms prescribed by the Railway Board, the Ministry reasoned as follows:

"The norms for provision of amenities under 'Adarsh' Station Scheme were first introduced in 2009 which were later revised in August, 2013. All the stations mentioned in the C&AG's Report were identified prior to revision of norms for provision of amenities under 'Adarsh Station Scheme' and therefore, all the facilities were provided as per the norms then applicable."

#### **RE-DEVELOPMENT OF STATIONS UNDER PPP MODE:**

4.8 The Ministry have stated that Station redevelopment is planned by leveraging real estate potential of separable land and air space in and around the stations. It is Railway's endeavour to generally develop stations at no cost to Railways. For this, Railway conducts techno-economic feasibility studies of stations across the country. Based on the outcome of these feasibility studies, stations are taken up for redevelopment in phases." (In June 2015, Union Cabinet had approved Railway's proposal for redevelopment of 'A-1' and 'A' category stations (total about 400 stations) on 'as is where is' basis. The first phase of station redevelopment programme by Zonal Railways was launched on 08.02.2017. Bids for redevelopment of 23 railway stations were invited in the first phase. Bids for only two (2) stations i.e. Jammu Tawi and Khozikode were received. In view of not-so-encouraging response, bids for other stations were foreclosed. When asked about the facilities to be provided under the redeveloped stations, the Ministry stated as under:

"The facilities proposed in a redeveloped station include congestion free non-conflicting entry/exit to the station premises, segregation of arrival/departure of passengers, adequate concourse without overcrowding, integration of both sides of the city wherever feasible, integration with other modes of transport systems e.g. Bus metro, etc., user friendly international signage, well illuminated circulating area and sufficient provision for drop off, pick up and parking etc."



4.9 When asked to differentiate between redevelopment of stations under PPP mode and Adarsh Stations, the Ministry stated as under:

“Adarsh Stations are related with improved passenger amenities like improvement of facade of station building, waiting hall with bathing facilities and TV for upper classes (A1 & A category stations), signages, foot over-bridges, pre-paid taxi/radio taxi booth (A1/A category stations) etc. The funds for these amenities are made available under Plan-head-53.

Under station redevelopment scheme (world class station) commercial development of sparable railway land & air space is also allowed along with passenger amenities at stations. Station redevelopment project is envisaged as cost neutral to Railways and the cost of station redevelopment is met by commercial exploitation of land and air space in and around stations.”

4.10 The Ministry have further stated that,

“The Indian Railways had initially identified 19 stations for development into World Class Stations as per issued guidelines. Later, this number was increased to 50. The Expert Group on Modernisation of Indian Railways recommended modernisation of 100 major stations at a cost of Rs. 1.10 lakh crore in 5 years under PPP mode. Consequently, Indian Railways Station Development Corporation Ltd. (IRSDC) was developed for development/redevelopment of stations, upgradation of passenger amenities to serve the passenger needs through PPP mode. Initiatives, viz. nomination of dedicated project team, preparation of inspection reports etc. were taken up by zonal railways but no concrete action was taken to develop 50 identified stations into world class stations. As per IRSDC record, initially five stations such as Bijwasan, Habibganj, AnandVihar, Chandigarh and Shivajinagar were entrusted to IRSDC as pilot project for modernisation. Subsequently, 3 more stations, Surat, SAS Nagar and Gandhi Nagar were also entrusted to them for modernization”.

4.11 The Ministry have also stated that,

“110 no. of stations have been entrusted to Indian Railway Station Development Corporation (IRSDC) and Rail Land Development Authority (RLDA) for conducting techno-economic feasibility studies. Redevelopment of stations will be taken up based on outcome of these studies and in a phased manner.”

4.12 On a query regarding the techno-economic feasibility studies of redevelopment plan, the Ministry stated as under:

“Ministry of Railways have planned for redevelopment of railway stations through Indian Railway Stations Development Corporation Limited (IRSDC), Rail Land Development Authority (RLDA) and other Central Government agencies. All major stations on Indian Railways have been entrusted to these agencies for undertaking the techno-economic feasibility studies. Based on the outcome of the feasibility studies the stations are planned to be taken up for redevelopment, in phases.”

4.13 When asked about the status of the Feasibility Report, the Ministry submitted as under:

“The feasibility report (targeted to be completed during June, 2013 to January, 2016) has not been completed in respect of any station till 2016.”

4.14 When inquired about time bound plan for undertaking the work of redevelopment of stations, the Ministry replied as under:

“Station redevelopment is planned by leveraging real estate potential of sparable land and air space in and around the stations inviting private participation. For this, Railway conducts techno- economic feasibility studies of stations across the country. Based on the outcome of these feasibility studies, stations are taken up for redevelopment in phases.”

4.15 When asked about the details of stations redeveloped under PPP model, the Ministry have submitted as under:

“Presently work is in progress at four stations (Gandhi Nagar, Habibganj, Gomti Nagar and Ayodhya). Contr have awarded for Bijwasan, Chandigarh, Ajni (Nagpur) and Safdarjung Stations: REQ finalised for 08 sations (Nagpur, Amritsar, Sabarmati, Gwalior, Puducherry, Tirupati, Nellore and Dehradun). RFQ invited for 03 stations (New Delhi CSTM and Ernakulam). RFQ under PPPAC appraisal for 03 stations (Lucknow, Surat and Udhna). Cabinet Note has been sent for seeking Cabinet approval for levy of user fee.”

#### **NON-UTILIZATION OF MPLADS FUNDS:**

4.16 The C&AG in their Audit Report (No.13 of 2016) had pointed out that from December, 2014 to March, 2015, Rs. 5.72 crores were facilitated from MPLADS to 8 zonal railways (ER, ECoR, SR, SWR, NCR, NER, WR and WCR) for installation of various amenities. They found that works were initiated only in 5 zones such as ER,ECoR, SR, SWR and WCR. In remaining three zones, funds deposited by concerned MPs were either not utilized or underutilized. When asked to specify the reasons, the Ministry stated as under:

“On North Central Railway, the consent from 19 MPs for provision of about 2925 benches/ seats at 63 stations was received out of which funds from 10 MPs for provision of about 1940 benches/seats at 37 stations have been provided up to August, 2019.  
On North Eastern Railway, the consent from 04 MPs for provision of about 224 benches/seats at 23 stations was received up to June, 2018.”

4.17 The Report also revealed that an amount of Rs. 4.11 crore was sanctioned/released through MPLADS by Minister of Finance and eight MPs for provisioning of 5911 seats at various stations of WR. Out of this number, only 111 benches were provided under MPLADS, the Ministry specified the reasons as follows:

“On Western Railway, the consent from 25 MPs for provision of about 7808 seats at 103 stations was received out of which funds from 17 MPs for provision of about 4506 seats at 67 stations have been provided up to January, 2018. “

**NON-UTILIZATION OF INDIAN OIL CORPORATION LTD. (IOCL) FUND:**

4.18 When asked whether the Indian Oil Corporation Ltd (IOCL) had given a proposal in January, 2015 to provide RO based water treatment plant at Sealdah Station which could not be materialized due to non-pursuance of the matter by Zonal Railway Authority, the Ministry submitted as under:

“On the basis of discussion held with Indian Oil Corporation Ltd. (IOCL) in March, 2015, Eastern Railway have contacted the Kolkata divisional office of IOCL regarding installation of UV water plant through CSR activities at Sealdah Station. However, till date no response has been received from them in this regard.”

## CHAPTER-V

### SAFETY AND SECURITY OF PASSENGERS

5.1 When asked about security measures taken by the Railways for passengers, the Ministry informed to the Committee as under:

“Security has been identified as one of the priority areas by Railways for strengthening and upgradation to provide real time help to passengers. Although prevention and detection of crime and maintenance of law and order in trains and railway premises is the responsibility of respective State Governments, various measures have been initiated by the railways through the Railway Protection Force (RPF) to strengthen security of passengers during their journey in Indian Railways”

5.2 In this regard, the Ministry have enumerated various operational measures to ensure round the clock security of passengers as under:

- “(i) After identification of vulnerable routes and sections, prior to lockdown, 2200 trains (on an average) were escorted by RPF daily. State GRP escorted 2000 important Mail/Express trains in addition to those being escorted by RPF.
- (ii) Access control at important railway stations.
- (iii) Round the clock surveillance over station premises and circulating area through CCTV cameras provided at 522 railway stations.
- (iv) Dog squads are being utilized at important railway stations and in trains for anti-sabotage checking.
- (v) Joint drives by RPF and Commercial Department from time to time against unauthorized entry of passengers in trains and at Railway Stations.
- (vi) Regular analysis of crime and modus operandi adopted by criminals is done to identify crime prone trains, stations and sections and detection of crime against passengers in such trains/stations and sections in coordination with GRP.
- (vii) Operationalization of round the clock Security helpline 182 and its upgradation to enable passengers to seek round the clock security related assistance during their journey over Railways.
- (viii) Liaison/Coordination has been maintained with GRP/State Police/Central Intelligence Agencies to strengthen railway security.”

### WOMEN SECURITY

5.3 The Ministry have further stated that they have initiated special measures for security of women as follows:

“Special Lady Squads like Mahila Shakti-Central and south Western Railway, Vijay Vahini, Maharani Bai Laxmibai and BhairaviVahini-North Central Railway, MahilaVahini-South Eastern and Western Railway and Bhairavi/Virangana-Northern Railway etc. have been formed by zonal railways to ensure safety and security of women passengers.

All ladies special trains, running in metropolitan cities, are being escorted by lady RPF personnel.

The Ladies compartments in local trains are being escorted by RPF and GRP during peak/non-peak hours. Staff deployment is made during late night and early morning local trains to ensure proper security to lady passengers.

Recruitment of ladies RPF personnel was conducted with a view to increase the proportion of ladies in RPF from 3% to 10%.

Action is taken against offenders travelling in ladies coaches by conducting intensive drives under section 162 of the RLYs Act. During the year 2019, 1.08 lakh such offenders were prosecuted with realization of fine of Rs. 2.15 crore (approx.) during the current year i.e. 2020 (upto March), 23,828 such offenders have so far been prosecuted with realization of fine worth Rs. 50.89 lakh.”

5.4 The Ministry have informed that the year 2018 was declared as the year of security for women across railways and action plan was chalked out viz. installation of CCTVs etc. When asked as to what extent the Action Plan has contributed in decreasing the crime against women after putting in place, the Ministry stated as follows:

“As per the data provided by the GRPS for the period Jan-Sept’ 2018 and Jan-Sept’ 2019, there is 16% decrease in the number of cases of crimes (assault or criminal force to woman with intent to outrage her modesty) against women passengers registered u/s 354 (A to D) IPC in trains and in railway premises.

.....all the necessary steps are in place to ensure safe and secure journey of passengers including women passengers across Indian Railways. Close liaison is made by Railways with the State Police/GRP authorities at all levels for prevention of crime, registration of cases, their investigation and maintenance of law & order in Railway premises as well as on running trains.”

5.5 When asked about the current strength of female personnel engaged in RPF for security of passengers particularly women passengers, the Ministry stated as under:

“Total No. of female RPF as on date is 6242. The strength of ladies in RPF has increased to 9%.”

#### **CHILD SECURITY**

5.6 On a query regarding rescue of children, the Ministry have informed as under:

“A Standard Operating Procedure (SOP), on care and protection of children on railways has been jointly prepared by the Ministry of Railways and the Ministry of Women and Child Development (MoWCD). A round the clock Child Help Desk/Kiosk (CHD) have been set up at 126 railway stations.”

