

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3179

ANSWERED ON:14.08.2003

EXTRA CHARGES FOR USING PASSENGER AMENITIES AT RAILWAY STATION .

ADHIR RANJAN CHOWDHURY

Will the Minister of RAILWAYS be pleased to state:

to the reply given to Unstarred Question No. 2443 dated March, 6, 2003 regarding modernisation of Railway Stations and state:

(a) whether some railway stations have been selected for development as model stations;

(b) if so, whether the works undertaken for upgradation/renovation/modernisation of railway stations are financed from the provisions made to the Zonal railways under the Plan head `Passenger Amenities`;

(c) if so, whether the passengers having valid train tickets are entitled to all the passenger amenities without paying extra money from the services; and

(d) if so, the reasons why the passengers having valid train tickets have to pay extra wherever one has to use the toilet and bathroom facilities in the railway stations especially in New Jalpaiguri Station?

Answer

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

(a) & (b): Yes, Sir.

(c): Passengers are entitled to avail the facilities provided by the Railway free of cost except those facilities for which separate charges have been prescribed.

(d): `Pay & Use` toilets are provided at certain stations and have a higher level of customer satisfaction and nominal charges are realized for the enhanced level of service. In respect of general toilets, no charges are levied by the Railway Administration.