

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:1422  
ANSWERED ON:01.12.2005  
IMPROVEMENT OF AMENITIES IN TRAINS  
Ramadass Prof. M

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

- (a) the measures taken by the Government to spruce up all the trains and improve amenities provided by the Railways;
- (b) whether the Government is considering to adopt public-private partnership to upgrade amenities being provided in trains;
- (c) if so, the details thereof;
- (d) whether the Government is taking any steps to make grievances redressal mechanism more effective; and
- (e) if so, the details thereof?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS ( SHRI R. VELU )

(a) The availability & maintenance of amenities as prescribed in `Schedules of amenities` for various classes of coaches are ensured during the primary and secondary maintenance. Each coach is given periodical overhaul in which condition of the coach is spruced up. Mid-life rehabilitation of some coaches that have completed 12-15 years of life is also under taken to improve the condition of the coaches. In order to provide comfortable journey to passengers, improvements in design and technology are also under taken regularly.

(b) No, Sir.

(c) Does not arise.

(d) & (e) Indian Railways have taken the following steps to make grievances redressal mechanism more effective :-

# To minimize direct contact of staff with public new technologies like internet booking, reservation through mobile phones, etc. have been introduced.

# Particular areas where there are complaints against the frontline staff, they are identified and remedial action taken.

# To reduce the number of grievances regarding enquiries, Integrated Train Enquiry System have been established.

# Frontline staff are given training at the Zonal Training Institutes.

# Punctuality drives are launched to improve punctuality performance of trains. Bad runners are identified and remedial measures taken.

# During rush period, additional booking windows are opened and additional coaches are attached to the trains to clear the passengers.

# To improve the cleanliness at stations and on trains, mechanized cleaning has been started at important stations.

# Refund Rules have been liberalized and refund cases are monitored at officers` levels.