5.7 When inquired about the number of children rescued by RPF in last three years, the Ministry furnished the data as under:

<b>Year</b>	<b>No. of children rescued by RPF</b>
2017	11178
2018	13091
2019	11869

## SECURITY HELPLINE (182)

5.8 On security helpline, the Ministry have informed that a Round the Clock Security Helpline has been made functional through Security Control Rooms of RPF to provide round the clock security related assistance to passengers. This helpline is functioning through a three digit no. 182.”The Ministry have submitted as under:

“The passenger Security Helpline (182) has been automated to provide round the clock security related assistance to passengers. In collaboration with all service providers of mobile telephone, calls to 182 are geo-fenced to ensure that call from any mobile number lands at the Security Control Room of jurisdictional Railway Division where trained RPF personnel are deployed 24x7 to take such calls directly without any delay.”

5.9 The Ministry have further stated that they the railways have received calls for help on Security Helpline 182 during the last three years as follows:

Year	No. of calls received
2017	16207
2018	25166
2019	35353

5.10 When inquired about the status of upgradation of security helpline, the Ministry, in a written reply, stated as under:

“.....Upgradation of security helpline has been approved and beta Version of RailMadadalongwith Integrated Helpline No. 139 has been in operation since 15.07.2019.

It has been decided that except 182 and 139, all other helpline numbers would be discontinued from 01.01.2020. SMS sent by IRCTC and CRIS to passengers should feature only 139, 182 and RailMadad.

It will now have features of automated phone call distribution system, auto generated SMS, computerized registration of complaints, voice recording, dashboard and call of monitoring with an App linked to the dashboard in which videos can be sent by the caller.”

5.11 The Ministry have further informed that,

“Once a call is made to upgraded 182 Helpline, the following steps are set in motion:-

- (a) Registered complaint at closest Divisional Control Room of RPF.
- (b) Registration number for the complaint generated.
- (c) SMS sent to the complainant.

- (d) Automatic collection of information of the passenger from railway database using the PNR number.
- (e) Obtaining Train Location information using National Train Enquiry System.
- (f) Action by nearest train escort/platform duty staff.
- (g) Action Taken Report through SMS to the complainant.
- (h) Audio recording of the call.
- (i) Dashboard based monitoring.
- (j) Call transfer facility to 138 and 139.”

5.12 When asked about the measures taken for wider publicity of Security Helplines among passengers, the Ministry stated as under:

“with a view to have wider publicity of Security Helplines and other measures initiated by Railways to strengthen security of passengers over Railways, publicity campaigns are being launched by zonal railways. Passengers are being made aware by way of posters, stickers, distribution of pamphlets, etc. The printed reserved ticket contains information about Security helpline 182. The SMS sent by the Railways informing the passengers about their confirmed reservation in train also contains information regarding security helpline. Besides, emphasis has also been laid down on audio/visual publicity, nukkad-nataks, public campaigns, regular announcements etc.”

5.13 When inquired about monitoring mechanism put in place for ensuring security of passengers over railways, the Ministry replied as under:

“With a view to strengthen security of passengers, State Level Security Committee for Railways (SLSCR) have been constituted for 18 States/Union Territories (UTs) under the chairmanship of respective Director General of Police of States/UTs for regular monitoring and review of security arrangement over railways. 69 meetings of the SLSCR have already been held by various State Governments. The DGPs of the rest of the States/UTs who have not yet constituted the SLSCR have been requested by DG/RPF to get it constituted and hold meetings at the earliest.

All out efforts are being made by the Railways, through the RPF to provide security to passengers in coordination with GRPs of respective States who are primarily responsible for registration of cases, their investigation and maintenance of law and order in railway premises as well as on running trains.”

5.14 When asked whether railways have taken steps to consolidate security agencies involved for passenger security, the Ministry have stated as under:

“.....Necessary coordination/liaison is maintained by RPF with GRP and District Police to ensure security of passengers, railway property and smooth train operation over Indian Railways. With a view to synergize activities related to passengers security and to empower RPF to deal with passenger related offences in passenger area, a proposal for amendment in the RPF Act was initiated by the Ministry of Railways. The proposal was vetted and concurred by the Ministry of Law and Justice and Ministry of Home Affairs. As desired by Cabinet Secretariat, comments of States were solicited on the above proposal. Comments have so far been received from the 27 states.”

5.15 When asked about the status of proposal, the Ministry have stated as follows:

“.....a proposal has been initiated by the Ministry of Railways to amend the Railways Act to empower authorized officers to deal with seven (07) new sections covering the offences of theft of passenger belongings, eve teasing and drugging among others. The inter ministerial consultation with MHA,

Ministry of Women & Child Development, Department of Empowerment of Persons with Disabilities and National Security Council Secretariat/NSA has been completed and they have supported the proposal. The proposal is being processed further.”

5.16 When asked whether the security agencies have sufficient resources/manpower to guard the passengers and their belongings, the Ministry, in their written reply, submitted as under:

“... Present sanctioned strength of Government Railway Police (GRP) is about 38000. Since GRP is a wing of State Police, requirement of manpower in GRP is required to be assessed by concerned States for sanction of additional manpower. Railways share 50% of the cost on GRPs (pay and allowances incurred on GRP personnel) with respective States. Other resources viz. arms and ammunition, security gadgets, training equipment etc. are required to be provided by concerned States.”

5.17 The Ministry have further stated as under:

“The rising crime in railways is due to many reasons like increasing crime in the hinterland, better reporting and registration, low detection and prosecution among others. The manpower is a scarce resource and has to be utilized properly. Use of modern technology, better surveillance and investigative techniques and real time reporting of offence may provide solutions for combating crime. However, wherever the need for additional manpower is inescapable, the proposals are considered on case to case basis. Recently, two proposals of GRP/MP for sanction of 10 and 71 posts were sanctioned by the Ministry of Railways. The proposals for sanction of the following posts of various GRPs are presently pending with the Ministry of Railways:

1. 49 Posts of GRP Karnataka
2. 30 Posts of GRP Madhya Pradesh
3. 71 Posts of GRP Rajasthan”

5.18 The Ministry have informed that,

“With a view to meet the growing challenges to railway security, additional manpower commensurate to enhanced role of RPF in the realm of passenger security will be required to further strengthen railway security. In this regard, draft yardsticks for creation of manpower in RPF have been formulated and are under examination. In the meantime, certain areas have also been identified as non-core for the purpose of deployment of Home Guards/private security.”

5.19 When inquired about the current status of the draft yardsticks for creation of manpower and enhanced role of RPF, the Ministry submitted as under:

“The draft yardstick is under consideration of the Ministry of Railways. The finance Directorate has made some observations to be complied by the Zonal Railways. The process is being followed up.

5.20 Regarding the strength of RPF, the Ministry stated as follows:

“...Present sanctioned strength of Railway Protection Force is 74830..... Proposal for need based creation of manpower is initiated by concerned Zonal Railways and forwarded to Railway Board. Accordingly, proposal is forwarded to Ministry of Finance for sanction. Presently, two proposals for creation of additional manpower (4192 and 2187 posts) are under consideration in the Ministry of Finance.”



5.21 When asked about the current status of the proposals, the Ministry stated as under:

“The matter is still pending with the Ministry of Finance (Department of Expenditure).”

5.22 When asked as to what extent RPF would be able to supplement their efforts to GRP to curb offences in Railways once these proposals for manpower creation are accorded, the Ministry informed as follows:

“In the year 2019 (up to July), 2071 cases of passenger crime were detected by RPF in comparison to 2929 cases by GRP. RPF takes action against petty offenders which, if left unchecked, would exacerbate the crime position on Railways. RPF acts as a link between various GRPs in cases of inter-state ramification which are quite large in number. Therefore, both are essential for railway security and need to supplement each other.

The said two proposals for creation of additional manpower (4192) dated 26.08.2014 and (2187) dated 15.02.2011 posts of RPF are pending with Ministry of Finance, Department of Expenditure.”

5.23 The Ministry have further stated that,

“The overall security environment in Railways will improve on sanction of these posts.”

5.24 When asked to furnish the number of cases of Theft of Passengers' Belongings (TOPB), the zones which are worse affected and the action taken to check the menace, the Ministry replied as follows:

“Cases of Indian Penal Code (IPC) crime in Railways are registered and investigated by the concerned Government Railway Police (GRP). Based on the data provided by the GRP, the following number of cases of theft of passenger belongings' (TOPB) in trains have been registered by the concerned GRP:-

Year	No. of cases of TOPB in trains registered
2017	33568
2018	36834*
2019	36849*
(*Figures of the West Bengal are available upto September, 2018 only)	

“As per the data provided by GRPs, it is observed that Maharashtra, Uttar Pradesh & Madhya Pradesh are worst affected states having jurisdiction over Central Railway, Western Railway, Northern Railway, North Central Railway, North Eastern Railway and West Central Railway zones of Indian Railways network.”

5.25 When inquired about the measures taken to check the increasing incidents of theft in trains, the Ministry have stated as under:

“In order to check such incidents, RPF escorts important trains in affected areas and also provides access control duties at important and sensitive stations.”

5.26 When asked to detail about the crimes i.e. luggage lifting, chain snatching and pick-pocketing, the Ministry have furnished the details as under:

Period	No. of Cases					
	Luggage lifting		Chain snatching		Pick-pocketing	
	Cases Detected	Persons Arrested	Cases Detected	Persons Arrested	Cases Detected	Persons Arrested
<b>2017</b>	1224	1462	443	489	529	641
<b>2018</b>	1581	2115	512	563	922	991
<b>2019</b>	1743	1852	622	655	916	989

5.27 In a query regarding the action taken by the Railways against the crimes of luggage lifting, chain snatching and pick-pocketing, the Ministry have submitted as follows:

“The accused apprehended by RPF are handed over to concerned GRP for further legal action. Action is being taken by the concerned Government Railway Police of respective states in each case as per statutory provisions. Ministry of Railway does not maintain data in respect of prosecution by various State GRPs.

CCTV cameras have been provided in 2136 coaches till January, 2020. Works have been sanctioned for installation of CCTV cameras in 58276 coaches of passenger trains. In phase-I, CCTV cameras in 7020 coaches of suburban and premium trains have been targeted for completion by March, 2021. CCTV footage is being monitored and used for detection of theft cases. Instructions are being issued from time to time to security personnel including escort party to be more vigilant to ensure safe & secure journey of passengers. The Ministry of Railways have issued Directive-33 on detailed guidelines on Train Escorting, compliance of which is regularly monitored.”

## CHAPTER-VI

### CLEANLINESS

6.1 The Ministry have informed that one of the initiatives taken to maintain cleanliness standard at station premises including toilets is introduction of mechanized cleaning at more and more stations over Indian Railways. When asked about the system of the mechanized cleaning, the Ministry have informed as under:

“The mechanized cleaning system is used for comprehensive cleaning of all platforms, circulating area, foot over bridges, retiring rooms, waiting rooms etc. in the stations premises where conducive surface like tiles/kota stone is available. Better standards of specifications are being adopted at toilets and urinals including tiles, granites, stainless steel, etc. to improve the standards of cleanliness. The cleaning activities is carried out through mechanized means by using High pressure water jets, mechanised floor scrubber, vacuum cleaner, flippers, Battery Operated Push Scrubber, Battery operated Ride on Scrubber, High Pressure Jet, Wet & Dry vacuum cleaner, Ride Flipper etc. along with the requisite manpower. The activity is mostly outsourced to professional agencies to maintain high standard of cleanliness on the Railway premises including toilets under Pay & Use scheme for better maintenance. At present, more than 940 stations are already covered under mechanized cleaning.”

