

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2512
ANSWERED ON:07.08.2003
BETTER CUSTOMER SERVICES TO PASSENGERS
VILAS BABURAO MUTTEMWAR

Will the Minister of RAILWAYS be pleased to state:

- (a) whether an action plan has been finalised by the Railways to provide better customer services to the passengers;
- (b) if so, the details of the plan finalised in this regard and the additional facilities proposed to be provided to the passengers under the said plan;
- (c) whether all the important stations are only to be covered under this plan or an overall view of all the stations is to be taken so as to provide the minimum required facilities to the passengers at all the stations; and
- (d) if not, the names of the stations to be covered under the proposed scheme and the amount to be spent during the current financial year for improving the services at the stations ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS(SHRI BANDARU DATTATRAYA)

- (a)&(b): Indian Railways have planned to improve the level of customer satisfaction in the current year, i.e. 2003-04 for which a number of steps covering various areas of on- board and off board facilities viz. safety, security, punctuality, improving cleanliness by introduction of modern system of cleaning of stations and trains, by facilitating and computerizing the issue of tickets, computerizing the refund process, extension of internet booking of reserved tickets, improvement in enquiry system etc. have been taken
- (c)&(d): Provision of additional facilities at stations is a continuous process which are provided on the basis of the category of station and availability of funds.