6.2 When questioned whether mechanized cleaning is being done in on-board trains, the Ministry replied as under:

“Mechanised cleaning is not done by On Board Housekeeping Staff (OBHS). Mechanised cleaning is done on washing lines at starting stations. Some limited mechanised cleaning of toilets and doorway area is done at nominated ‘Clean Trains Stations’ (CTS) enroute”

6.3 When asked about the number of trains which the railways have undertaken for On Board House Keeping Service, the Ministry, in a written reply, stated as under:

“1100 pairs of trains have been provided with ‘On Board House Keeping Service’ (OBHS) for cleaning of coach toilets, doorways, aisles and passenger compartments during the run of the trains.”

6.4 When asked about the staff involved in the activities of cleanliness of on-board trains, the Ministry informed that normally, one housekeeping staff / Janitor is provided for 3 coaches and there is one in-charge Executive Housekeeper (EHK) / Supervisor for ‘On Board Housekeeping Service’ (OBHS) on the train. Under ‘Clean My Coach’, the service is provided on demand in important Superfast/Mail/Express long distance trains having ‘On Board Housekeeping Service’ (OBHS). In this regard, the Ministry have submitted as follows:

“ ‘Clean My Coach’ service has now been upgraded to ‘Coach Mitra’ in around 1060 pairs of OBHS trains to take care of passengers’ requests for coach cleaning and other coach related issues such as linen, disinfestation, watering and minor repairs.”

6.5 When asked about ‘Coach Mitra’ Service, the Ministry stated as under:

“In ‘Coach Mitra’ Service, for any cleaning or other coach related requirement, passenger sends a message through mobile (SMS) on a specified mobile number. This is immediately acknowledged along with a ‘satisfaction code’ which is sent to the passenger.

A message is also sent by the server to the mobile number of On Board Housekeeping Service (OBHS) supervisor travelling on the same train along with the details of the passenger such as coach number, berth number. On board staff contacts the passenger and carries out the required work. If the work cannot be attended on board, the divisional control relays the message to next available station for required service.

If the passenger is satisfied, he/she discloses the code through which the complaint is closed.

w.e.f. July 2019, Indian Railways has also rolled out ‘RailMadad’ as a single-mop solution of all grievances of Railway customers. This portal can be accessed through multiple channels like RailMadad Helpline 139, Web, APP, SMS, Email& Social Media. RailMadad Helpline 139 has subsumed all erstwhile Helplines of Railways. Its facility is available round-the-clock in 12 languages.”

## **CLEAN TRAIN STATIONS**

6.6 The Ministry have stated that,

“Clean Train Station (CTS) scheme has been provided for limited mechanized cleaning attention to identified trains including cleaning and disinfection of toilets, cleaning of door way area, collection of garbage from coaches during their scheduled stoppages enroute at nominated ‘Clean Train Stations’.

6.7 When asked about the number of stations identified for coverage under ‘Clean Train Stations’, the Ministry have stated as follows:

“39 ‘Clean Train Stations’ (CTS) are presently identified and operational on Indian Railways.”

6.8 When asked that despite all out efforts taken by the railways, complaints on cleanliness are not coming down, the Ministry have stated the reasons as under:

“Indian Railways accord a very high priority for ensuring cleanliness and hygiene at stations and on trains. However, owing to the high density of usage, this is a very challenging area. Based on the inspection reports and references received, cases on inadequate cleanliness come to notice from time to time.”

## **PAY AND USE TOILETS**

6.9 The Ministry have informed that special emphasis is given on clean and hygienic, environment friendly toilets at Railway Stations. When asked about the efforts taken to standardize the cleanliness of 'Pay & Use' toilets at stations, the Ministry stated as under:

“Under 'Swachh Bharat Mission', special emphasis is given to provide clean, hygienic and environment-friendly toilets at Railway Stations. The cleaning activity is carried out with scrubbers and standard quality cleaning material is used for cleaning toilets at regular intervals as well as 'as and when found dirty'. The cleaning of toilets is a part of integrated mechanized cleaning contract for cleanliness of stations to ensure that only one agency is responsible for cleaning activity at all places. Any lapses/complaints lead to penalty on the part of contractor.”

6.10 When asked about the system of registering the response of the passengers on cleanliness of 'Pay & Use' toilets and the measures taken to provide hygienic and environment friendly toilets (both pay & use and non-pay & use) at stations, the Ministry stated as follows:

“On Indian Railways, there is a laid down system of registration of complaints including cleanliness of toilets, by passengers. At all stations, a complaint cum suggestion book is maintained with the Station Manager/Station Superintendent. The complaints given by the passengers are acknowledged, investigated and redressed.

At present, rail users can also register their complaints in RailMadad. RailMadad can be accessed by App, Website, Helpline 139, Social Media and SMS. In FY 2019-20, total 114 'Pay & Use' toilets complaints were received at station.

On Indian Railways, there is a laid down system of registration of complaints including cleanliness of toilets, by passengers. At all stations, a complaint cum suggestion book is maintained with the Station Manager/Station Superintendent. The complaints/suggestions given by the travelling public are duly acknowledged at the time of registration. Each complaint/suggestion is then investigated/examined properly and a reply is sent to the complainant. Whenever complainants have been noticed for improper condition of 'Pay & Use' toilets at railway stations, penal action is taken against the contractor.”

6.11 The C&AG in their Report (No. 13 of 2016) have pointed out that 'Pay and Use' toilets were not provided at 210 (54%) of stations out of 388 number of stations selected for scrutiny. When asked to stated the reasons, the Ministry submitted as under:

“In order to provide clean & well maintained toilets at stations, Zonal Railways have been authorized to frame their own policy regarding operation and maintenance including cleanliness of toilets at various categories of stations. Zonal Railways may award integrated station cleanliness contracts including cleanliness of toilets at railway stations or award contracts for maintaining toilets through 'Pay & Use' or maintain them in-house by deploying railway staff as per the situation (or) site conditions. At present, 882 stations have 910 Normal Pay & Use toilets and about 77 stations have 81 Deluxe 'Pay & Use' toilets. However, the facility of 'Pay & Use' scheme at toilets is awarded by Zonal Railways depending upon need and mainly to improve the cleanliness condition at toilets in stations.”

6.12 The Ministry have informed that as per Board's directions, all zonal railways were required to finalize their own policy regarding operation and maintenance/cleanliness of toilets at various stations. When asked about the number of zones formulated their own policy, the Ministry, in a written reply, stated as under:

"At present, out of 17 zonal railways (including metro railways, Kolkata), 12 zones (CR, ER, NR, NCR, NFR, NWR, SR, SCR, SECR, SWR, WR, WCR) have already formulated their own policy and policies of 4 railways (ECR, ECoR, NER, METRO RAILWAY) ARE UNDER PROCESS, however, South Eastern Railway has stated that they are implementing Railway Board's policy circular (CC No. 34 Of 2012) regarding 'Pay and Use Toilets'."

6.13 The Ministry have further stated that,

"Zones have informed that response from reputed organizations have been received in connection with 'Pay and Use' toilets thereby resulting in generation of revenue to Railways in terms of license fee. The Pay and Use Toilets are running successfully over zonal railways by improving cleanliness and hygiene of toilets at stations."

## **MONITORING**

6.14 The Ministry have stated that in order to provide clean and well maintained toilets at stations, regular inspections and surprise checks are also conducted by various officials to monitor cleanliness and to ensure that contractors are carrying out effective cleanliness and following the conditions prescribed in the contract. When asked about the action taken against the contractors for not meeting the terms and conditions stipulated in the contract, the Ministry replied as under:

"Contractors are being penalized as and when irregularities are being noticed in this regard. However, specific details are not maintained. Field units, division & zones take necessary disciplinary action as per condition stipulated in Agreement."

6.15 The Ministry have also stated that,

"...in order to assess the impact of cleanliness efforts, Railway Board commissions annual third party survey through independent agency at major stations on cleanliness indicators. The survey helps to identify weak spots needing special attention and also encourages a healthy sense of competition towards cleanliness. The scope of survey has been expanded from 407 to 720 stations from 2019 onwards. A third party survey for assessment of cleanliness of 209 important trains including passenger feedback was also carried out in 2018."

6.16 The Ministry have further stated as under:

"Enforcement of Indian Railways (Penalties for Activities Affecting Cleanliness at Railway Premises) Rules, 2012 has been intensified. Rules have been notified to penalize persons affecting cleanliness and hygiene at railway premises and penalties imposed on "Polluter Pays Principle."

Health Inspectors are deployed at major stations of Indian Railways to monitor hygiene and sanitation. Inspections by other officials are also conducted to monitor cleanliness and remedial measures are taken wherever flaws are noticed.....”

6.17 The Ministry have informed that Rules under the Railways Act, 1989 have duly been framed to penalize persons affecting cleanliness and hygiene at railway premises. When asked to detail the cases registered against persons defacing/affecting cleanliness and hygiene at railway premises during the last three years, the Ministry furnished the details as under:

Number of persons penalized during the last three Financial years.

2017-2018 (April 2017 to March 2018)	2018-2019 (April 2018 to March 2019)	2019-2020 (April 2019 to March 2020)
494160	447459	411440

6.18 The Ministry have further informed that zonal railways utilizes CCTVs for monitoring cleaning activities. When asked about the mechanism put in place to ensure that CCTVs are operational round the clock and timely actions are taken to rectify defective CCTVs, the Ministry have submitted as under:

“Functioning of CCTV systems installed at various stations is closely monitored by RPF/Station staff 24X7. Failures brought to the notice are promptly attended to by the concerned Telecom staff. ....Out of approximately 18488 CCTV Cameras installed at 576 station, 307 CCTV Cameras (1.6% of total installed) are, at present, out of order and are under repair/replacement.”

6.19 When asked about monitoring mechanism of ‘On Board Housekeeping Service’, the Ministry stated as follows:

“Attendance is taken at starting station and also at the destination. Feedback is taken from passengers. Attendance and passenger feedback are linked to payment. Material used is also monitored.

In new contracts, biometric attendance system is also being introduced with provision of attendance at start, at end of journey and also once in between.”

## CHAPTER VII

### DRINKING WATER FACILITY

7.1 The Ministry have informed that Indian Railways, have more than 8700 railway stations spread over the length and breadth of the country, and carry more than 23 million passengers per day. They are taking all efforts to provide potable drinking water to passengers as per norms. When inquired about the steps taken for ensuring unhindered supply of potable drinking water to the passengers, the Ministry stated as under:

"During summer seasons, when there is scarcity and existing sources are found inadequate to meet the demand of drinking water at these railway stations, water supply augmented through tankers. Railways are using various sources of water like bore-well, municipal supply, tankers, rivers/dams etc. Further, instructions exist for periodical checks and corrective action is taken for repairs/rectification whenever any deficiency is found/noticed either during inspections or through public complaints."

7.2 On a query regarding installation of Water Vending Machines (WVMs) at railway for facilitating safe and pure drinking water to travelling passengers at affordable rates, the Ministry stated as under:

"Continuous efforts are being made to further proliferate Water Vending Machines at railway stations so as to ensure availability of safe and pure drinking water to travelling passengers at affordable rates."

### RAIL NEER

7.3 The Ministry have informed that the Railways are not able to produce Rail Neer as per the demand. When asked about the current capacity of production of Rail Neer and the measures taken by the Railways to augment the production of Rail Neer to make it easily available to passengers, the Ministry stated as under:

"Currently 14 plants are operational with installed capacity of 14.08 lakh litres/day and average production of 11.22 lakh litres/day. Out of above, 5 Plants (Hapur, Ahmedabad, Bhopal, Nagpur and Guwahati) in 2019 and 2 plants (Sankrail, Maneri/Jabalpur) in 2020 have been commissioned. The demand for rail neer is estimated at 18 lakhs litres/day. 6 new plants-Bhusawal, Mallavalli/Vijaywada, Una/H.P., Visakhapatnam, Bhubaneshwar and Kota) are in the pipeline".

7.4 When asked whether other brands/companies have been permitted for water vending in Indian Railways, the Ministry stated as under:

"Popular PDW brands/companies are shortlisted by the zonal railways as per extant policy, based on the need and availability."



**CHAPTER VIII**  
**OTHER FACILITIES/INITIATIVES**

**PUNCTUALITY OF TRAINS**

8.1 On a query regarding the measures taken by the Railways to improve the mobility as well as punctuality of trains, the Ministry, in a written reply, stated as under:

“To improve the punctuality of trains, Indian Railways have initiated various long and short term measures for addressing the problem of capacity constraints as well as real-time monitoring and regular review of performance through online module of Punctuality Analysis and Monitoring (PAM)”.

8.2 To a query relating to the status of construction of double line Dedicated Freight Corridors (DFCs) to remove the bottlenecks and ease out rail traffic, the Ministry stated as follows:

“The Eastern Dedicated Freight Corridor (EDFC) is currently under construction and extends from Ludhiana in Punjab to Dankuni in West Bengal (1856 kms). It is a major capacity augmentation project taken up by Ministry of Railways. Due to improved capacity and heavy haul operation, DFC will offer higher transport output across these corridors with reduced transit time and cost. Commissioning of EDFC would also result in segregation of freight and passenger traffic to large extent and decongestion of existing trunk routes thus leading to improvement in efficiency of both passenger as well as freight services.

Eastern and Western DFC projects are targeted for commissioning in phases by December, 2021. The project has witnessed major progress. The section from Khurja to Bhadan (194 Km) of Eastern DFC Rewari to Madan (306 km) of Western DFC have been completed and trial run of goods trains are already being conducted on this section.”

8.3 The Ministry have informed that Railways have initiated various other measures for punctuality such as replacement of conventional coaches by LHB (Linke Hofmann Busch) coaches having higher speeds capacity, replacement of conventional passenger trains by MEMU (Mainline Electrical Multiple Unit) trains on Ghaziabad-Mughalsarai route. When asked about the target dates of replacement of conventional coaches by LHB coaches and status of replacement of conventional passenger trains by MEMU trains, the Ministry, in a written reply, stated as under:

“For the year 2019-20, replacement of 121 pairs of trains (operated with 230 ICF rakes) by LHB rakes had been planned. Indian Railways, however, surpassing its target for the year (2019-20), converted 168 pair of trains (operated with 247 ICF rakes) into LHB coaches approximately 5700 coaches.

Since march, 2015, five pairs of Ghaziabad-Deen Dyal Upadhyay Junction section conventional passenger services have been replaced with MEMU rakes. Presently, only 5 pairs of passenger services are running on the section with conventional rakes. However, conversion of these five services is presently operationally not feasible as 3 pairs of these passenger services are running

partially on non-electrified sections while 2 pairs of passenger services have been converted to Express services.”

## **COACHES FOR PHYSICALLY CHALLENGED PERSONS**

8.4 The Ministry have informed that in order to facilitate easy movement of elderly, sick and differently able passengers and for smooth access to platforms of major railway stations, escalators/lifts are being provided as part of 'Sugama Bharat Abhiyaan'. So far, 705 escalators at 250 stations and 521 lifts at 226 stations have been provided. When questioned that the C&AG in their Report (No. 13 of 2016 Railways) had reviewed the amenities provided for physically challenged passengers at 178 selected stations of erstwhile A1 (44), A (54) and B (80) categories of stations, and noticed that most of the amenities intended for this category of people were not provided such as wheel chairs, standard ramps, exclusive toilets, separate ticket window, non-slippery walkway from parking lot to station building. The Ministry submitted as under:

“Instructions already exist regarding provision of one wheel chair per platform and in case of island platforms one wheel chair per two platform at all NSG/1-3 (erstwhile A1 and A) category stations. Ramps and exclusive toilets are already provided at all erstwhile A1, A and B category of stations. However, these facilities are gradually being provided at other stations in phased manner. In order to facilitate Divyangjan, separate ticket window are being provided at some stations. In case of non-availability of separate ticket window for divyangjan, other alternative arrangements like clubbing of window, etc. are also being made where Divyang passengers are allowed to purchase ticket in any window without queue. Non-slippery walkway are being provided in phased manner at important railway stations.”

8.5 The Chairman, Railway Board deposed before the Committee as under:

“Facility of online booking of Wheel chair free of cost has been provided by IRCTC from August 2015. The wheelchairs can be booked for maximum one hour. The facility of online booking of wheelchairs is available at 23 stations of Indian Railways.

To help old and disabled passengers requiring assistance at the stations and strengthen the existing services, 'Yatri Mitra Sewa' is being provided at major stations for enabling passengers to book wheelchair services cum Porter services etc. The responsibility of providing Yatri Mitra Sewa is entrusted with IRCTC who may provide this service free of cost through some NGOs, PSUs etc. under CSR or on payment basis. This service can be booked on IRCTC e-ticketing website and 139 (IVRS and SMS) or through a mobile.”

8.6 When inquired about current status of divyangjan friendly coaches in trains, the Ministry have stated as under:

“All Mail/Express/Passenger trains running with ICF design rakes have been provided with Divyangjan friendly SLRD coaches. At present, 3382 disabled friendly ICF design coaches (SLRD) are functional over Indian Railways. These coaches have a suitable designed compartment and toilet adapted to the needs of the disabled/wheel chair borne passengers. It is endeavoured to have at least one coach in each Mail/Express train having ICF type coaches.

Production units have already started manufacturing LHB type coaches for Divyang Passenger which are inducted in IR progressively. At present, 208 LHB type LSLRD/LDSLRL are manufactured over Indian Railways and further proliferation of LSLRD with augmentation in production plan has been planned.

All Production Units have been advised to provide at least two doors of 920 mm width one on each side of the coach in future in all newly manufactured coaches. This will ensure improved accessibility to Divyangjan passengers inside coaches. This is already being provided.”

## **LADIES COACHES**

8.7 When asked to furnish the data of mail/express/passenger trains having separate ladies coaches, the Ministry informed as follows:

“Section 58 of the Railways Act, 1989 provides for earmarking of accommodation for female passengers in trains. Accordingly, in trains carrying passengers, Indian Railways have earmarked following accommodation for female passengers:-

- i. A reservation quota of six berths in sleeper class in long distance Mail/Express trains and a reservation quota of six berths in 3AC class of GaribRath/Rajdhani/Duronto/fully air-conditioned Express trains for female passengers irrespective of their age travelling alone or in a group of female passengers.
- ii. A combined reservation quota of six to seven lower berths per coach in Sleeper class, four to five lower berths per coach each in Air Conditioned 3 tier (3AC) and three to four lower berths per coach in Air Conditioned 2 tier (2AC) classes (depending on the number of coaches of that class in the train) has been earmarked for senior citizens, female passengers 45 years of age and above and pregnant women.
- iii. Second class accommodation for women in the second Class-cum-Luggage-cum Guard's Coach (SLR) in most of the long distance Mail/Express trains.
- iv. Exclusive unreserved coaches/compartments for female passengers in EMU (Electrical Multiple Unit)/DMU (Diesel Multiple Unit)/MMTS (Multi Modal Transport System) trains & local passenger trains depending upon demand pattern as well as availability of accommodation, by respective zonal Railways.
- v. Running of ladies special EMU/MEMU/MMTS services on the suburban sections of Mumbai, Kolkata, Secunderabad and Chennai as well as on the Delhi-National Capital Region (NCR) sections.
- vi. Earmarking of exclusive coach for them in the reserved trains would make them vulnerable and will not be desirable from their safety point of view.”

## **STATION INDICATION BOARD**

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8.8 Most of the express/mail trains, running particularly during night, do not have any GPS based 'Station Indication Board' in coaches for information of passengers to de-board at station. When asked whether railway would consider for installation of such devices in mail/express trains, the Ministry, in their written reply, submitted as follows: Production units MCF and RCF have been advised for fitment of subject item in 50 coaches each. The tender has been awarded and fitment is in process."

## **MULTI PURPOSE STALL/STALLS FOR MEDICINES**

8.9 When pointed out that the C&AG in their Report (No. 13 of 2016) revealed that stalls for medicines were not provided at 27 stations of A1, 48 stations of A, 76 stations of B and 101 stations of D category station. When asked to specify the reasons for the same, the Ministry stated as under:

## **JANANI SEVA**

8.10 The Ministry have stated that in pursuance of announcement made in the Rail Budget 2016-17, Zonal Railways were advised to ensure availability of baby food, hot milk and hot water at Railway stations on payment basis. Presently, 1131 stations have been provided 'JananiSeva'. When asked as to by when other stations would be provided this facility, the Ministry, in their written reply, submitted as under:

"To mitigate the hardships faced by travelling mother, 'JananiSeva' has been introduced on 27.04.2016 to ensure provision of packaged baby food, milk powder, hot milk and hot water from catering stalls and in trains on payment basis (on MRP). At present, this facility is provided at 1131 number of railway stations. Further, as per new Multi Purpose Stall (MSP) Policy, 2017 dated 05/09/2017, MPS has been mandated to ensure the availability of all items of travelling needs including dry/spray milk powder etc. for passengers on payment basis. The MPS policy is under implementation which would cater to items of all travelling needs of passengers over Indian Railways."

**PART II**  
**RECOMMENDATIONS/OBSERVATIONS**

**INTRODUCTORY**

1. The Committee note that the guidelines administering amenities for rail users defined as 'basic amenities' and 'additional amenities' were issued in 1952. These guidelines were revised in 1955 to expand their scope. In the course of time, deficiencies were further noticed which led to revisions in the years 1999, 2003 and 2007. As per norms, these guidelines are revised after every five years and railway stations are categorized accordingly. In 2012-13, the Railways had categorized the stations in seven categories viz. A1, A, B, C, D, E and F, based on the parameter of annual yield of passenger earnings of the railway stations in the preceding year of 2011-12. The Committee have been informed that the recent categorization has been accomplished in 2017-18 and this time, the Railways have considered another criteria/parameter of footfalls/outward passengers handled at the station during the preceding year of 2016-17 in addition to the earning criteria. In this regard, the Committee recall their earlier recommendation (19<sup>th</sup> Report 15<sup>th</sup> Lok Sabha) suggesting the Ministry not to review the categorization of railway stations solely based on the annual passenger earnings but also to take into account other factors like relative importance of the stations keeping in view their historical and cultural importance, geographical location, industrial hubs, ports, agricultural/horticultural production centres, educational/professional institutions in remote areas from where a large travelling public are expected. The Committee find that the Ministry has not taken their suggestions into account while categorizing the stations as (i) Non-Suburban Grade (NSG), (ii) Suburban Grade (SG) and (iii) Halt Grade (HG) which have further been divided in Grades ranging from NSG 1 to NSG 6, SG 1 to SG 3 and HG 1 to HG 3. The Committee feel that the factors suggested by them should have been considered by the railways with a view to yield better results in attracting more and more travelling public for

accrual of better revenues to Railways exchequer. They hope that the same will be given due consideration at the time of next categorization of stations.

2. The Committee note that Railways provide three kinds of amenities at railway stations viz. Minimum Essential Amenities, Recommended Amenities and Desirable Amenities as per the stipulated norms. The Minimum Essential Amenities are provided soon after the construction of a station and remain in existence at all times, the Recommended Amenities are facilitated over and above the Minimum Essential Amenities provided on the basis of volume of travelling passengers handled as per norms subject to availability of funds and relative priority of works. The Desirable Amenities are considered to be desirable to improve customer satisfaction and the interface at stations depending upon the category of stations viz. catering, vending stalls, adequate parking and circulating area, train indication board, public address system among others. The Committee further note that the Recommended and the Desirable amenities are provided keeping in view the volume of passengers and interface. They have been informed that these amenities are provided subject to relative priority and availability of funds. From the information furnished, the Committee find that funds earmarked for the Head of Passenger Amenities in the years 2014-15, 2015-16, 2018-19 and 2019-20 remained un-utilized to the tune of 16.3%, 38.2%, 4.3% and 44.4% respectively. They desire that since the passenger amenities are directly connected with the customer satisfaction and interface, there should be no dereliction on the part of Railways for proper utilization of funds under this 'Head'.
3. The Committee note that the railways have not been able to utilize MPLADS Funds and funds provided by Indian Oil Corporation Ltd. (IOCL) as an initiative under CSR activities, for installation of key amenities at railway stations due to negligence and non-pursuance of the matter by the Zonal Railway Authority. The Committee wish to point out that provision of these funds and CSR activities of the PSUs may play a vital role in shaping the customer friendly images of the railways particularly in a situation where the Railways are in want of

funds for providing better passenger amenities. Hence, the Committee desire that the Ministry should act proactively and take all preparedness to ensure that the funds are utilized promptly and in right earnest so that the amenities are augmented in an efficient manner.

4. The Committee have been informed that the Railways have formulated a well developed system of ensuring the maintenance of passenger amenities which are intensively inspected and monitored at regular basis at various levels viz. station, division and headquarter levels. The Committee note that it is through the effective monitoring, the slippages in amenities are seen and corrective actions are taken expeditiously. The Committee have been informed that Service Improvement Groups (SIGs) have been formed for this purpose. Besides, inspections are also carried out by Officers, Passenger Amenities Committee (PAC) and Passenger Services Committee (PSC) to further ensure monitoring. The Committee also note that the zonal railways have 'Indian Railway Project Sanction and Management Module' (IRPSM) to capture the data base of passenger amenities at each station for ensuring regular updation in co-ordination with divisions and action for the slippages is taken by them. Though, this step of zonal railways is certainly laudable, yet the Committee feel that much is required to be done in this regard. The Committee are in agreement with the findings of the C&AG that there is absence of robust monitoring mechanism to ensure maintenance and upkeep of the assets created for passenger facilities which has led to regular breakdown of the assets and caused inconveniences to passengers and defeated the intended purpose of their creation. The Committee, therefore, recommend the Ministry to put in place a concrete method for effective and rigorous monitoring of amenities including updation of data in IRPSM by zonal railways.

#### **BUDGET ALLOCATION FOR PASSENGER AMENITIES**

5. The Committee have been informed that funds for works relating to passenger amenities are allocated under the unified Plan Head 53-'Passenger Amenities' under DRF, DF and RRSK. They note that no allocation is made category-wise or scheme-wise within this head and multi departments such as electrical, mechanicals, civil etc. are involved in the activities of

passenger amenities. In their 19<sup>th</sup> Report (15<sup>th</sup> Lok Sabha), the Committee had recommended for separate allocations for each of the categories of the passenger amenities to have more transparency in utilization of funds, to better monitor the progress and to set both physical and financial targets for each item of passenger amenities instead of having a common head. The Committee, therefore, reiterate their earlier recommendation and desire the Ministry to keep apprise the steps taken in this regard within three months of the presentation of Report.

6. The Committee note with concern that actual expenditure on passenger amenities has invariably witnessed shortfalls against RE allocations during the years 2014-15, 2015-16, 2018-19 and 2019-20 to the extent of 16.3%, 38.2%, 4.3% and 44.4% respectively. They further note that in 2014-15, Rs. 1025.70 crore was allocated and out of this amount, Rs. 858.61 crore could be spent. In the year 2015-16, an amount of Rs, 1081.21/- crore was spent as against allocated amount of Rs. 1748.50 crore. In the year 2018-19, the actual remained to the tune of Rs. 1585.88 crore against the allocation of Rs. 1657.86 crore. Also in the year 2019-20, Rs.1903.11 crore could be spent against the allocated fund of Rs.3422.57 crore. The Committee are not convinced with the rationale of the Ministry that variation in utilization is also due to late introduction of New Fund 'Rail Sanraksha Kosh (RRSK)' during the year 2017-18. They, therefore, recommend the Ministry to act proactively and prepare the realistic budget so that financial and physical targets are optimally achieved and the allocated funds could not be surrendered to Government account.

#### **RAILWAY RESERVATION AND TICKETING**

7. The Committee note that the Railways have installed 10554 Passenger Reservation System (PRS) terminals at about 3553 locations throughout the network. In addition, 6242 Unreserved Ticketing System (UTS) locations have also been provided over Indian Railways. Apart from PRS and UTS, 4077 Automatic Ticket Vending Machines (ATVMs) have also been commissioned to issue tickets and to incentivize the passengers with an incentive of 3% of recharge value given to them on usage of card on every recharge of ATVM for promoting use



of ATVM and cash/card based ATVMs (CoTVMs). Also, 2185 Station Ticket Booking Agents (STBAs) and 226 Yatri Ticket Suvidha Kendras (YTSK) have been engaged for booking tickets to avoid hardships to rail passengers. The Committee laud the efforts of the railways in providing these ticket terminals to arrest the hardships of the passengers. However, the Committee are of the opinion that the number of ATVMs is abysmally low which is inefficient to cater to the large number of commuters on the railway network. They desire that more stations should be brought into the ambit of ATVMs. Further, the Committee find that out of 4077 ATVMs, only 3332 ATVMs *i.e.*, 82% are in working condition. The reason explained by the Ministry attributing that non-functioning of ATVMs is due to completion of codal life, is not acceptable to the Committee. The Committee are of the view that railway should work proactively and take all preparedness before completion of their codal life and replace them in a time bound manner to ensure their functioning round the clock so that no passenger could put to any hardship on this count.

8. The Committee have been informed that the Railways have launched a Mobile application "IRCTC Rail Connect" for booking of reserved ticket as well as to promote digital payments. The Committee feel that this application be disseminated in the public and widely publicised so that more and more rail users could avail the benefit of this App for booking tickets.
9. The Committee note that Railways have endeavoured setting up of 288 PRS centres at various Post Offices so as to make available PRS tickets at non-rail head. The Committee appreciate this initiative of the Railways and desire the Ministry to ease out technical and commercial feasibility for providing more PRS Counters at Post Offices for booking hassle free rail tickets by the rail users particularly residing in remote and rural areas of the country.
10. The Committee have been given to understand that Mobile ticketing vehicles are presently not functional in the rail network and instead the passengers can book the tickets online, through Mobile Phones and Automatic Ticket Vending Machines etc. The Committee would like to suggest the Ministry to explore the feasibility of booking tickets through non-

conventional methods such as provision of mobile ticket vehicles especially for the commuters of remote, rural, hilly and far-reaching areas of the country.

11. The Committee have been informed that about two third of total reserved tickets are booked from IRCTC website. The Committee concur with the views expressed by the Ministry that purchase of tickets through IRCTC website is not only convenient but also helps in decongestion of the ticket counters and abort the menace of touts. The Committee note that the Railways have taken various steps to modernize the ticketing process of IRCTC Website such as launching of next generation e-ticketing system with increased server capacity, implementation of multi-layer security comprising frontend and backend firewall, web application firewall etc. Further, new user interface e-ticketing system is more user friendly for easier navigation and provides easy and fast way of booking rail tickets by automating the journey planning and purchase of tickets. Though the Committee are happy to note that the capacity of e-ticketing has increased from 2,000 per minute to 15,000 per minute, yet they wish the Ministry to take holistic measures to make the Website more robust and further enhance the capacity in order to get a much needed boost in the capacity of the server for booking/yielding tickets.

#### **MODERNIZATION OF RAILWAY STATIONS**

12. The Committee note that the Railways have undertaken modernization of railway stations under various schemes such as Model Station Scheme, Modern Station Scheme and Adarsh Station Scheme. The year 1999-2000 being a 'Passenger Year', railway emphasized to improve passenger amenities at important stations. Each Division was given at least one station for immediate improvement in the quality of service as a Model Station. Under this Scheme, 590 railway stations were selected for modernization. The Committee also note that in the year 2006, the criteria for selection of stations for modernization was revised to include all 'A' and 'B' category stations on the basis of annual passenger earnings. The Zonal

Railways were entrusted nomination of five stations per Division for development of stations as Modern Stations. In all, 637 stations were selected for upgradation. Further, the emergence of Adarsh Station Scheme in the year, 2009 aimed 1253 stations for development as Adarsh Station. The Committee, however, find that in spite of considerable passage of time, only 1200 stations have, so far, been developed and 53 stations are yet to be developed as Adarsh Station. They are very unhappy with this tardy progress and emphasize that the very purpose of the scheme gets defeated if there are delays in its execution. The Committee, therefore, recommend to prepare a time bound action plan for development of these stations.

13. The Committee note that the proposal for redevelopment of 400 erstwhile 'A-1' and 'A' category stations as World Class Stations, was approved in June 2015, on 'as is where is' basis, by inviting open bids from interested parties with their designs and business ideas duly providing for amenities and other requirements of the Railways including permitting commercial development by zonal railways. They have been informed that initially, 19 stations were identified for development by resorting to the PPP mode as per issued guidelines. The Committee note that at a later stage, this number was increased to 50. They were further informed that the Expert Group on Modernization of Indian Railway had subsequently recommended modernization of 100 major stations at the cost of Rs. 1.10 lakh crore in 5 years under PPP mode and consequently, Indian Railways Station Development Corporation Ltd. (IRSDC) was developed. The aim of this scheme was to harness the real estate potential of land around and the airspace above the stations without any additional cost to the Railways besides envisaging the provision of modern facilities at stations such as food plazas, hotels, ATM facilities, Currency exchange counter, car rentals etc. The Committee note that the first phase of station redevelopment program by Zonal Railways was launched on 08.02.2017 and bids for redevelopment of 23 railway stations were invited. The Committee have been informed that bids for only two (2) stations of Jammu Tawi and Kozhikode were received. To their utter dismay, they also find that bids for other stations had to foreclosed owing to not-so-encouraging response from the bidders. The Committee desire

that the Railways should find out the reasons for low response for the bids and take out corrective measures in this regard.

14. The Committee further note that the railways have not indicated any time frame for redevelopment of stations. The Committee are concerned to note that no railway station has so far been developed under PPP mode. They feel that there is something amiss in the planning of the Railways so far as redevelopment of Stations are concerned. The Committee desire the Ministry to chalk out a time bound action plan for redevelopment of railway stations for providing modern and state-of-the-art amenities to rail users.

**SAFETY AND SECURITY OF PASSENGERS**

15. The Committee note that a three tier security system has been put in place which is handled by the Railway Protection Force (RPF), the Government Railway Police (GRP) and the District Police with their defined roles and responsibilities vested in each of them. While the GRP is a wing of State Police which, with a strength of 38,000 personnel, has been deployed for prevention and detection of crime and maintenance of law and order in station premises and stations, the RPF is responsible for protection and security of railway property, passenger area and passengers and related matters to supplement the efforts of the States. The Committee happy to note that as a result of these synergizing activities, 11178, 13091 and 11869 children were rescued from the clutches of the criminals from being trafficked in 2017, 2018 and 2019. Further, 36834 and 36,849 cases of Theft of Passenger Belongings (TOPB) were registered in 2018 and 2019 respectively. The Committee have been informed that several proposals for sanction of GRP posts in MP, Karnataka and Rajasthan are pending with the Ministry of Railways. They desire the Ministry to clear these proposals urgently with a view to further strengthen the security in Railways.

16. The Committee further note that the Railway Protection Force (RPF) has no power to register and investigate the passenger related offences in passenger area. However, with a view to synergize activities related to passenger security and to empower RPF to deal with

passenger related offences in passenger area, a proposal for amendment in the RPF Act was initiated by the Ministry. The Committee, in their 19<sup>th</sup> Report (Fifteenth Lok Sabha) had also strongly felt it to be a positive step for consolidation of security to be handled by a single agency for quicker reaction in case of emergencies and also avoid inter-agency issues. The Committee fail to appreciate that the proposal could not be supported by the Ministry of Home Affairs. They have been given to understand that the Ministry have instead initiated a proposal to amend the Railways Act, 1989 to empower authorized officers to deal with seven (07) new sections covering the offences of Theft of Passenger Belongings (TOPB), eve teasing and drugging etc. which has been supported by the MHA, Ministry of Women & Child Development, Department of Empowerment of Persons with Disabilities and National Security Council Secretariat/NSA as well. The Committee desire the Ministry to expedite the proposed amendment in the RPF Act, 1989 so as to help curb crime graphs vigorously.

17. The Committee learn that the Railway Protection Force (RPF) with their strength of 74,830 personnel, is supplementing the efforts of GRP for strengthening and synergizing the railway security. The Committee laud the initiatives of the Ministry taken to augment this strength to further strengthen it. In this regard, the proposals for creation of 4,192 and 2,187 posts are under consideration in the Ministry of Finance. They have been given to understand that once these proposals are cleared, overall security environment in railways would certainly be improved. The Committee, however, to their utter dismay, find that these proposals are still pending in the Ministry of Finance (Deptt. of Expenditure). They take a strong view of the delay in clearance of the proposals involving passenger safety and security and recommend the Ministry to vigorously pursue the matter with the Ministry of Finance (Deptt. of Expenditure) on top priority for early clearance. The Committee would like to be apprised of the action taken in this regard.

18. The Committee are happy to note that the Railways have endeavoured to constitute the State Level Security Committee for Railways (SLSCR) under the Chairmanship of DGP of

respective States / UTs for regular monitoring and review of security arrangements over Railways with a view to strengthen the security of rail passengers. However, they are distressed to find that only 18 States / Union Territories have, so far, constituted these committees. They take a very serious view of it. They are of the view that delay in setting up of SLSCR would certainly nullify the intended purpose of the plan and usefulness of the initiatives taken for passenger safety and security. The Committee, therefore, urge the Ministry to take proactive steps to expedite constitution of these committee in remaining States and UTs for holding meetings to ensure regular monitoring and review of security arrangements in railways.

19. The Committee appreciate the initiatives taken by the Railways for chalking out Action Plan for security of women passengers which among other things, provides for installation of CCTV cameras at platforms to cover ladies coaches during halt and in ladies coaches of sub-urban trains. They have been given to understand that special drives are also taken against offenders to help protect women passengers as per the Railway Act. The Committee laud these initiatives taken by the Railways. They would like to be apprised about the extent the offences/offenders curtailed against women passengers post implementation era of the Action Plan.

20. The Committee are glad to note that the report on 'Action Plan' has also suggested the Railway Board to issue instructions to change colour of the coaches earmarked for ladies, to install announcement system or panic button in coaches for disseminating information to security in case of need, construction of barracks, changing rooms, washrooms on priority. The Committee wish to point out that these measures of the Railways would certainly go a long way to curb crimes against women commuters. The Committee urge the Ministry to expedite implementation of these suggestions on an urgent basis and give wide publicity among rail users particularly women passengers to increase their awareness so that they could use these facilities for their safety and security.

21. The Committee are happy to note that a Standard Operating Procedure (SOP) on care and protection of children over railways has been jointly prepared by the Ministry of Railways and the Ministry of Women and Child Development (MOWCD). Accordingly, a round the clock Child Help Desk/Kiosk (CHD) has been set up at 126 railway stations. The Committee are happy to find that the Child Help Desks have rescued 11178, 13091 and 11869 children in 2017, 2018 and 2019 respectively. Though the initiative is certainly laudable, yet the Committee are distressed to find that out of more than 8700 railway stations over the network, only 126 stations have, so far, been equipped with this facility. They are of the opinion that this is an abysmally small number to cater to the large number of trains carrying huge number of passengers including children per day that are being operated on the Railway Network. The Committee desire that more stations particularly stations of child trafficking prone areas should be brought within the ambit of CHDs so that the menace of child trafficking could be eradicated.

### **CLEANLINESS**

22. Indian Railways carry more than 23 million passengers per day passing through more than 8700 Railway Stations over the network. Therefore, it becomes imperative on the part of the Railways to maintain proper hygiene, cleanliness and sanitation at all times and to monitor them strictly. Though the Committee appreciate the initiatives taken by the Railways for introduction of mechanized cleaning to provide comprehensive cleaning of station premises, yet they are distressed to note that this service is operational only to areas of conducive surfaces furnished with tiles/kota stones. Therefore, the Committee would like to suggest the Ministry to explore possibilities to extend mechanized cleaning service to other areas where conducive surfaces have not yet been provided.

23. The Committee further note that most of the cleaning activities under the mechanized cleaning system have been outsourced to professional agencies to maintain high standard of

cleanliness including 'Pay & Use' toilets for better maintenance and 940 stations have, so far, been covered as such. Though the initiative is certainly laudable, yet the Committee are dissatisfied to find that out of total 8738 stations over the network, this is abysmally small number to fulfill the aspirations of the passengers of high magnitude. They, therefore, desire the Ministry to cover more and more stations under the umbrella of mechanized cleaning system to maintain high standard of cleanliness.

24. The Committee note that periodical review is conducted to monitor cleanliness and railways take remedial measures for prompt rectification of the deficiencies as and when noticed. The Committee learn that third party annual survey is conducted at major stations for cleanliness. In addition, action is taken against the staff/contractors who are found wanting in the performance of their duties for maintaining cleanliness. The Committee laud the measures taken by the Railways for strict compliance of cleanliness activities and sanitation in railways. They are of the considered view that such a step would certainly add in ensuring monitoring mechanism. At the same time, they would like to exhort the Ministry to further intensify them for robust monitoring so that deficiencies are made good as and when noticed.

25. The Committee note that the Railways have introduced 'On Board House Keeping Service' (OBHS) in 1100 pairs of trains for cleaning of coach toilets, doorways, aisles and passenger compartments during the run of the trains. Though the initiatives is certainly appreciable, yet the Committee are distressed to find that this is insignificantly small number to cater to 13,169 number of passenger trains that are being operated on the railway network. The Committee desire that more trains should be brought under the aegis of OBHS Service so that crores of rail users could avail the benefit of this service.

#### **DRINKING WATER FACILITY**

26. The Committee observe that safe drinking water is the most needed and essential amenities at stations and in trains. Though the Railways have taken all out efforts for supply of potable



water, yet additional efforts are required to be taken to eradicate the problem of scarcity of drinking water particularly during peak hours. The Committee have, however, been informed that when the existing sources of drinking water are found inadequate, water supply is augmented through water tankers and various other sources like bore-well, municipality, rivers/dams etc. Further, the Ministry have endeavoured to proliferate Water Vending Machines in railway stations so as to ensure availability of safe and pure drinking water to travelling passengers at affordable rates. The Committee note that the supply of free potable water is maintained through water taps. In addition, Water Vending Machines (WVMs) have been installed at railway stations for sale of drinking water at nominal cost. However, the packaged drinking water has been the most preferable and plausible drink among the passengers. The Committee find it imperative on the part of the Railways to make additional efforts for exuberant supply of packaged drinking water over railways. The Committee are, however, distressed to note that there is shortage of huge quantity of railway's packaged drinking water i.e. Rail Neer over railways. Currently, 11.22 lakh litres i.e. 62% of Rail Neer is being produced from 14 plants as against the demand of 18 lakh litres per day and the shortage of six point seven eight (6.78) lakh litres of Rail Neer is met by other Bureau of Indian Standards (BIS) approved brands of Packaged Drinking Water (PDW). Though the railway has commissioned seven (7) more plants, yet the Committee are not happy with this scarce and deficient arrangements of the Railways which is invariably leading to unauthorized entrants selling fake brand of packaged drinking water in railways and causing serious threats to passengers' health besides loss to exchequer. The Committee would like to suggest the Ministry to come forward with a suitable plan to augment Rail Neer for ample supply not only to refrain unauthorized entrants for sale of fake brands of packaged drinking water but also help save the health of the passengers.

## **OTHER FACILITIES/INITIATIVES**

27. The Committee note that the Railways have taken various steps to improve the punctuality of trains such as redressal of the problem of capacity constraints and real-time monitoring and regular review and conversion of coaches by LHB (Linke Hofmann Busch) coaches having higher speed capacity and replacement of conventional passenger trains by MEMU (Mainline Electrical Multiple Unit) trains. The Committee though laud the initiatives taken by the railways, yet they are distressed to find that most of the projects targeted for improving the capacity constraint, are pending since long. The Committee are of the view that the initiatives taken by the Railways would gain no score unless the projects to de-congest the capacity constraints, are completed in time and without any extension of time leading to cost overrun. The Committee, therefore, desire the Ministry to rigorously monitor their projects to complete them vigorously.

28. The Committee have been informed that as an alternative, the Railways have started sale of platform tickets through mobile phone/mobile App in Western Railway, Central Railway and Northern Railway (New Delhi and Hazrat Nizamuddin Railway Stations). Though this step of the railways is laudable, yet the Committee find that this is a very small number to cater to the large number of passengers. The Committee wish to point out that railway counters are already over-crowded, more so, a lot of time is consumed for purchase of platform tickets. They feel that all major railway stations of each zone should be covered under this facility. The Committee also desire that the Ministry should think for sale of platform tickets through IRCTC website on the lines of sale of e-tickets/i-tickets which may go a long way both in de-congestion of railway counters and saving of revenue incurred on printing of platform tickets.

29. The Committee learn that pursuance to announcement made in the Rail Budget 2016-17, Zonal Railways were advised to ensure availability of baby food, hot milk and hot water at Railway Stations on payment basis. Accordingly, the 'Janani Seva' was introduced to ensure

provision of packaged baby food, milk powder, hot milk and hot water from catering stalls and in Trains on payment basis on MRP. Though the initiative is certainly laudable, yet the Committee are distressed to find that only 1131 stations have been identified for 'Janani Seva'. The Committee are of the opinion that this is an abysmally small number to cater to the large number of passengers over the network. They, therefore, desire the Ministry to bring more stations under the umbrella of 'Janani Seva' so that passengers could avail the benefits and get their items of all travelling needs during the trip.

30. The Committee note that the Railways have initiated setting up of the scheme of Multi Purpose Stalls (MPS) at stations for availability of all items of travelling needs for passengers on payment basis. They are aware that the scheme is at implementation stage. The Committee are of the opinion that once this scheme is implemented, it would cater to all items of travelling needs of passengers. They, therefore, desire that the Ministry should take all preparedness to implement the same urgently.

31. The Committee find that 3382 ICF design rakes have been provided with divyangjan friendly SLRD coaches. The Ministry have informed that Production Units have already started manufacturing LHB type coaches for divyangjan passengers which are inducted in Indian Railway progressively. The Committee are of the opinion that Railways should make available the maximum facilities for divyang passengers in these coaches. They desire the Ministry to take expeditious proliferation of divyangjan friendly LHB Coaches in Railways.

32. The Committee are happy to note that the Railways have initiated to promote digital payments and cashless transactions for purchase of ticket through Point of Sale (POS) / Swipe Machines at ticket counters. In the opinion of the Committee, cashless transaction has become the need of the hour particularly in wake of the technological revolution. It not only helps cashless transaction through cards and promote digitization but also refrains railway counters from being duped of fake currency/coin received from sale of tickets. The Committee are distressed to find that only the important stations have been facilitated with

the digital payment and many of them have been deprived with the facility. The Committee, therefore, feel that more stations should be brought into the ambit to cater to the needs of large number of passengers travelling over the network.

33. The Committee learn that majority of the express/mail trains have not been facilitated with the Station Indication Board or Coach Announcement Mechanism for guiding the passengers to de-board at stations. In this regard, the Ministry have been informed that production units MCF and RCF have been advised for fitment of such devices in 50 coaches each and tender for installation of these devices has been awarded and fitment is in process. Though the initiative is certainly laudable, yet the Committee are very unhappy to find that only 50 coaches have been identified for fitment of these devices in thousands of trains running over the network where more than 23 million passengers travel per day. The Committee are of the view that this is abysmally small number to cater to the large number of trains that are being operated on the railway network. They desire that all mail/express trains should be equipped with these devices so that rail passengers could not face any problem on this count.

New Delhi;  
March, 2021  
Phalgun, 1942 (Saka)

**RADHA MOHAN SINGH**  
Chairperson  
Standing Committee on Railways

**MINUTES OF THE FIFTEENTH SITTING OF THE STANDING COMMITTEE ON  
RAILWAYS (2015-16)**

The Committee sat on Friday, the 19<sup>th</sup> August, 2016, from 1500 hours to 1630 hours in Committee Room 'D', Parliament House Annexe, New Delhi.

**PRESENT**

**SHRI DINESH TRIVEDI - CHAIRPERSON**

**MEMBERS**

**LOK SABHA**

2. Shri Sanjay Dhotre
3. Shri Gourav Gogoi
4. Shri Ramesh Kaushik
5. Shri Gajanan Chandrakant Kirtikar
6. Shri K.H. Muniyappa

**RAJYA SABHA**

7. Sh. Satish Chandra Misra
8. Shri Dilipbhai Pandya
9. Shri Bashistha Narain Singh
10. Shri Alok Tiwari
11. Shri Motilal Vora

**SECRETARIAT**

1. Shri Arun K. Kaushik - Director
2. Smt. Geeta Parmar - Deputy Secretary

**REPRESENTATIVES OF THE MINISTRY OF RAILWAYS (RAILWAY BOARD)\***

1.	Shri A.K. Mital	Chairman, Railway Board & Ex-officio Principal Secretary to the Government of India
2.	Shri S. Mookerjee	Financial Commissioner (Railways) & Ex-officio Secretary to the Government of India
3.	Shri Pradeep Kumar	Member-Staff, Railway Board & Ex-officio Secretary to the Government of India
4.	Shri Mohd. Jamshed	Member-Traffic, Railway Board & Ex-officio Secretary to the Government of India
5.	Shri A.K. Kapoor	Member-Electrical, Railway Board & Ex-officio Secretary to the Government of India
6.	Shri Hemant Kumar	Member-Mechanical, Railway Board & Ex-officio Secretary to the Government of India

\*Present only during the briefing on the subject 'Passenger Amenities including Modernization of Railway Stations and Catering Services'.

2.        xxxx                                xxxx                                xxxx                                xxxx

3.        xxxx                                xxxx                                xxxx                                xxxx

4.        Thereafter, representatives of the Ministry of Railways were called in. The Chairperson, then, welcomed the officials of the Ministry of Railways to the sitting of the Committee. The Chairperson also drew the attention of the witness to Direction 55 of the Directions by Speaker, Lok Sabha.

5.        The representatives of the Ministry of Railways briefed the Committee in connection with the subject 'Passenger Amenities including Modernisation of Railway Stations and Catering Services'. The Members sought certain clarifications relating to the subject and the representatives of the Ministry replied to the same.

6.        A verbatim record of the sitting has been kept.

**The Committee then adjourned.**

**MINUTES OF THE ELEVENTH SITTING OF THE STANDING COMMITTEE ON RAILWAYS (2016-17)**

The Committee sat on Wednesday, the 31<sup>st</sup> May, 2017, from 1100 hours to 1323 hours in Committee Room 'C', Parliament House Annexe, New Delhi.

**PRESENT**

**Shri Ganesh Singh - In the Chair**

**MEMBERS**

**LOK SABHA**

2. Shri Kunwar Pushpendra Singh Chandel
3. Shri Ram Tahal Chaudhary
4. Shri Rajeev Shankarrao Satav
5. Shri Ramesh Chander Kaushik
6. Shri Balabhadra Majhi
7. Shri K.H. Muniyappa
8. Shri A.T. Nana Patil
9. Shri Mekapati Raja Mohan Reddy
10. Shri Lakhan Lal Sahu
11. Prof. (Dr.) Ram Shanker
12. Shri Uday Pratap Singh
13. Shri S.R. Vijayakumar

**RAJYA SABHA**

14. Shri Ranvijay Singh Judev
15. Shri T. Rathinavel
16. Shri Bashistha Narain Singh
17. Shri Alok Tiwari

**SECRETARIAT**

1. Smt. Abha Singh Yaduvanshi - Joint Secretary
2. Shri Arun Kumar Kaushik - Director
3. Smt. Geeta Parmar - Deputy Secretary

**\*REPRESENTATIVES OF THE MINISTRY OF RAILWAYS (RAILWAY BOARD)**

1. Shri A.K. Mital Chairman, Railway Board & Ex. –Officio Principal Secretary to the Government of India.
2. Shri B.N. Mohapatra Financial Commissioner (Railways) & Ex. –Officio Secretary to the Government of India.
3. Shri Aditya Kumar Mittal Member Engineering, Railway Board & Ex. –Officio Secretary to the Government of India.
4. Shri Mohd. Jamshed Member-Traffic, Railway Board & Ex-officio Secretary to the Government of India.
5. Shri Ghanshyam Singh Member Traction, Railway Board & Ex-officio Secretary to the Government of India.

\*Present during briefing by the Ministry of Railways (Railway Board)

2. In the absence of Chairperson, the Committee chose Shri Ganesh Singh to act as Chairperson for the sitting under the provision of Rule 258(3) of 'Rules of Procedure and Conduct of Business in Lok Sabha' which *inter alia* states as under:-

*"258(3) If the Chairperson is absent from any sitting, the Committee shall choose another member to act as Chairperson for that sitting."*

3. xxxx                          xxxx                          xxxx                          xxxx

4. xxxx                          xxxx                          xxxx                          xxxx

5. Thereafter, representatives of the Ministry of Railways were called in and the Chairperson welcomed the officials of the Ministry of Railways to the sitting of the Committee. The Chairperson then drew the attention of the witness to Direction 55 of the Directions by Speaker, Lok Sabha.

6. The representatives of the Ministry of Railways briefed the Committee in connection with the subject 'Passenger Amenities including Modernisation of Railway Stations, and Catering Services'. The members sought certain clarifications relating to the subject and the representatives of the Ministry replied to the same. The Committee desired the Chairman, Railway Board to furnish the replies to the unanswered questions at the earliest to the Committee. The witnesses then withdrew.

7. xxxx                          xxxx                          xxxx                          xxxx

8. A verbatim record of the proceedings has been kept.

**The Committee then adjourned.**



**MINUTES OF THE THIRTEENTH SITTING OF THE STANDING COMMITTEE ON RAILWAYS (2016-17)**

The Committee sat on Wednesday, the 4<sup>th</sup> August, 2017, from 1500 hours to 1620 hours in Committee Room 'B', Parliament House Annexe, New Delhi.

**PRESENT**

**Shri Sudip Bandyopadhyay** - **Chairperson**

**MEMBERS**

**LOK SABHA**

2. Shri Ram Tahal Chaudhary
3. Shri Rajeev Satav
4. Shri Chandra Prakash Joshi
5. Shri Ramesh Chander Kaushik
6. Shri Gajanan Kirtikar
7. Shri Balabhadra Majhi
8. Shri Mekapati Raja Mohan Reddy
9. Shri Lakhan Lal Sahu
10. Shri Ganesh Singh
11. Shri Uday Pratap Singh
12. Shri Thota Narasimham

**RAJYA SABHA**

13. Shri Ranvijay Singh Judev
14. Shri Shwait Malik
15. Shri Mukut Mithi
16. Shri T. Rathinavel

**SECRETARIAT**

1. Smt. Abha Singh Yaduvanshi - Joint Secretary
2. Shri Arun Kumar Kaushik - Director
3. Smt. Ram Lal Yadav - Deputy Secretary



**MINUTES OF THE ELEVENTH SITTING OF THE  
STANDING COMMITTEE ON AILWAYS (2017-18)**

The Committee met on Friday, the 29<sup>th</sup> June, 2018 from 1100 hrs. to 1300 hrs. in Committee Room 'B', PHA, New Delhi.

**PRESENT**

**Shri Sudip Bandyopadhyay- Chairperson**

**MEMBERS**

**LOK SABHA**

2. Shri Chandra Prakash Joshi
3. Shri Ramesh Chander Kaushik
4. Shri K.H. Muniyappa
5. Shri A.T. Nana Patil
6. Shri Lakhan Lal Sahu
7. Shri Rajeev Satav
8. Shri G.M. Siddeshwara
9. Shri Uday Pratap Singh

**RAJYA SABHA**

10. Shri A.K. Antony
11. Shri Shwait Malik
12. Shri Satish Chandra Misra
13. Shri Mukut Mithi
14. Shri Garikapati Mohan Rao
15. Shri Motilal Vora
16. Shri Bashistha Narain Singh

**SECRETARIAT**

1. Smt. Abha Singh Yaduvanshi - Joint Secretary
2. Shri Arun K. Kaushik - Director
3. Shri Ram Lal Yadav - Deputy Secretary

## REPRESENTATIVES OF THE MINISTRY OF RAILWAYS (RAILWAY BOARD)

1.	Shri Ashwani Lohani	Chairman, Railway Board & Ex-officio Principal Secretary to the Government of India
2.	Shri A.K. Prasad	Financial Commissioner (Railways) & Ex-officio Secretary to the Government of India
3.	Shri Mahesh Kumar Gupta	Member Engineering, Railway Board & Ex-officio Secretary to the Government of India
4.	Shri Rajiv Dutt Sharma	Additional Member (Commercial)
5.	Shri Rajiv Chaudhary	Principal Executive Director (Stn. Dev. Engg.)

2. At the outset, the Chairperson welcomed the representatives of the Ministry of Railways (Railway Board) to the sitting and invited their attention to the provisions contained in Direction 55 of the Directions by the Speaker, Lok Sabha regarding the proceedings to be treated as confidential.

3. The representatives of the Ministry of Railways (Railway Board) then briefed the Committee on the subject 'Passenger Amenities including Modernization of Railway Stations'. The main issues that were discussed were the provision of adequate passenger amenities, both at stations as well as in trains, provision of amenities at all categories of stations irrespective of its category, upgradation/modernization of stations under the Adarsh and World Class Station Scheme and extension/stoppage of trains to facilitate passengers.

4. Thereafter, the Chairperson and Members of the Committee sought certain clarification on the subject. The Chairperson, then thanked the Chairman, Railway Board and other officials for appearing before the Committee and providing valuable information on the subject and also directed the Ministry to provide written replies to queries that remained unanswered. The evidence remained inconclusive.

5. A verbatim record of the proceedings of the Committee has been kept.

**The Committee then adjourned.**

**MINUTES OF THE THIRD SITTING OF THE STANDING COMMITTEE ON RAILWAYS (2019-20)**

The Committee met on Thursday, the 7<sup>th</sup> November, 2019 from 1100 hrs. to 1330 hrs. in Committee Room 'B', Parliament House Annexe, New Delhi.

**PRESENT**

**Shri Radha Mohan Singh - Chairperson**

**MEMBERS**

**LOK SABHA**

2. Shri T.R. Baalu
3. Smt. Ranjanben Bhatt
4. Shri Pankaj Choudhary
5. Smt. Sangeeta Kumari Singh Deo
6. Shri Hemant Tukaram Godse
7. Shri Suresh Kodikunnil
8. Shri Kaushalendra Kumar
9. Smt. Jaskaur Meena
10. Shri Sunil Kumar Mondal
11. Smt. Queen Oja
12. Smt. Keshari Devi Patel
13. Shri Mukesh Rajput
14. Shri N. Reddeppa
15. Shri Sumedhanand Saraswati
16. Shri Gopal Jee Thakur

**RAJYA SABHA**

17. Shri N. Gokulakrishnan
18. Shri Mohd. Ali Khan
19. Ms. Saroj Pandey
20. Shri Ashok Siddharth
21. Shri Motilal Vora

**SECRETARIAT**

1. Dr. Kavita Prasad - Joint Secretary
2. Shri Arun K. Kaushik - Director
3. Shri Ram Lal Yadav - Addl. Director
4. Smt. Archana Srivastva - Deputy Secretary

## REPRESENTATIVES OF THE MINISTRY OF RAILWAYS (RAILWAY BOARD)

1.	Shri Vinod Kumar Yadav	Chairman, Railway Board & Ex-officio Principal Secretary to the Government of India
2.	Shri Vishwesh Chaube	Member Engineering, Railway Board & Ex-officio Secretary to the Government of India
3.	Shri Arun Kumar	Director General/Railway Protection Force
4.	Shri O.P. Singh	Principal Executive Director/ Station Development Engineering
5.	Shri N. Madhusudan Rao	Principal Executive Director/ Commercial (Rates and Marketing)

2. At the outset, the Chairperson welcomed the representatives of the Ministry of Railways (Railway Board) to the sitting and invited their attention to the provisions contained in Direction 55 of the Directions by the Speaker, Lok Sabha regarding the confidentiality of the proceedings.

3. Thereafter, the Committee took evidence of the representatives of the Ministry of Railways (Railway Board) in connection with examination of the subject "Passenger Amenities including Modernization of Railway Stations".

4. The Chairman, Railway Board briefed the Committee about some of the salient features of passenger amenities provided by the Railways at various categories of railway stations in Indian Railways. He also informed the Committee about the status of modernization of Railway stations including Modern Stations, Model Stations, Adarsh stations and World Class Stations. The Committee broadly discussed the issues related to categorization of stations, improvement of amenities including cleanliness at stations as well as onboard and prevention of slippages, providing greater amenities at halt stations, improvement in quality/cleanliness of linen provided in trains etc.

5. The Committee, then, sought certain clarifications on the issues related to the subject. The Chairman, Railway Board replied to some of the queries and assured to send the written replies to the queries in respect of which the information was not readily available with him. The evidence was concluded.

6. A verbatim record of the proceedings of the Committee has been kept.

**The Committee then adjourned.**

**MINUTES OF THE SIXTH SITTING OF THE STANDING COMMITTEE ON RAILWAYS (2019-20)**

The Committee met on Friday, the 20<sup>th</sup> December, 2019 from 1100 hrs. to 1310 hrs. in Committee Room No. '3', Parliament House Annexe Extension Building, New Delhi.

**PRESENT**

**Shri Radha Mohan Singh - Chairperson**

**MEMBERS**

**LOK SABHA**

2. Shri T.R. Baalu
3. Shri Pankaj Choudhary
4. Shri Suresh Kodikunnil
5. Shri Kaushalendra Kumar
6. Smt. Diya Kumari
7. Shri Anubhav Mohanty
8. Smt. Queen Oja
9. Shri Mukesh Rajput
10. Shri N. Reddeppa
11. Shri Gopal Jee Thakur
12. Sadhvi Pragya Singh Thakur

**RAJYA SABHA**

13. Shri N. Gokulakrishnan
14. Shri Mohd. Ali Khan
15. Ms. Saroj Pandey
16. Shri Ashok Siddharth
17. Shri Bashistha Narain Singh
18. Shri Motilal Vora

**SECRETARIAT**

1. Dr. Kavita Prasad - Joint Secretary
2. Shri Arun K. Kaushik - Director
3. Shri Ram Lal Yadav - Addl. Director
4. Smt. Archana Srivastva - Deputy Secretary

## REPRESENTATIVES OF THE MINISTRY OF RAILWAYS (RAILWAY BOARD)

1.	Shri Vinod Kumar Yadav	Chairman, Railway Board
2.	Shri Vishwesh Chaube	Member Engineering, Railway Board & Ex-officio Secretary to the Government of India
3.	Shri P.S. Mishra, Member	(Traffic), Railway Board
4.	Shri Arun Kumar	Director General/Railway Protection Force
5.	Shri Sunil Mathur	Additional Member (Tourism & Catering), Railway Board
6.	Shri M.P. Mall	CMD, Indian Railway Catering and Tourism Corporation (IRCTC)
7.	Shri O.P. Singh	Principal Executive Director/ Station Development Engineering
8.	Shri N. Madhusudan Rao,	Principal Exe. Director Commercial (Rates & Marketing)

2. At the outset, the Chairperson welcomed the representatives of the Ministry of Railways (Railway Board) to the sitting and invited their attention to the provisions contained in Direction 55 of the Directions by the Speaker, Lok Sabha regarding the confidentiality of the proceedings.

3. Thereafter, the Committee took evidence of the representatives of the Ministry of Railways (Railway Board) in connection with examination of the subject "Passenger Amenities including Modernization of Railway Stations".

4. The Chairman, Railway Board briefed the Committee about some of the salient features of passenger amenities provided by the Railways at various categories of railway stations in Indian Railways. He also informed the Committee about the current status of redevelopment of Railway stations as World Class Stations under PPP mode. The Committee broadly discussed the issues related to provision, improvement and upgradation of amenities, cleanliness at railway premises and in trains, prevention of slippages in amenities, security in railways, new line projects, vacancies in RPF and supply of fresh and hygienic foods to passengers, etc.

5. The Committee, then, sought certain clarifications on the issues related to the subject. The Chairman, Railway Board replied to some of the queries and assured to send the written replies to the queries in respect of which the information was not readily available with him. The evidence was concluded.

6. A verbatim record of the proceedings of the Committee has been kept.

**The Committee then adjourned.**



**MINUTES OF THE FOURTH SITTING OF THE STANDING COMMITTEE ON RAILWAYS (2020-21)**

The Committee met on Friday, the 15<sup>th</sup> January, 2021 from 1500 hrs. to 1655 hrs. in Committee Room 'D', Parliament House Annexe, New Delhi.

**PRESENT**

**Shri Radha Mohan Singh - Chairperson**

**MEMBERS**

**LOK SABHA**

2. Shri Pankaj Choudhary
3. Shri Sunil Kumar Mondal
4. Shri Mukesh Rajput
5. Shri Arvind Ganpat Sawant
6. Shri Kodikunnil Suresh
7. Shri Gopal Jee Thakur

**RAJYA SABHA**

8. Shri Narhari Amin
9. Shri H.D. Devegowda
10. Prof. Manoj Kumar Jha
11. Shri Ashok Siddharth

**SECRETARIAT**

1. Shri Prasenjit Singh - Joint Secretary
2. Shri Arun K. Kaushik - Director
3. Shri Ram Lal Yadav - Addl. Director
4. Smt. Archana Srivastva - Deputy Secretary

**REPRESENTATIVES OF THE MINISTRY OF RAILWAYS (RAILWAY BOARD)\***

1.	<b>Sh. Suneet Sharma</b>	Chairman & Chief Executive Officer, Railway Board & Ex. –officio Principal Secretary to the Government of India.
2.	<b>Sh. Naresh Salecha</b>	Member (Finance), Railway Board & Ex. -officio Secretary to the Government of India.
3.	<b>Sh. Pradeep Kumar</b>	Member (Infrastructure), Railway Board & Ex. -officio Secretary to the Government of India.
4.	<b>Sh. Rajesh Tiwari</b>	Member (Traction & Rolling Stock), Railway Board & Ex. -officio Secretary to the Government of India.
5.	<b>Sh. P.S. Mishra</b>	Member (Operations & Business Development), Railway Board & Ex. -officio Secretary to the Government of India.

*\*Present only during the briefing on the subject “Expansion of Rail Network”.*

2. At the outset, the Chairperson welcomed the Members to the sitting of the Committee and extended New Year wishes to all members of the Committee. Thereafter, the Committee took up for consideration the draft Report on the subject ‘Passenger Amenities including Modernization of Railway Stations’ and adopted the same without any modification.

3. The Committee authorized the Chairperson to finalise and present the Report to the Parliament during the next Session.

4.        xxxx                                xxxx                                xxxx                                xxxx

5.        xxxx                                xxxx                                xxxx                                xxxx

6.        xxxx                                xxxx                                xxxx                                xxxx

7. The evidence was concluded.

8. A verbatim record of the proceedings of the Committee has been kept.

**The Committee then adjourned.**